

**NORTHUMBRIA PCC RESPONSE TO HMICFRS INSPECTIONS OF  
NORTHUMBRIA POLICE**

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| <b>Inspection title</b>                    | A call for help - Police contact management through call handling and control rooms in 2018/19      |
| <b>Type of inspection</b>                  | <input type="checkbox"/> Northumbria-specific <input checked="" type="checkbox"/> National Thematic |
| <b>Date inspection published</b>           | 9 July 2020   |
| <b>Deadline for PCC response (56 days)</b> | 3 September 2020  |
| <b>Recommendations</b>                     | <input checked="" type="checkbox"/> National <input type="checkbox"/> Local                         |

**NORTHUMBRIA PCC RESPONSE TO HMICFRS**

I welcome this report regarding the challenges that the police service faces in handling calls with smaller budgets and fewer people in 2018/9.

I note that HMICFRS has included within the report causes for concern directed at Northumbria Police's ability to assess vulnerability when victims first make contact, and the timeliness of the response victims receive. I am informed by the force that the call handling data statistics used by HMICFRS are no longer accurate as they are from 2018/9. The narrative of the report has unfortunately caused unnecessary concern with partner groups and public confidence. The force has since presented a revised report to the JIAC, containing the correct statistics, and have outlined the current work taking place which give a clear indication of the progress being made against each of the 8 recommendations for forces.

Many of the recommendations from this report have been satisfied by Northumbria Police. Other work is ongoing. For example, the implementation of Domestic Abuse Support Advisors within the communication department, and the installation of the new Command and Control system STORM, which will facilitate further improvements. I will continue to monitor progress through my Scrutiny process.

Yours sincerely



Kim McGuinness  
PCC for Northumbria