



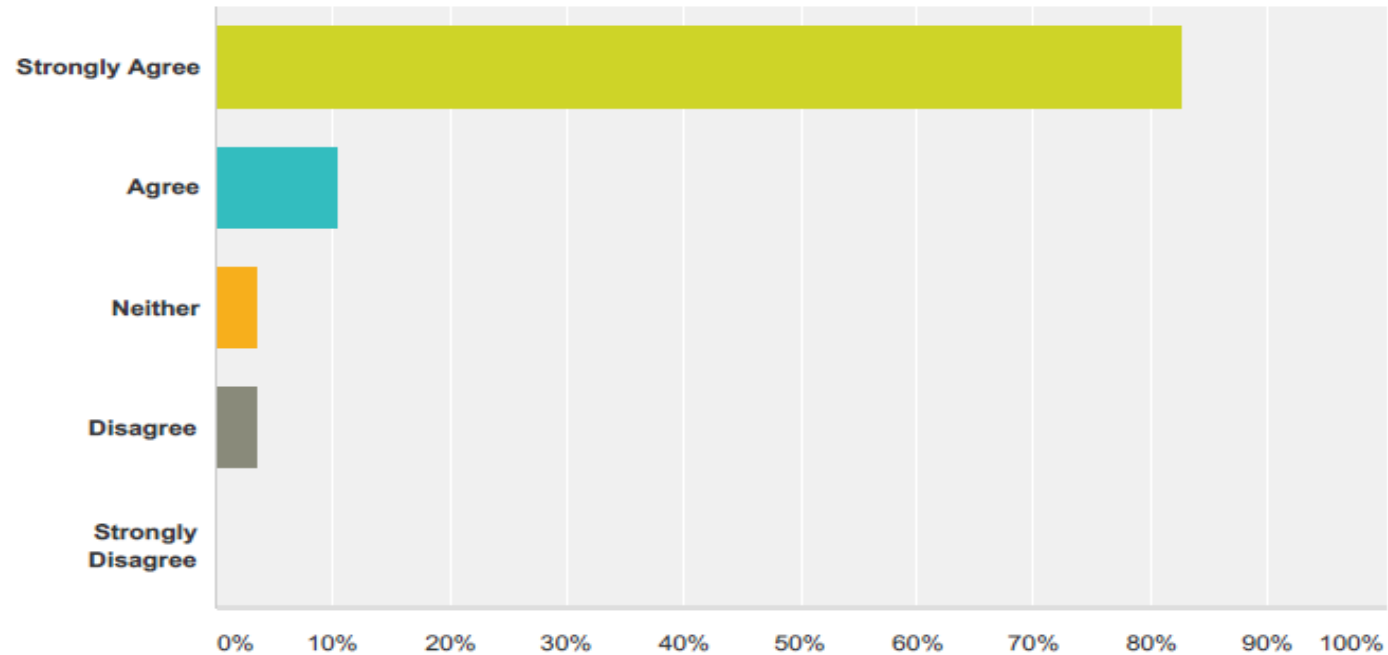
STAFFORDSHIRE
POLICE

Contact Services

Quality Review of Call Handling by Safer Neighbourhood Panels

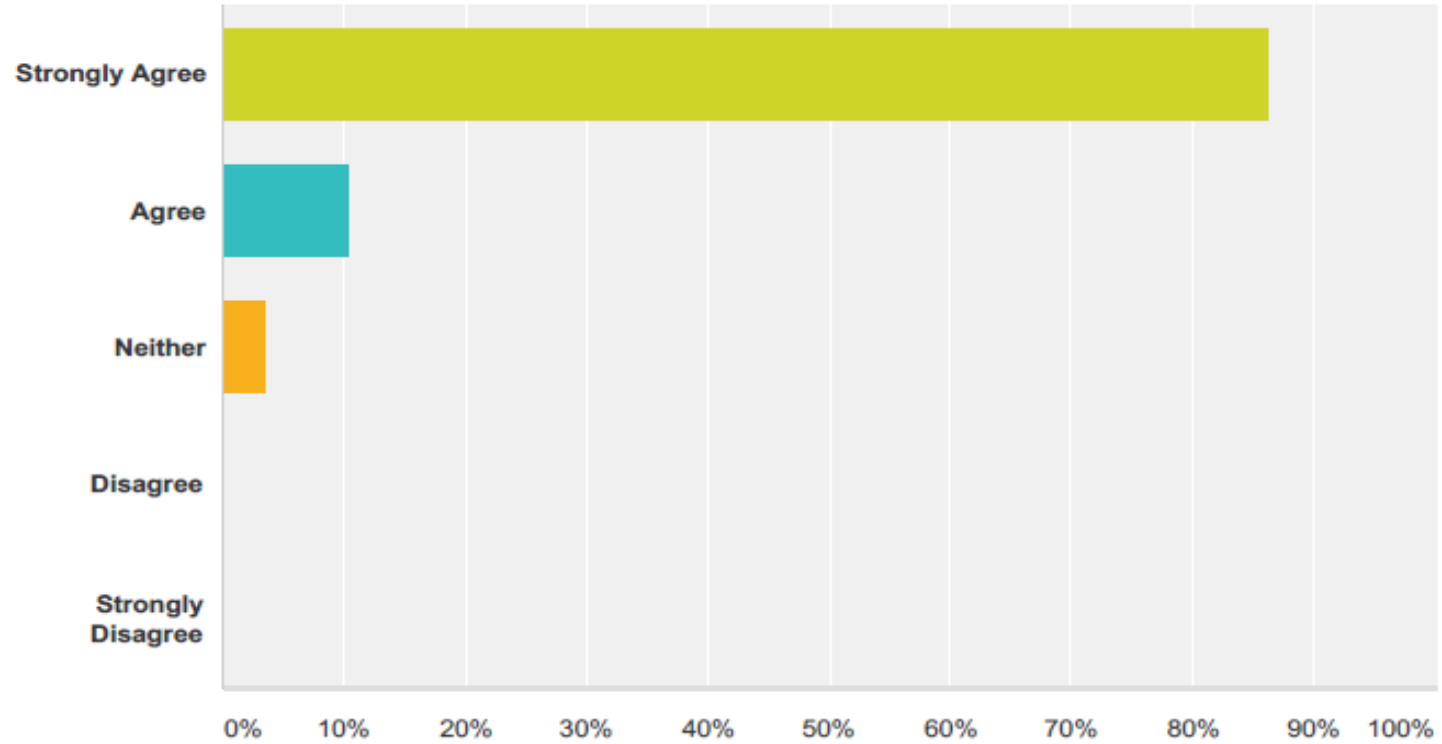
Q2 Did the Call Handler Answer with the correct greeting, saying Good Morning/Afternoon/Evening Staffordshire Police, how can we help you?

