



[Redacted]

Contact Management

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Date: 2nd June 2020

Ref: (2019/123281) [Redacted]

Dear Nicola

Re: Section 10 Learning Recommendation Consultation.

Thank you for your report dated 9th April 2020 highlighting areas of concern in relation to our working practices. We have considered these very carefully and discussed the options we will take to address them.

The patching of talk groups is a process where we join up radio channels in periods of low demand so that more than one policing area is controlled by fewer resources in the control room. We know that this practice is not without risk and, taking into account your recommendations in this review, will seek to constantly assess that practice. Patching across Local Policing Area's remains an effective use of resources during periods of lower demand and is common practice amongst many police forces.

With the imminent introduction of a new call handling, command and control system (our Contact Management Programme, CMP) our practice of patching talk groups will cease, to allow our controller's time to become familiar with CMP. At this time we are unaware of the demand changes CMP will place on a controller's time compared to legacy systems. Once CMP has been embedded, it will provide clearer data in relation to our demand and each individual's employee's workload. This data will allow us to look in detail before patching talk groups again in the future.

The current practice, however, of having set times to patch channels lacks flexibility, it should therefore be reflective on the operational requirement not purely on time of day. The demands on each individual controller will vary depending on experience, level of training and capability. The geographical size of the area they are managing, resource density, together with the complexity & risk of the incidents they are managing, are all additional factors to consider.

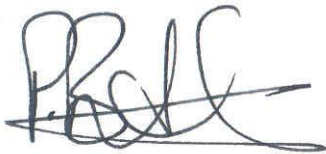
Operational supervisors in each police control room are to dynamically assess each policing area's work load and have the ability to both view the incidents and airwave

occupancy (the amount of time being taken by radio traffic) for each controller to ensure it remains at a safe level. Moving forward, operational supervisors will have the autonomy to alter patching times depending on the demand and resourcing levels within each police control room.

In addition, operational supervisors have received tactical guidance around airwave occupancy levels and mitigations to be put in place when these are close to breaching. I will ensure that my leadership team support operational supervisors in making these choices and that we record our decision making in this area.

Thank you again for raising this issue with me, if I can be of any further assistance please do not hesitate to contact me using the details above.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Paul Bartolomeo', with a long horizontal stroke extending to the right.

Paul Bartolomeo
Chief Superintendent
Head of Contact Management
Thames Valley Police & Hampshire Constabulary.