



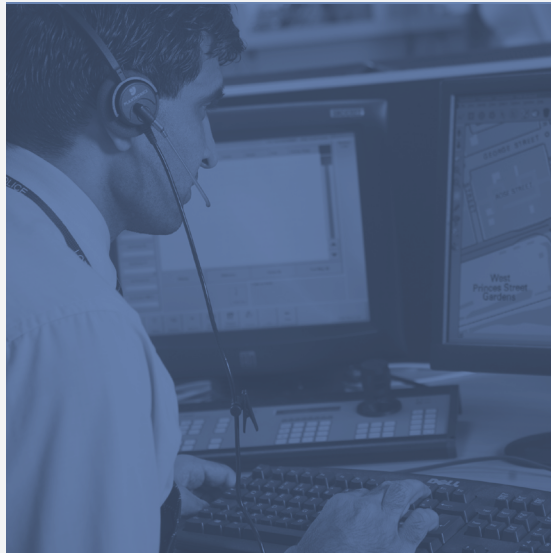
HM INSPECTORATE OF CONSTABULARY IN SCOTLAND

Independent Assurance Review

Police Scotland – Call Handling

Public online questionnaire: topline results

November 2015





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HM Inspectorate for Constabulary in Scotland

HM Inspectorate for Constabulary in Scotland (HMICS) is established under the Police and Fire Reform (Scotland) Act 2012 and has wide ranging powers to look into the '*state, effectiveness and efficiency*' of both the Police Service of Scotland (Police Scotland) and the Scottish Police Authority (SPA).¹

We have a statutory duty to ensure that the Chief Constable and the SPA meet their obligations in terms of best value and continuous improvement. If necessary, we can be directed by Scottish Ministers to look into anything relating to the SPA or Police Scotland as they consider appropriate. We also have an established role in providing professional advice and guidance on policing in Scotland.

- Our powers allow us to do anything we consider necessary or expedient for the purposes of, or in connection with, the carrying out of our functions.
- The SPA and the Chief Constable must provide us with such assistance and co-operation as we may require, to enable us to carry out our functions.
- When we publish a report, the SPA and the Chief Constable must also consider what we have found and take such measures, if any, as they think fit.
- Where our report identifies that the SPA or Police Scotland is not efficient or effective (or best value not secured), or will, unless remedial measures are taken, cease to be efficient or effective, Scottish Ministers may direct the Authority to take such measures as may be required. The SPA must comply with any direction given.
- Where we make recommendations, we will follow them up and report publicly on progress.
- We will identify good practice that can be applied across Scotland.
- We work with other inspectorates and agencies across the public sector and co-ordinate our activities to reduce the burden of inspection and avoid unnecessary duplication.
- We aim to add value and strengthen public confidence in Scottish policing and will do this through independent scrutiny and objective, evidence-led reporting about what we find.

Our approach is to support Police Scotland and the SPA to deliver services that are high quality, continually improving, effective and responsive to local needs.²

¹ Chapter 11, Police and Fire Reform (Scotland) Act 2012.

² HMICS, *Corporate Strategy 2014-17* (2014).



Our questionnaire

To inform our review of police call handling, HMICS launched a public online questionnaire to gather the views of a wide audience. The questionnaire was open from 29 July to 23 August 2015. A total of 3,826 questionnaires were completed.

The primary purpose of the questionnaire was to gather information about people’s experience of contacting the police via the 999 emergency and 101 non-emergency numbers. We asked questions about what is working well and what could be improved. For any police officers and police staff that responded, we asked additional questions about their experience of Contact, Command and Control (C3) facilities (i.e. the centres where 999 and 101 calls are answered). For any elected representatives who completed our questionnaire, we asked additional questions about whether members of the public had spoken to them about police call handling, and whether elected representatives had discussed any issues raised with Police Scotland.

Key findings from our questionnaire can be found in our final report HMICS, *Independent Assurance Review: Police Scotland – Call Handling (2015)* which is available on our website. This document provides the detailed results of our questionnaire on a question by question basis.

About the topline results

- This report shows results from our online questionnaire that was open to anyone that wished to share their views about police call handling in Scotland. The questionnaire was open from 29 July 2015 to 23 August 2015.
- Data are based on all 3,826 responses to the online questionnaire, unless otherwise stated.
- Data are unweighted.
- An * indicates a score less than 0.5%, but greater than zero.
- A hyphen (-) indicates a score of zero.
- Where results do not sum to 100%, or to the net scores, this is due to multiple responses or computer rounding.
- No requests were made for questionnaire to be supplied in an alternative language.
- It is acknowledged that the results of this online consultation are based on a self-selecting sample of the population and as such the results should be reported in this context.

