

NEW TELEPHONE

SYSTEM FOR

SUFFOLK POLICE

Suffolk Constabulary's Contact and Control Room has a new telephone system.

The new system, introduced on May 9, will only affect the current 101 system – the 999 system will remain the same with calls still going direct to 999 operators.

The new system will enable the 101 calls that are the most urgent will always receive priority and allow our response to be better managed.

The new system means that once 101 callers have been assessed by the switchboard, those presenting the highest risk will be prioritised to have their call taken.

It will help us to deal with our core business and ensure that other non-urgent or non-relevant calls are redirected elsewhere with the relevant signposting to the correct agency. If a crime is in action or someone is in danger the public should still phone 999.

This technology forms part of the force's ongoing digital strategic vision and continuing plans to modernise. All calls to 101 remain at a fixed cost to the caller of 15 pence per call, regardless of duration.

Benefits

With this modernised system there will be improved technological resilience and stability across the CCR and is part of an ongoing modernisation programme. It will help provide a more focussed response to the calls we receive and make sure we provide the most appropriate response for each contact. It will also ensure those who are most vulnerable are prioritised much earlier in the call process and allow call handlers to better understand and support calls around specific needs.

It will also allow for a better understanding when monitoring performance, analysing crime trends/demands, and deploying police resources and also allow for improved strategic assessment to be made where appropriate. It will also enable the CCR to provide bespoke recorded announcements, signposting and advice, tailored to particular seasonal trends. The technology it uses will allow us to develop further methods and platforms of engagement with the public in the future.

What will happen to the 'less urgent' calls?

Callers may experience longer waiting times for issues where less vulnerability is identified. While some calls are waiting to be answered recorded messaging will be heard by the caller – this could be signposting guidance to the police website or directing to another agency or relaying crime prevention advice. These recorded messages could relate to seasonal trends or emergencies. Our website has a wealth of information where the public can find answers to many non-urgent queries.

Remember, our website www.suffolk.police.uk has a self-service platform focus and this enables people to:

- Ask the police questions and check whether their issue is a police matter
- Report a crime
- Report road collisions that are damage only
- Send us dash cam footage
- Report anti-social behaviour
- Pass on information they are concerned about regarding criminality
- Help people find the right organisation for non-police matters
- People can also contact their local Safer Neighbourhood Team via email – for contact details go to the website and go to 'Your Area'.
- 'Ask the Police' provides answers to most frequently asked policing questions. It offers an alternative online option, helping you find the answer to a query quickly and easily.
- Response criteria for officers to incidents will remain the same.

<https://www.suffolk.police.uk/contact-us/police-response-policy>