



**Cheshire  
Police & Crime  
Commissioner**

# **Call Management Audit Scheme for Cheshire**

**Annual Report 2023/24**

## Annual Report 2023/24

This Annual Report captures details of the work of the Call Management Audit Scheme within Cheshire from 1 April 2023 to 31 March 2024 and includes information in relation to volunteer Call Management Auditors (CMAs) and outcomes from the audits undertaken throughout the year.

### Cheshire Call Management Audit Scheme



The scheme was introduced in 2014 to ensure that the public's needs and expectations were being met through the application of call handling and incident response standards to both non-emergency and emergency calls.

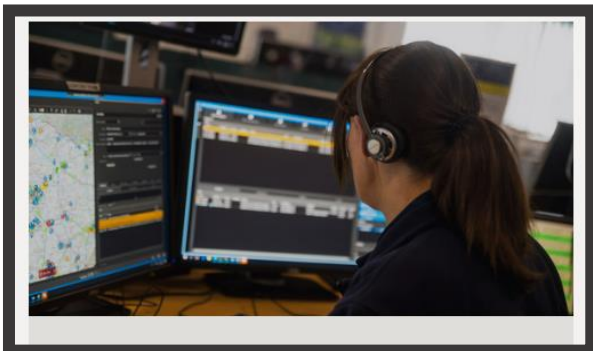
CMAs are members of the local community who volunteer to provide independent and invaluable feedback on the way Cheshire Constabulary interacts with the public during telephone contact. They visit the Police Headquarters on a three-weekly basis to undertake an audit of randomly selected non-emergency and emergency calls received by the Constabulary's Force Control Centre (FCC).

As of 31 March 2024, the scheme had six CMAs.

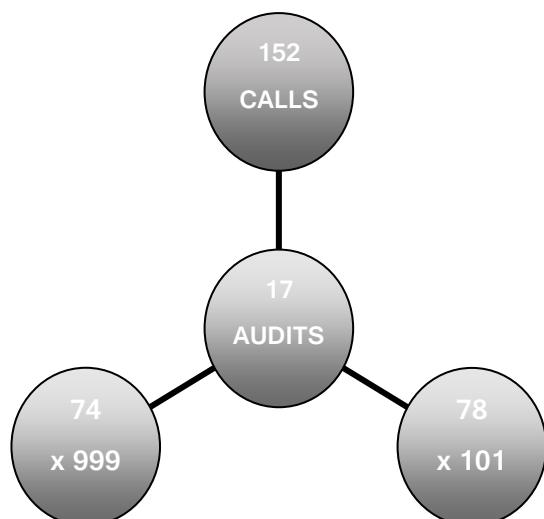
A maximum of ten calls are randomly selected from a list of recent calls supplied by the FCC. A staff member from the FCC facilitates the audits playing recordings of the calls selected to be reviewed by the CMAs.

A report for each call audited is created, recording the CMAs comments in how the call was managed, and details any issues that need addressing, including any areas of learning/development for the call handler.

Following the audit, the facilitator responds to the issues raised where necessary and states what action has been taken via a report to the Commissioner.



## Call Management Auditing Data



In the year 2023/24, 17 audits were carried out with the total of 152 calls being audited.

49% of audited calls were emergency calls and remaining 51% were police non-emergency calls (PNE).

In the last year we have managed to increase the frequency of audits (from once per month to once per three weeks) which resulted in a higher number of audits conducted and calls audited.

Whilst calls are selected at random, this is sometimes from a pool of calls extracted by crime type to ensure the objectives in the Police and Crime Plan are being delivered.

Table below presents what crime/incident types have been audited and summary of the issues identified by the call auditors per each crime/incident type:

MONTH	CRIME/INCIDENT TYPE	ISSUES ARISING
APRIL'23	HATE CRIME	3
MAY'23	PUBLIC ORDER	1
	DOMESTIC VIOLENCE	2
JUNE'23	ROAD TRAFFIC COLLISIONS	0
JULY'23	RAPE & SERIOUS SEXUAL OFFENCES	0
	ASB	1
AUGUST'23	BURGLARY	1
SEPTEMBER'23	VEHICLE CRIME	1

	CRIMINAL DAMAGE	1
OCTOBER'23	CONCERN FOR SAFETY	0
NOVEMBER'23	FIREARMS	2
	ROBBERY	1
DECEMBER'23	ANIMAL WELFARE	0
JANUARY'24	BURGLARY	0
	HATE CRIME	2
FEBRUARY'24	ASB	3
MARCH'24	ROBBERY	0