Topline results

Q. Are you responding as?		
Position	Number	Percentage (%)
A member of the public	1,750	45.7
A member of police staff	598	15.6
A police officer	1,156	30.2
Elected representative	64	1.7
Other professional capacity	147	3.8
Do not want to disclose	111	2.9
Total	3,826	100



Q. Please tell us which local authority area your experience of police call handling relates to?

Local authority	Number	Percentage (%)	Population (%) ³
Aberdeen City	214	6	4
Aberdeenshire	161	4	5
Angus	54	1	2
Argyll & Bute	40	1	2
Clackmannanshire	35	1	1
Comhairle nan Eilean Siar	33	1	1
Dumfries & Galloway	281	7	3
Dundee City	108	3	3
East Ayrshire	42	1	2
East Dunbartonshire	23	1	2
East Lothian	81	2	2
East Renfrewshire	14	*	2
Edinburgh City	463	12	9
Falkirk	212	6	3
Fife	287	7	7
Glasgow City	286	7	11
Highland	348	9	4
Inverclyde	25	1	2
Midlothian	126	3	2
Moray	35	1	2
North Ayrshire	40	1	3
North Lanarkshire	97	3	6
Orkney Islands	27	1	*
Perth & Kinross	62	2	3
Renfrewshire	64	2	3
Scottish Borders	106	3	2
Shetland Islands	10	*	*
South Ayrshire	32	1	2
South Lanarkshire	69	2	6
Stirling	198	5	2
West Dunbartonshire	26	1	2
West Lothian	107	3	3
Blank	120	3	-
Total	3,826	100	100

³ Population figures based on Office for National Statistics, *Annual mid-year population estimates*, 2014.



Q. Have you ever worked in a police Contact, Command and Control facility in Scotland? (single code)		
	Number	%
No	970	55
Yes – Currently working in police Contact, Command and Control facility	403	23
Yes – Have worked in police Contact, Command and Control facility in the last 6 months	43	2
Yes – Have worked in police Contact, Command and Control facility in the last 2 years	41	3
Yes – Have worked in police Contact, Command and Control facility in the past	238	14
Do not want to disclose	59	3
Total	1,754	100
<i>Base: All police officer and police staff (1,754)</i>		

Q. Our review will cover the way calls are handled, graded and dispatched, and will look at staffing, training and the systems used in police Contact, Command and Control facilities in Scotland. Based on your experience, what are your views in relation to these issues? (multiple code)		
	Number	%
Taking calls – local knowledge and mapping systems and transferring calls	733	42
Demand management – having enough staff to receive and respond to calls	688	39
Training – core competencies, training and appraisals	394	23
Key processes – reviews of how key processes work, impact on other processes and areas of business	278	16
Technology – use of technology including call handling and crime recording systems and network performance	205	12
Blank	82	5
<i>Base: All police officer and police staff (1,754)</i>		

Q. From what you know about police Contact, Command and Control facilities in Scotland, are there any areas you think require improvement in relation to the 101 non-emergency service? (multiple code)		
	Number	%
Demand management – having enough staff to receive and respond to calls	749	43
Taking calls – local knowledge and mapping systems and transferring calls	688	39
Call volume – the number of calls and how these are distributed internally	332	19
Training – core competencies, training and appraisals	310	18
Key processes – reviews of how key processes work, impact on other processes and areas of business	303	17
Policy and strategies – basing decisions on robust evidence and reviewing the effectiveness after implementation	191	11
Blank	103	6
Don't know	32	2
No areas requiring improvement	29	2
<i>Base: All police officer and police staff (1,754)</i>		



Q. From what you know about police Contact, Command and Control facilities in Scotland, what areas are working well in relation to the 101 non-emergency service? (multiple code)

	Number	%
Positive comments	601	34
Nothing is working well	463	26
Negative comments	269	15
Blank	270	15
Don't know	151	9

Base: All police officer and police staff (1,754)

Q. From what you know about police Contact, Command and Control facilities in Scotland, are there any areas you think require improvement in relation to the 999 emergency service? (multiple code)

	Number	%
Taking calls – local knowledge and mapping systems and transferring calls	525	30
Key processes – reviews of how key processes work, impact on other processes and areas of business	236	14
Demand management – having enough staff to receive and respond to calls	192	11
Training – core competencies, training and appraisals	108	6
Incident management – overall response including despatch and officer response	101	6
Blank	274	16
Don't know	166	10
No areas requiring improvement	139	8

Base: All police officer and police staff (1,754)

Q. From what you know about police Contact, Command and Control facilities in Scotland, what areas are working well in relation to the 999 emergency service? (multiple code)

	Number	%
Blank	621	35
Positive comments	547	31
Don't know	211	12
Nothing is working well	209	12
Negative comments	166	10

Base: All police officer and police staff (1,754)