Answered: 29 Skipped: 0



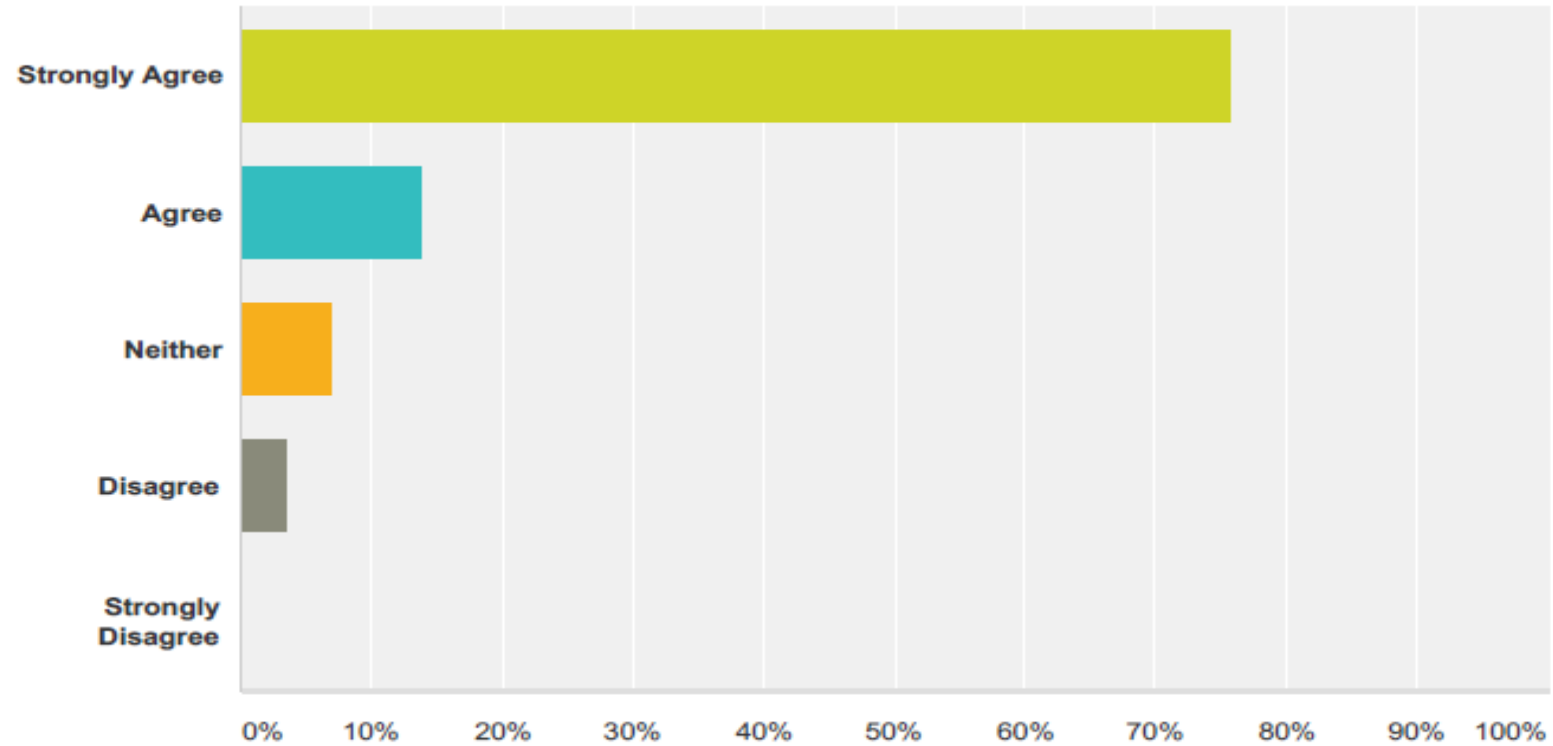
Q3 Did the Call Handler listen to what the caller was saying?

