



HERTFORDSHIRE

CONSTABULARY

**Pre**vention First

**Strategic Performance Board**

*January 2021*

*Presented by  
Thinking and Analysis Dept.*



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CONSTABULARY

**Pre**vention First

# Public Contact Input/ Output (66)

## Matt Nicholls

# Improving the caller experience

CSCJ Priority 66



# Caller perspective

**Did the right thing in calling?**

**Was action taken?**

**Feelings of reassurance?**

All good apart from no update on whether it had been sorted

The operator was good. Spoke clearly and took all the information required in a calm and friendly manner. However it was due to the general public that resolved the situation. Would have been nice to know if the police attended and the outcome of the situation.

The first time I called it was answered very quickly. When I called back it took some time to answer. The operators were very helpful and professional. It would have been nice to have received an update.



I reported a dangerous situation on the M25. I have no way of knowing what happened and if the information I provided was used

Polite, efficient, kept me updated through the call / A follow up phone call as to whether the issue was resolved or not would have been appreciated though

# Preventing Harm. Increasing Trust

1

**Benefit to the  
caller**

2

**Not counter  
productive**

3

**Be clear and  
simple**

# The landing zone



**Transport  
highways**



**Witness  
3rd party**

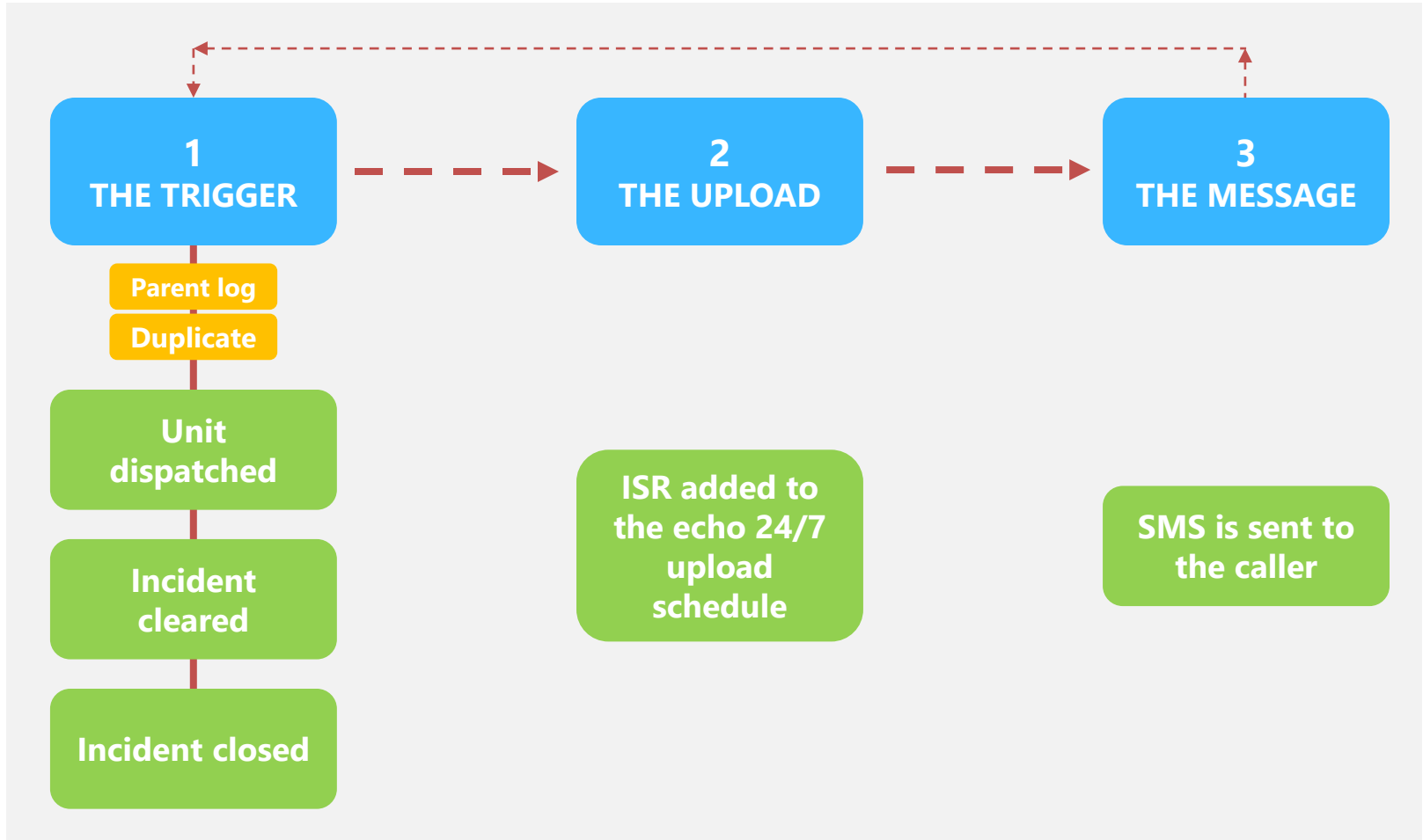


**3,681  
per year**



Message sent within 1- 2 hours

# Continuous feedback loop





# The SMS message

## Herts Police



## Highways



# Preventing Harm. Increasing Trust



**ACKNOWLEDGE**

**Herts police UPDATE: After your call,**

**MEET THE NEED**

**REASSURE**

**Officers were sent and action taken.**

**VALUE**

**Your call made a difference,**

# Development timeline

**1**

**IAU  
changes**

**2**

**Testing data  
extraction**

**3**

**Supplier  
development**

**4**

**Herts final  
UAT > live**

# Where to next..?