Q. As an elected representative, have any members of the public spoken to you about police call handling? (single code)

	Number	%
Yes	49	77
No	15	23
Total	64	100

Base: All elected representatives (64)



Q. What are the main issues that members of the public have discussed with you in relation to police call handling? (multiple code)		
	Number	%
Taking calls – local knowledge and mapping systems and transferring calls	34	69
Call volume – the number of calls and how these are distributed internally	19	40
Incident management – overall response including despatch and officer response	11	23
Key processes – reviews of how key processes work, impact on other processes and areas of business	9	18
<i>Base: All elected representatives that have had members of the public speak to them about police call handling (49)</i>		

Q. As an elected representative, have you had discussions with Police Scotland about police call handling? (multiple code)		
	Number	%
Yes – in a public meeting or committee	34	53
Yes – in a private meeting	16	25
Yes – by letter or email	5	8
No	24	38
<i>Base: All elected representatives (64)</i>		

Q. What were the issues that you raised with Police Scotland in relation to police call handling? (multiple code)		
	Number	%
Taking calls – local knowledge and mapping systems and transferring calls	13	33
Call volume – the number of calls and how these are distributed internally	11	28
Key processes – reviews of how key processes work, impact on other processes and areas of business	9	23
Incident management – overall response including despatch and officer response	8	20
Policy and strategies – basing decisions on robust evidence and reviewing the effectiveness after implementation	7	18
Blank	10	25
<i>Base: All elected representatives that have had discussions with Police Scotland about police call handling (40)</i>		

Q. Were you satisfied with the Police Scotland response to the issues that were raised? Why/why not? (multiple code)		
	Number	%
The elected member was not satisfied by the response to the issues raised	28	70
Assurance was provided about the issues raised	10	25
Blank	2	5
<i>Base: All elected representatives that have had discussions with Police Scotland about police call handling (40)</i>		



Q. On how many occasions, if ever, in the last 2 years have you called 101?		
	Number	%
None	914	24
Only once	746	20
2-3 times	1,248	33
4-5 times	430	11
5-10 times	202	5
Over 10 times	264	7
Blank	22	1
Total	3,826	100
<i>Base: All respondents</i>		

Q. From your experience of calling 101, is there anything that would help improve the service?		
	Number	%
Taking calls – local knowledge and mapping systems and transferring calls	1,260	44
Call volume – the number of calls and how these are distributed internally	722	25
Key processes – reviews of how key processes work, impact on other processes and areas of business	339	12
Demand management – having enough staff to receive and respond to calls	222	8
Blank	289	10
Nothing would improve the service	124	4
Don't know	10	*
<i>Base: All respondents that have called 101 at least once (2,890)</i>		

Q. From your experience of calling 101, what is working well?		
	Number	%
Positive comments	1,137	39
Negative comments	344	12
Nothing is working well	738	26
Blank	592	21
Don't know	79	3
<i>Base: All respondents that have called 101 at least once (2,890)</i>		

Q. On how many occasions, if ever, in the last 2 years have you called 999?		
	Number	%
None	2,662	70
Only once	677	18
2-3 times	333	9
4-5 times	50	1
5-10 times	25	1
Over 10 times	31	1
Blank	48	1
Total	3,826	100
<i>Base: All respondents</i>		



Q. From your experience of calling 999, is there anything that would help improve the service?		
	Number	%
Negative comments	514	46
Positive comments	339	30
Blank	210	19
Nothing could improve the service	50	5
Don't know	3	*
<i>Base: All respondents that have called 999 at least once in the last two years (1,116)</i>		

Q. From your experience of calling 999, what is working well?		
	Number	%
Positive comments	525	47
Negative comments	88	8
Blank	375	34
Nothing is working well	116	10
Don't know	12	1
<i>Base: All respondents that have called 999 at least once (1,116)</i>		

Q. Please add any further information or comments about police call handling in Scotland		
	Number	%
Taking calls – local knowledge and mapping systems and transferring calls	1,292	33
Policy and strategies – basing decisions on robust evidence and reviewing the effectiveness after implementation	363	10
Key processes – reviews of how key processes work, impact on other processes and areas of business	362	10
Demand management – having enough staff to receive and respond to calls	247	7
Incident management – overall response including despatch and officer response	208	5
Other	397	10
Blank	1,304	34
<i>Base: All respondents (3,826)</i>		



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About Her Majesty's Inspectorate of Constabulary in Scotland

HMICS operates independently of Police Scotland, the Scottish Police Authority and the Scottish Government. Under the Police and Fire Reform (Scotland) Act 2012, our role is to review the state, effectiveness and efficiency of Police Scotland and the Scottish Police Authority. We support improvement in policing by carrying out inspections, making recommendations and highlighting effective practice.

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