

Call Handling Statistics

In this section, you'll find information about the performance of the Police Service Centre (PSC). The PSC deal with all crime and incident related calls to our non-emergency number 0345 456 456 4. They are open from 0600 to 0100 Sunday to Thursday and 0700-0300 Friday and Saturday.

The unit currently has an employee establishment of 81 staff including Supervisors and Managers. Handling, on average, over 18500 calls each month from which approximately 14500 crimes and incidents are recorded along with a number of intelligence reports which are used by Police Officers. The PSC also provides a general information service for those members of the public who call us needing advice and support.

There are currently no vacancies within the PSC.

Between 0800 and 1900, there are a maximum of 24 Operators within the Centre (these numbers are reduced outside of these hours) dealing with your enquiries.

If you would like more information about our performance in this or any other area, please contact [Tracy Blackwood](http://www.cambs-police.co.uk/contactus/contact/) via <http://www.cambs-police.co.uk/contactus/contact/> and select the [General Request Link](#).

Visits from Schools, Community Groups, local Councillors or any person who would like to see what they do are welcomed as well as your suggestions as to how they can improve the service they provide to you. Please use the link above, or contact your local PCSO or Police Officer to arrange a visit.

Glossary of terms

Calls Offered	The number of calls the Cambridgeshire Constabulary Police Service Centre received from the public
Calls Answered	The number of calls that were answered by the Centre
Average Wait Time	The average amount of time the caller had to wait before the phone was answered by the PSC after being transferred from the Switchboard.

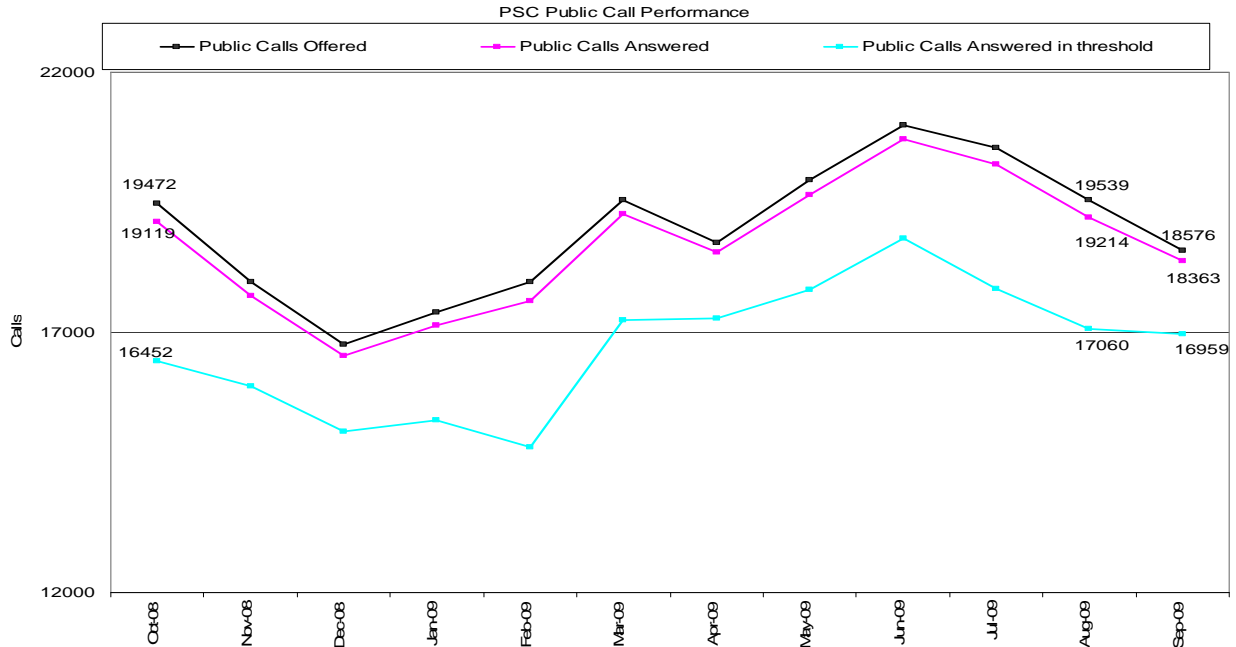
September 09 Results

September saw another busy month with in excess of 20,500 calls being received in the PSC.