Answered: 29 Skipped: 0



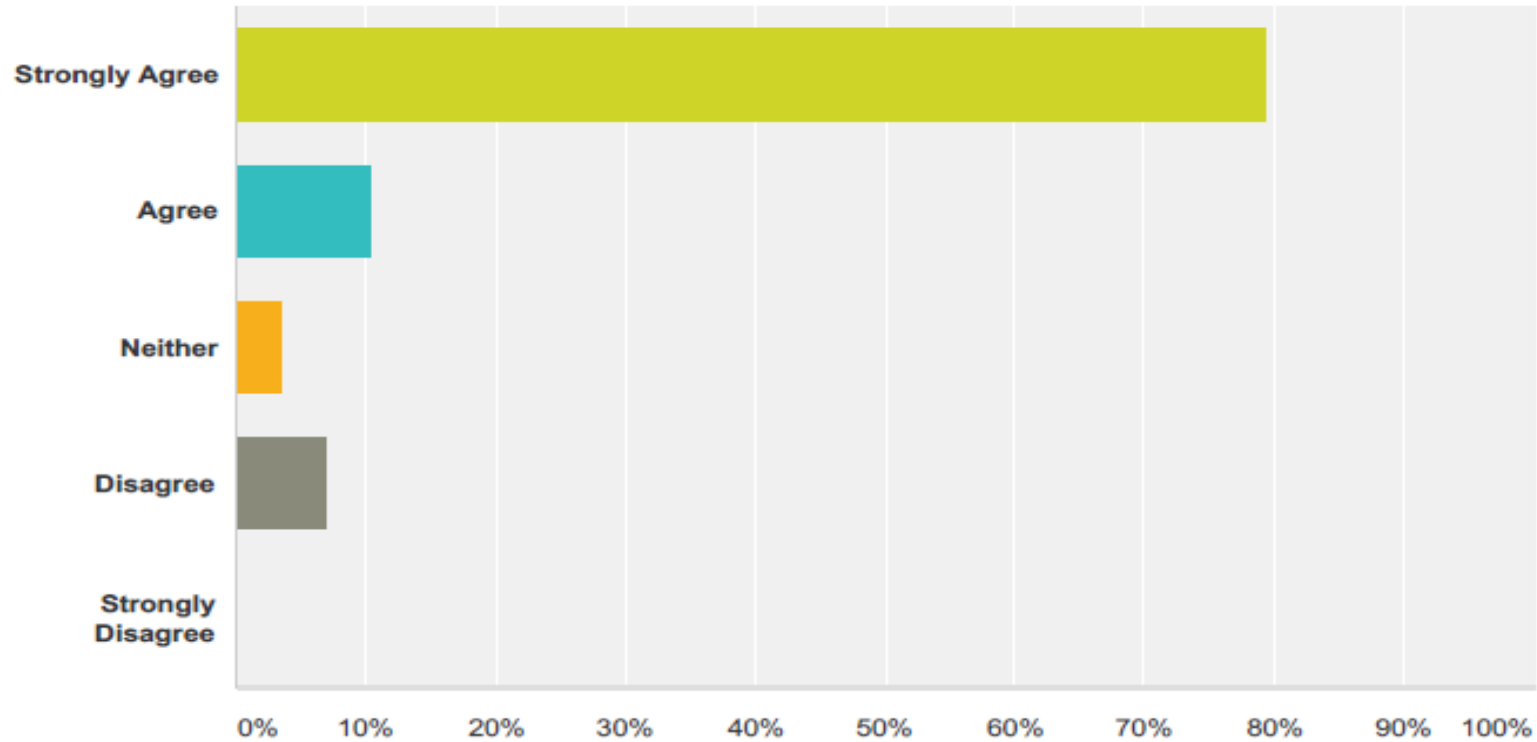
Q4 Did the Call Handler positively acknowledge the caller throughout the call?

