

## National Call Handling Standards

On Friday 1 May 2009 the MPS will come into line with all the other constabularies in England and Wales by adopting the National Call Handling Standards (NCHS).

Previously the MPS graded calls as 'I' (Immediate), 'S' (Soon), 'E' (Extended), 'R' (Referred) or 'P' (Police generated). As part of this change the 'P' grade ceases to exist with those calls being re-categorised into one of the other grades, which will be given slightly amended definitions (see below). The emphasis will be on applying the new graded definitions to the circumstances of a call, not to the Type code.

The changes required to the C & C Suite of Technology to support this change will be made as soon as the current programme of system updates allows. Until then operators and supervisors must ensure that they deploy the NCHS definitions and avoid using the P grade.

### **I = Immediate**

Those calls where the immediate presence of a police officer will have a significant impact on the outcome of the incident.

If the officer is not required immediately then the S grade should be applied.

Target: To attend within 12 minutes

#### National Call Handling Standards definition – Emergency Contact

An emergency contact will result in an immediate emergency police response.

An emergency contact encompasses circumstances where an incident is reported to the police which is taking place and in which there is, or is likely to be a risk of:

- \* Danger to life
- \* Use, or immediate threat of use, of violence
- \* Serious injury to a person and/or
- \* Serious damage to property

Where the contact relates to an allegation of criminal conduct, it will be dealt with as an emergency if:

- \* The crime is, or is likely to be serious, and in progress
- \* An offender has just been disturbed at the scene
- \* An offender has been detained and poses, or is likely to pose, a risk to other people

Where the contact relates to a traffic collision, it will be dealt with as an emergency if:

- \* It involves or is likely to involve serious personal injury
- \* The road is blocked or there is a dangerous or excessive build up of traffic

Where the above circumstances do not apply, a contact will still be classified as an emergency if:

The circumstances are such that a police contact handler has strong and objective reasons for believing that the incident should be classified as an emergency

An emergency contact will require immediate response in line with force deployment policy

## **S = Significant Priority**

These are priority calls and this grade must be considered before the I grade is used.

The majority of calls requiring a police response within an hour will attract this grade.

This Grade will also be used to meet our pledge commitment. *"When responding to non-emergency cases involving vulnerable victims and witnesses or agreed priorities we aim to get to you within 60 minutes."*

Target: To attend within 60 minutes

### National Call Handling Standards definition – Priority Response

The police contact handler acknowledges that there is a degree of importance or urgency associated with the initial police action, but an emergency response is not required. These typically arise in the circumstances where:

- \* There is genuine concern for somebody's safety
- \* An offender has been detained
- \* A witness or other evidence is likely to be lost
- \* At a road collision, there are injuries or a serious obstruction
- \* A person involved is suffering extreme distress or is otherwise deemed to be extremely vulnerable
- \* Local force policy mandates a priority response at for example, a report of domestic burglary, sudden death, or missing person.
- \* Hate crime

## **E = Extended**

Any call that requires police attendance that can be scheduled will be dealt with by appointment that will be agreed with the caller. The appointment should take place on the day of the call or the following day to ensure that an appropriate response is made within 48 hours.

Calls in this category should be dealt with by scheduled appointment.

Target: To attend within 48 hours

### National Call Handling Standards definition – Scheduled Response

In these circumstances, it is accepted that the needs of the caller can be met through scheduling because:

The response time is not critical in apprehending offenders

The matter is service-oriented and a better quality of initial police action can be taken if it is dealt with by:

- \* A pre-arranged police response by a Police Officer or by other appropriate resource
- \* Attendance at a police clinic or surgery

## **R = Referred**

This grade applies to calls that do not require the attendance of a police officer.

National Call Handling Standards definition – Resolution Without Deployment

The callers needs are met through telephone advice or Help Desk, access to a database of frequently asked questions, the involvement of another and more appropriate agency or service or through some other method.