Calls Offered / Answered

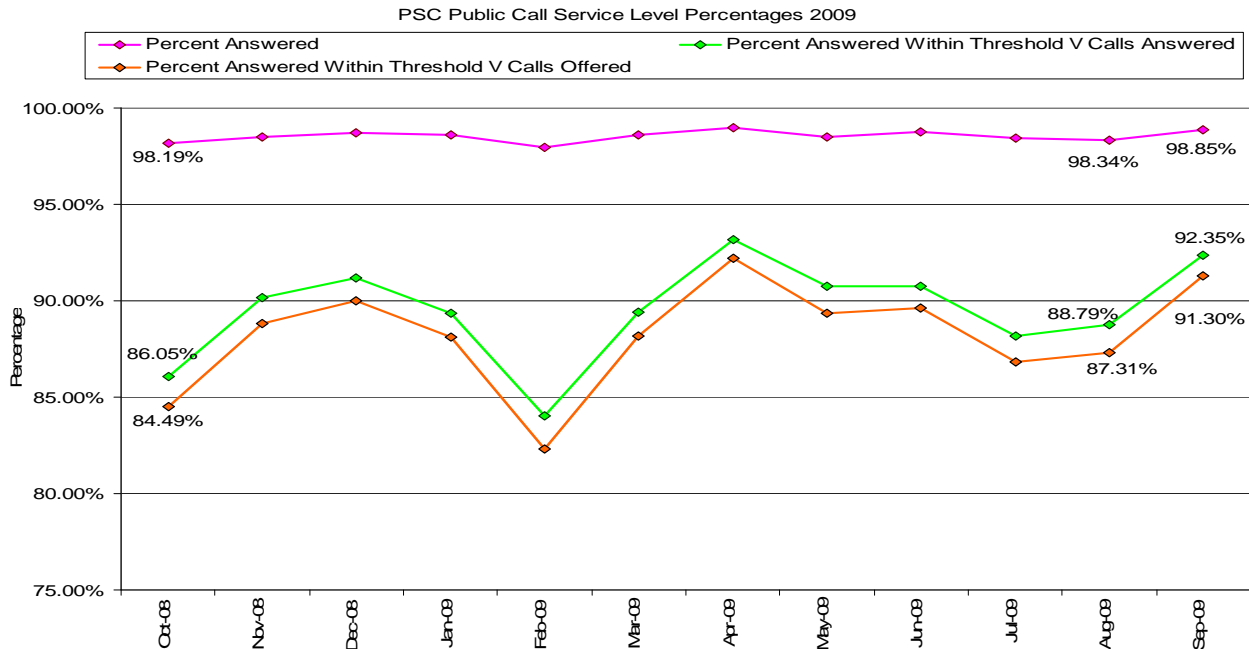
An average of 619 public calls was offered to the unit every day throughout the month.

Of the 18576 calls offered in September we answered 18363 (98.85%) of them.



Average Answer Percentages.

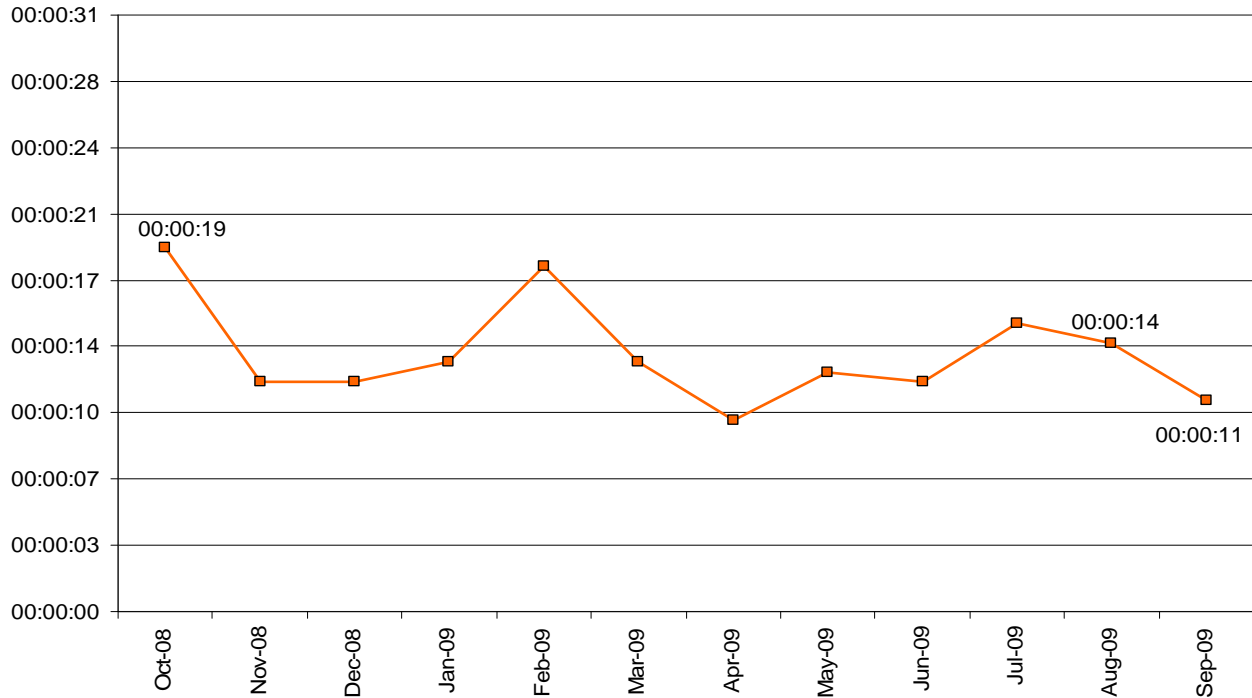
Our aim is to answer 90% of all calls within 30 seconds. In September, of the 18576 **offered** calls, 91.30% were answered within 30 seconds. Of the 18363 **answered** calls, 92.35% were answered within 30 seconds. This is an average 3.78% increase over last month.