Answered: 29 Skipped: 0



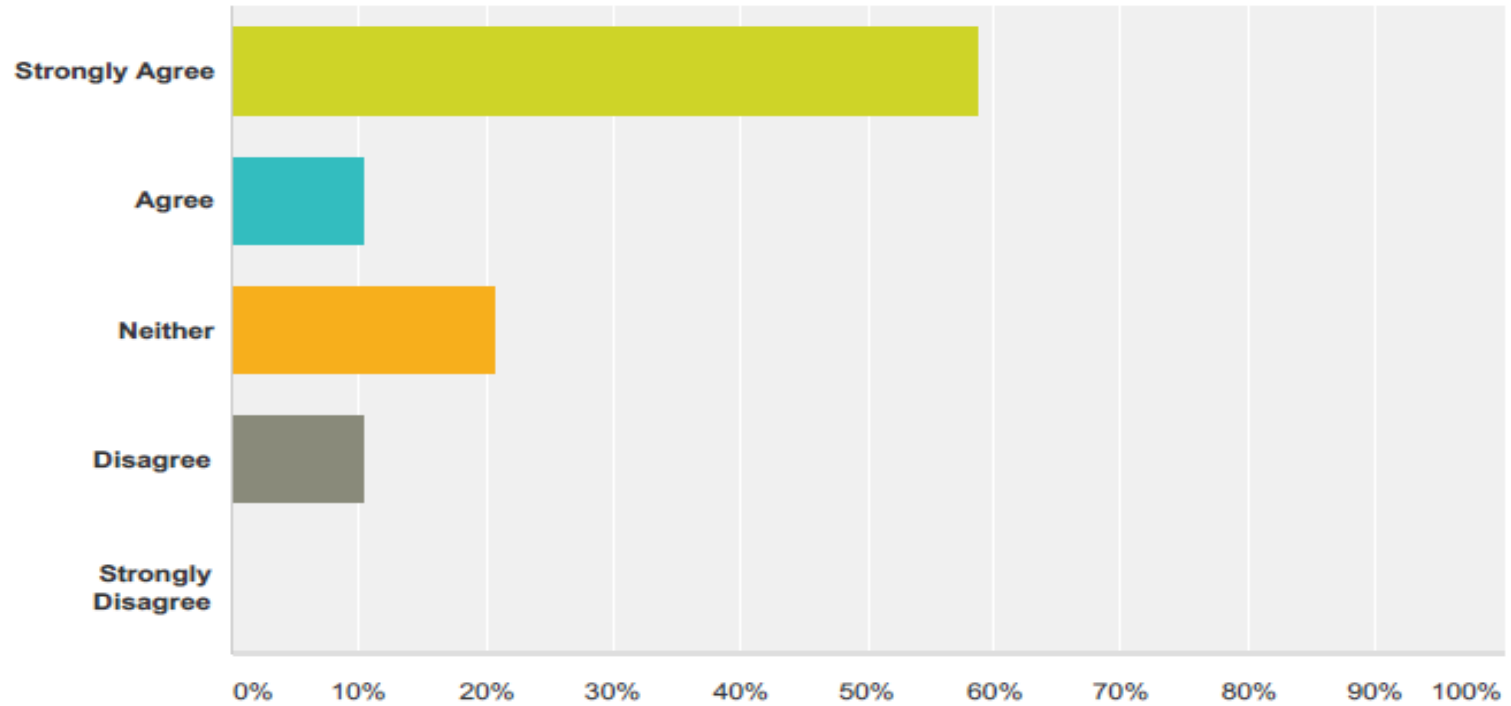
Q5 Did the Call Handler show Empathy / Understanding / Support throughout the call?

