



Resolution Centre – Interim Report

The amount of incidents dealt with by the Resolution Centre (RC) is currently 13,936 with only 326 being passed to response / neighbourhood officers for completion. This includes 742 domestic incidents and 136 hate incidents. The overall percentage of incidents dealt with is 8% of the total force demand. For standard grade 3 incidents and domestic incidents the resolution centre continues to deal with them in a more efficient fashion than the previous operating model, dealing with standard incidents on average 18 hours sooner and domestic violence 79 hours sooner. 977 retail crime incidents have now been reported online with 386 VISP interviews being conducted at local response hubs.

The 3 Resolution Centres are routinely holding around a third of all force incident demand. The incident load is shifting between 90 and 180 incidents routinely, dependent on resource levels and the rate of new work coming into the teams.

Work continues within the Contact Centre to advise staff of the incidents that are suitable for the Resolution Centre as opposed to physical attendance. The LPT and Response filters are trawled routinely by the Resolution Centre supervisors and they continue to find work that can be more efficiently (and as effectively) dealt with by the Resolution Centre. This will have a positive impact on the demands placed on the Neighbourhood teams as the Contact Centre becomes more proficient at triaging work directly into the Resolution Centre.

Evaluation of wanted Wednesday to support the Resolution Centre business crime work will be taking place this month and agreement will be sought for the programme to roll out across the south of the county.

The Investigative Officer preferencing exercise has left 5 vacancies across the Contact and Response Directorate for Investigative Officers with the bulk of these being within the Northern Resolution Centre. A recruitment plan is underway with People Services. Three members of the Resolution Centre continue to support the Missing Person Investigation Team within the Contact Centre and to date these have not been back filled. It is recognised that a dedicated Resolution Centre survey is required to fully test their contribution. This will be resolved through the development of new survey content and

arrangements are being taken forward by the Victim and Witness Service Improvement Group chaired by ACC Barnett.