



BIRMINGHAM CENTRAL POLICE STATION

Steelhouse Lane,
BIRMINGHAM,
West Midlands,
B4 6NW

Switchboard: 0345 113 5000*
Please Ask For: CS Emma Barnett
Station & Tel. Ext. 7861 6000
Direct Telephone No:
Facsimile:

Crimestoppers: 0800 555 111
Our Reference: EB/sg
Your Reference:

7th November 2013

Firstly I'd like to introduce myself as the new police commander for Birmingham West & Central Local Policing Unit. I am delighted to be here and I look forward to working with you in the future.

Secondly I'd like to brief you on some improvements we are making in our handling of non-emergency calls.

On 26 November, the force will launch a new approach to handling all non-emergency calls via '101' in a single model, through two new contact centres, at police HQ Lloyd House in Birmingham and West Bromwich Police Station.

This changes are intended to improve the consistency and quality of service to the public, save the force £3.9m year on year from 2014/15, and will see 93 police officer posts released from local contact centres and returned to operational policing.

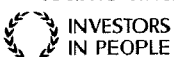
Currently, the switchboard receives all 101 calls. Switchboard staff then pass calls to one of 10 contact centres for more detailed action. This has led to differing approaches, a disjointed process for callers, and has spread resources thinly, which has impacted on our service to the public.

The move to a single model across two new contact centres will provide a more consistent, high quality service, with the first available contact officer across both new sites able to answer calls swiftly and assist the caller at the first point of contact.

As part of the changes, staff have undergone additional training, including specialist training in dealing with hate crime, anti-social behaviour and decision-making, which is aimed at ensuring they engage with callers in a caring and professional manner, understand their needs and are able to resolve the matter effectively at the first point of contact wherever possible.

As part of the developments the force is also updating its telephony and IT systems. This will enable contact officers to gain a far better understanding of the needs and vulnerability of callers to ensure they receive the most appropriate response; for example, identifying where calls relate to crime hotspots, local priority areas or repeat callers.

The new technology will include detailed digital mapping providing important local knowledge for contact officers, together with links to information on local priorities, details of local neighbourhood teams and forthcoming public meetings.



Our Vision: **Serving our communities, protecting them from harm**
www.west-midlands.police.uk

It is important to note there will be no changes to the delivery of local policing, with neighbourhood teams continuing to play a critical role within communities.

We will continue to answer all emergency 999 calls for help from Bournville Lane police station.

I hope you agree these changes to our non-emergency call handling are a positive and exciting improvement in our service to the public. Should you have any views or feedback, please feel free to contact me.

A handwritten signature in black ink, appearing to read 'EE Barnett'.

Chief Superintendent Emma Barnett
Commander – Birmingham (West & Central) LPU