Answered: 29 Skipped: 0



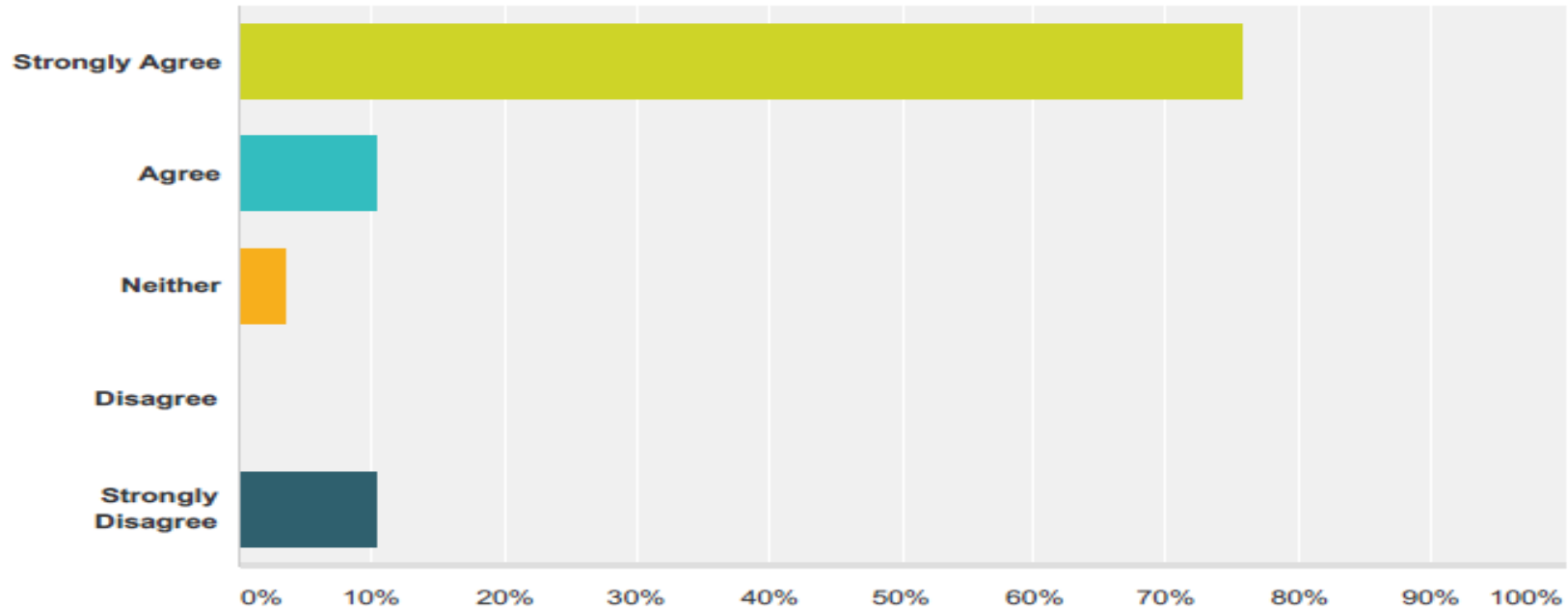
Q6 If at any time during the conversation, whilst the Call Handler needed to complete checks, explain why there was a silence?

