



CALL RESPONSE POLICY

Our Ref: CS/LM
Your Ref:
Date: As Postmark

SUBJECT: CALL RESPONSE POLICY

Dear Member,

I am writing to inform you about the issue of 'police response times' which has been a concern for many of the residents in Greater Manchester and across the country. Via on-going consultation carried out by Greater Manchester Police Authority and the Force we have recognised that public satisfaction levels with police response time is not satisfactory.

Since the mid 1970's the number of calls from the public has increased by 136%.

The Response Implementation Team and the Best Value Review of Call Management has explored a range of issues concerning the availability and management of resources and also the manner in which the Force manages demand from the public.

The policy attached seeks to address the shortcomings identified by way of smarter demand management and reducing unnecessary scene attendance.

The overarching principle of the policy is to improve the quality of service provided to the communities of Greater Manchester by fighting crime and protecting people, by getting the right people, to the right place, at the right time, doing the right thing. The Policy is expected to be implemented by May 2004.

We hope this information will be of use to you and shows our commitment to improving the delivery of policing services and in particular response times of calls made to the police.

Yours sincerely,

**CHRISTINA SMITH
DIRECTOR OF GREATER MANCHESTER POLICE AUTHORITY**

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GREATER MANCHESTER POLICE GRADED RESPONSE POLICY

The aim of this policy is to fight crime and protect people by getting the right people to the right place at the right time, doing the right thing.

The proposed Graded Response model is fully consistent with and supportive of the stated aims of GMP's Mission Statement "Fighting Crime Protecting People" and the Vision Statement.

Introducing a Graded Response Policy will deliver improved performance in servicing public demand, better manage public expectations, make better use of force resources and avoid the unnecessary deployment of policing resources.

A five tier Graded Response Policy is proposed:

Grade 1: Immediate Response:	Attendance within 10 minutes of call receipt
Grade 2: Priority Response:	Attendance within one hour of call receipt
Grade 3: Prompt Response:	Attendance within four hours of call receipt
Grade 4: Referred Response:	Referred for attendance by and deployment of appropriate divisional BCU resource/s
Grade 5: Telephone Resolution:	Achieved by successful and appropriate first-time telephone resolution of call

Grade 1 : Immediate Response

Aim: Attendance of a policing resource within ten minutes of a call being received.

Grading Criteria:

- Where there is an immediate and real threat to life or risk of serious injury

- Where there is an immediate and real threat to property, other than a Level 2 or 3 alarm activation
- Where there is a crime in progress and/or there is the likelihood of an arrest
- Where a vulnerable person is involved and in immediate danger
- Where a Level One alarm has been activated
- Where the communications operator perceives the need for an Immediate Response

Grade 2 : Priority Response

Aim: Attendance of a policing resource as soon as practicable, but within one hour.

Grading Criteria:

The call does not meet the criteria stipulated for Immediate Response, but the communications operator believes that attendance of a policing resource is required within the hour and any of the following criteria apply:

- Where the incident is a force priority, but does not meet Immediate Response criteria
- Where the incident involves Repeat Victimisation or a member of a vulnerable group
- Where a witness or other evidence is likely to be lost if response is further delayed
- Where the circumstances require the prompt attendance of a policing resource in order to achieve early resolution of the incident or to provide public reassurance

Grade 3 : Prompt Response

Aim: Attendance of a policing resource as soon as practicable, but (subject to the availability of the caller) within four hours

Grading Criteria:

- Where the incident requires the deployment of a policing resource, but the circumstances which require an immediate or priority response are not present
- Where a delayed response would not affect the outcome

Grade 4 : Referred Response

Aim: The creation of an incident log which requires the attendance of a policing resource, but which is suitable to be referred for local resourcing at a later time

Grading Criteria:

- Where the incident does not require an immediate, priority or standard response, and is suitable to be referred for resourcing by BCU supervision as appropriate
- Where the incident is being referred at the request of the caller

Such a locally-based approach is fully consistent with the tenets of the Operational Policing Strategy, and calls for a problem-solving approach utilising the most appropriate BCU resources.

The resources thus allocated will be those most appropriate given the circumstances; they could be section, community beat officers, crime operations officers, specialist unit officers, traffic officers, crime reduction advisors, crime scene investigators, Special Constables, Police Community Support Officers or a combination of these, not forgetting staff from partner agencies.

Grade 5 : Telephone Resolution

Aim: The successful “first time” resolution of a call, to the caller’s satisfaction, without the deployment of policing resources.

Grading Criteria:

Where the matter can be appropriately dealt with by telephone resolution, thereby avoiding the unnecessary deployment of policing resources. This grade of response includes:

- Telephone advice given to the caller
- Telephone reporting of crimes
- Receiving information or intelligence for recording and appropriate dissemination
- Referring the caller to another agency when appropriate

Current working practices within the OCB can result in the unnecessary deployment of valuable policing resources in circumstances in which caller satisfaction could be achieved by means of telephone resolution.

Changes in working practices accompanied by organisational changes within the OCB (principally the Public Assistance Desk) and the Crime Input Bureau, offer scope facilitating a broader remit for the PAD, in terms of which the experienced police officers who staff the PAD can increase the number of calls dealt with by telephone resolution.