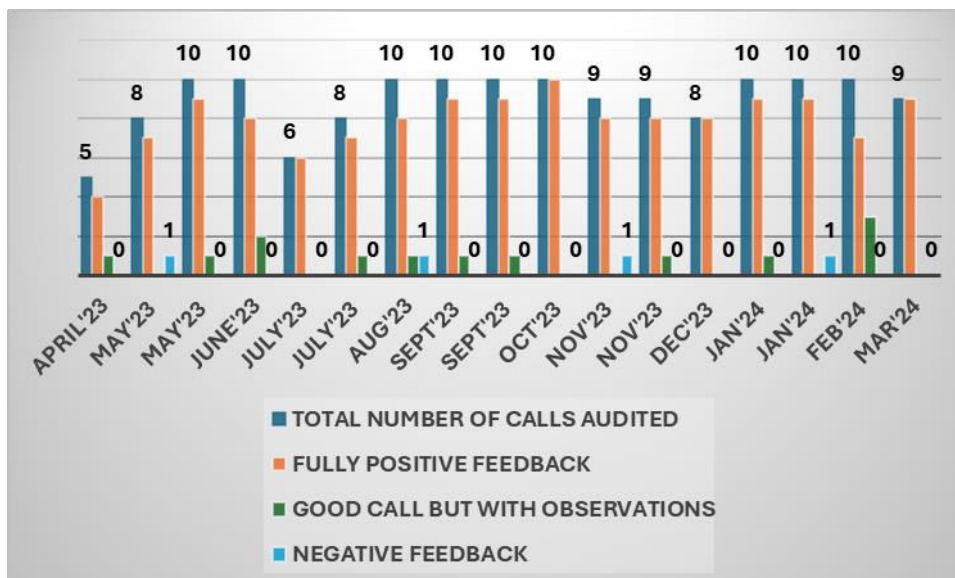
## Call Management Audit Scheme Findings

### *Categorisation of calls*

In the process of auditing calls, the CMAs discuss and agree on the categorisation of call against three options:

1. Fully positive feedback
2. Good call but with suggestions for improvement/development
3. Negative feedback.

Chart below presents summary of findings per audit and per category:



The areas for improvement can be summarised as:

- Taking command/better handling of call (9 calls = 6% of all calls audited)
- Call lacked empathy (6 calls = 4% of all calls audited)
- Call lacked reassurance (5 calls = 3% of all calls audited)
- Information not logged correctly/accurately (3 calls = 2% of all calls audited)
- Application of better questioning skills (3 calls = 2% of all calls audited)
- Recognising vulnerability (3 calls = 2% of all calls audited)
- Ensuring safety of the caller (2 calls = 1% of all calls audited)
- Providing clear guidance/good advice (2 calls = 1% of all calls audited)
- Being more mindful to use appropriate language (1 call).

The feedback is initially discussed with the facilitator and escalated to the leadership team following the audit. Any action required or taken is recorded and shared with the call operator. Furthermore, where there have been examples of good practice, positive messages are relayed to call operators. It is important that this process identifies both the areas for improvement/training needs (where necessary) and provides the call operators with positive feedback on how calls are handled.

As it is exemplified by a Table on pages 3 & 4 calls on the reports of hate crime received a bit more criticism in comparison to other calls audited. OPCC has been reassured by the leadership team that the Quality Assurance Team will be conducting regular audits on hate crimes to ensure that they identify and provide appropriate interventions for anyone needing additional training/guidance.

### **Case Studies – examples of excellent practice**

*A vulnerable caller had her car broken into and her bag, purse and phone taken rang the police on 999 and the call handler gave her good safety and practical advice. Call handler was empathetic in their approach and ensuring that caller was safe; gave good clear information on what to expect and when regarding the incident and stayed online with the caller until help arrived. (June 2023; road traffic collisions call)*

*A distressed caller dialled 999 as he believed there were armed people in his home who had killed his cat and a family member. He had knocked at a neighbouring house frightened and it was from inside there that he had made the call.  
It felt apparent as the call progressed that there was possibly a mental health issue involved. The call handler was sympathetic, reassuring and careful in guiding the conversation until the patrol offers arrived.  
The log confirmed that the young man was suffering from a psychotic episode and no offences had taken place. (November 2023; firearms call)*



## Looking Forward to 2024/25

Plans for the forthcoming year will include:

- Explore opportunities for enhanced learning & development for volunteers.
- Look at prospects of good practice exchange by researching whether other OPCCs conduct scrutiny of calls undertaken by the independent members of public and linking in with any that scrutinise calls in a similar manner.

## If You Would Like to Know More...

For further information in relation to the scheme or if you are interested in becoming Call Management Auditor please contact:

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## Cheshire Constabulary Management Response

We are extremely grateful to the auditors for their feedback and we are pleased to see that the majority of the feedback is positive. We ensure that feedback is passed on to the staff, and where negative trends are identified we instigate additional monitoring through our quality assurance team, providing individual training and development as needed.