

West Midlands Police

Contact us

Call your local police on **101**

999 if life is in danger or a crime is in progress

www.west-midlands.police.co.uk



Find us on Facebook



Follow us on Twitter @wmpolice



Share our photos on Flickr



Watch our videos on YouTube



52975

West Midlands Police
How can I
help you?

Important changes to police handling of non emergency calls for help

West Midlands Police is making significant changes to how it handles all non emergency calls for help via 101.

The end of November will see the force consolidate the handling of non emergency contact into two brand new contact centres.

Read this short leaflet to find out more.



west midlands
police and crime
commissioner



From the end of November 2013, West Midlands Police will deal with all non emergency 101 calls at two new contact centres, at police HQ Lloyd House in Birmingham and West Bromwich Police Station

When WMP currently receives calls via 101, the initial contact officer acts as a switchboard and passes the call to one of our 10 LPU contact centres. This has led to differing approaches, and has spread resources thinly, impacting on our service to the public.

The move to a single model across two new contact centres will mean a more consistent, high quality service. The first available contact officer from either site will be able to answer calls swiftly and assist the caller at the first point of contact. This new approach will mean a more efficient use of our resources, to ensure we have enough staff available to answer calls swiftly and deliver a more consistent, high quality service.

As part of the move to a new single approach in purpose built professional facilities, staff have undergone additional training specifically for this role, and the force is updating its telephony systems. This will enable contact officers to identify repeat callers and use other new IT systems to help identify the needs and vulnerability of callers. They include for the first time, access to details of local policing priorities and details of local neighbourhood meetings at the touch of a button.

WMP currently answers the majority of calls within our target time of 30 seconds and the changes are aimed at improving this further and delivering a more consistent and high quality of service.

No changes to local policing

There will be no change to the delivery of local policing through Local Policing Units; local officers and PCSOs will continue to respond to calls in their area and deliver neighbourhood policing to communities. In fact as a result of the changes 93 officers will go back to working in the heart of the community, and 100 new jobs have been created in front offices and the new contact centres.



Helping you quickly

From the end of November, non emergency contact handlers in the two contact centres will make the decision how a call is handled, be that offering advice over the phone, despatching an officer or arranging an appointment - giving callers to the force a swifter and more efficient service. Staff will also be able to manage other channels of communication such as the internet and email queries.

Local Knowledge

Technology in the new facilities will give access to digital mapping and information on local neighbourhood teams, to provide contact officers with detailed local knowledge, wherever callers are in the West Midlands.

Advances in technology:

As part of the changes the force has also introduced technology that has seen a major step forward in how officers are sent to incidents. Automatic Resource Location System (ARLS) allows contact centre staff to monitor the location of officers on the beat – allowing the nearest officer to be sent to a call for help. The system works through the force digital radio network using GPS technology to locate officers.



Benefits include:

- ✓ Calls handled more efficiently and effectively
- ✓ Callers being helped at the first point of contact – not passed from person to person
- ✓ Upgraded telephony system – allowing us to see a caller's history so we can assess the needs and vulnerability of each caller
- ✓ Contact officers will also have for the first time access to local policing priorities/details of local neighbourhood meetings to help callers
- ✓ Ability to send the nearest officer to an incident via a system called Automatic Resource Location System
- ✓ 93 officers returning to the beat as a result of the changes
- ✓ Creation of 100 new police staff posts