Average Wait Time

The overall average wait time was 11 seconds. The Home Office target is 30 seconds. Current year to date average is 13 seconds.

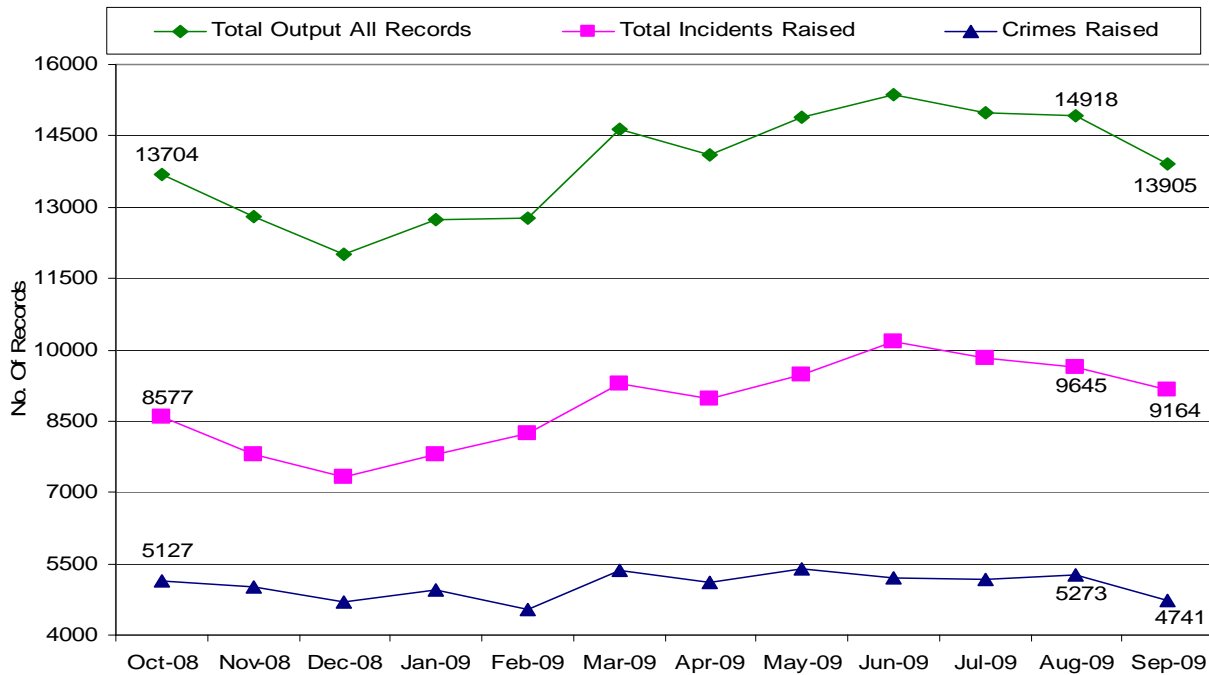
PSC Monthly Average Call Waiting Time



Number of crimes and incidents recorded.

In total 13905 crimes and incidents were recorded in the PSC during September. Of these, 9164 were incidents and 4741 were crimes. This is an average decrease of 506 Crimes & Incidents from the previous Month. This means that 4458 calls answered by PSC Operators resulted in no crimes or incidents being raised.

PSC Workload



Call-backs

Cambridgeshire Constabulary have a facility whereby callers could request a call-back from the Force rather than waiting on the phone for an Operator if we are busy.

In September, 20 people requested call-backs.

