

Force Control Room – Appendix B

Actions		Completion Date	Progress	Comments
<b>Short term</b>				
1.	Subject to vetting checks, 45 new Police Control Room Operators (PCROs) are scheduled to start in the control room with effect from Monday 23rd January	23 January 2017		Training of a PCRO takes 9 weeks. Completion of actions 1 and 3 will move the room from an understrength position that has been experienced throughout 2016 to an over-strength position in a deliberate move to make the room as resilient as possible for raised demand in summer 2017.
2.	An analyst to be recruited to the FCR		complete	This appointment will help to optimise workforce scheduling and plan staff according to predicted demand
3.	A further intake of PCROS is planned during the Spring to ensure the FCR remains at or above establishment during the summer months when demand is raised.	30 April 2017		As action 1 above
<b>Medium term</b>				
4.	To undertake a Peer Review of the FCR	1 May 2017		The terms of reference and parameters, will be agreed with the Police and Crime Commissioner before the review commences and the findings will be reported to the Police and Crime Panel in due course
5.	Reconfiguring the Initial Investigation Unit (IIU)	1 April 2017		Shift pattern being reviewed. This will improve customer experience by dealing with more calls at the first point of contact.
6.	Streamline Question Sets used by PCROs	1 April 2017		This is expected to improve call handling times especially in the case of experienced operators, without compromising on quality.

Long term				
7.	To upgrade systems to be ready for the national Airwave replacement; ESN (Emergency Service Network).	2018		The department have begun to host demonstrations from suppliers of integrated control room systems to understand what products are available on the market and as a precursor to establishing a formal landscape review of the systems and with a view to longer term upgrade or replacement with a highly stable and function rich integrated solution.
9.	Review and Develop ICT provision			
9a.	Develop the telephony platform	2018		The FCR also aspires to maximise technology developments related to the telephony platform used by the Constabulary to develop solutions that for example inform callers how long they are waiting, their position in a queue, or to request a call back when they reach the front of the queue.
9b.	Introduce new planning system – replacement for the current product, 'Planet'	September 2017		The introduction of this system will enable duties planning for staff in the control room to be more accurately matched to predicted demand, and to accommodate future planning requirements related to multi-channel access to the FCR such as Web-Chat and Online reporting.
9c.	Development of a 'public engagement' platform	December 2017		The procurement of a 'Public Engagement' platform that will allow the Constabulary to provide an improved service to the public of Lancashire who wish to report incidents or crimes on line and allow a more effective service to victims and witnesses. It will allow members of

				the public to create an account, and after doing so, to view their online reporting history and to seek an update on the progress of their investigation.
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