Answered: 29 Skipped: 0



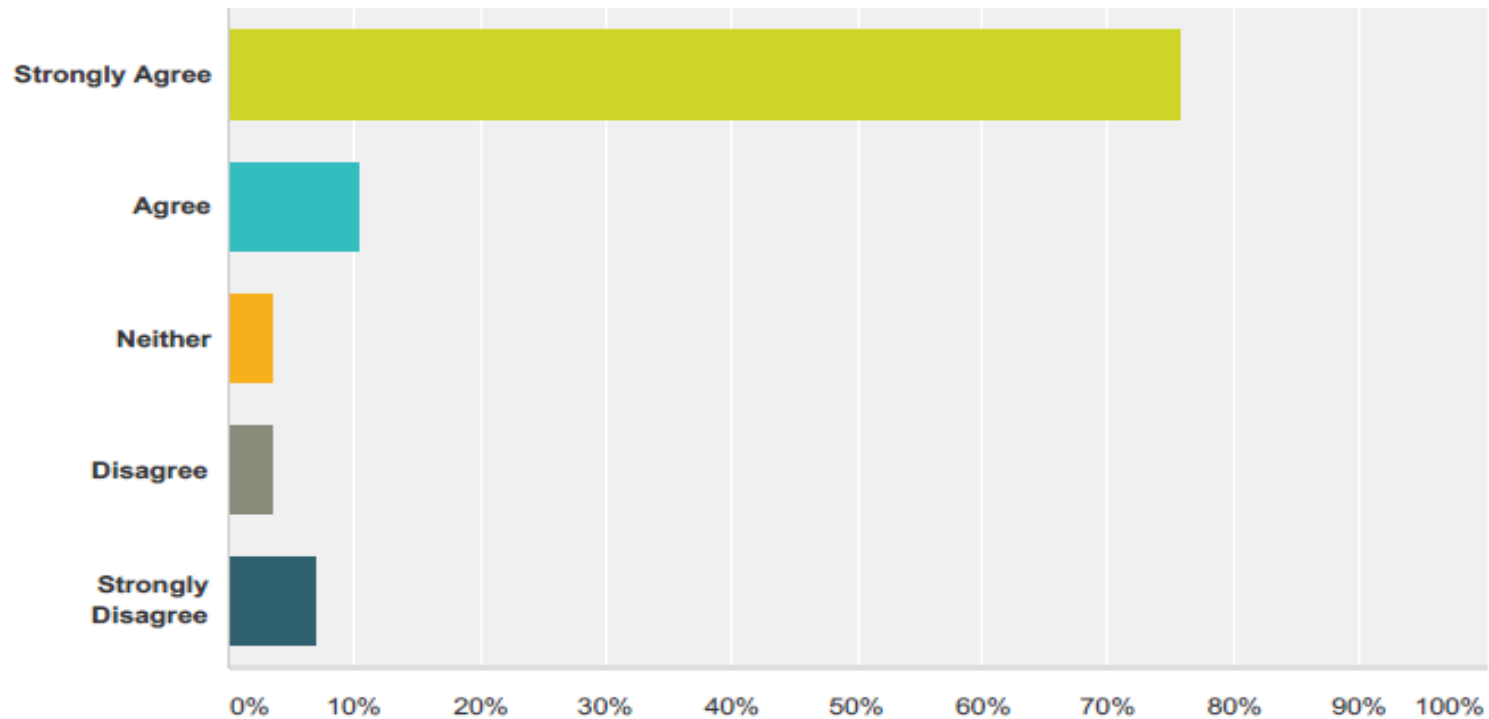
Q7 Did the Call Handler give the caller an understanding of what would happen next, i.e. advise that a patrol was on route and what priority was given using the grading policy, or advised if the call was being resolved at the first point of contact or signposted to a partner agency?

Answered: 29 Skipped: 0



Q8 Did the Call Handler ensure that the caller understood the outcome of call, and if necessary repeat and recap any information?

Answered: 29 Skipped: 0



Sessions Outcomes

Positives

- Panels were impressed by overall standard of calls and the service delivered
- Several outstanding calls on the selected random dip samples
- Panel passed on their praise to the staff for the work that they do

Main area for improvement

- Explanations should be given by the call taker if there are silences, whilst tasks are completed on an incident
- Ensure that caller understands what is going to happen next, realistic expectations.

