



**POLICE & CRIME  
COMMISSIONER**  
for Leicester,  
Leicestershire & Rutland

Your Communities - Your Commissioner

## Police and Crime Panel

*June 2026*

### *Police Contact Demand*

<b>Report Date</b>	10/03/2026
<b>Report Author</b>	Lizzie Starr, Director of Governance and Performance
<b>Security Classification</b>	Official

## **Purpose of Report**

1. In his role as the Police and Crime Commissioner (PCC) the Commissioner is required to secure efficient and effective policing for Leicester, Leicestershire and Rutland and hold the Chief Constable to account for the performance of the Force.
2. The PCC brings this report to outline for the Police and Crime Panel how he is fulfilling his duty by secure efficient and effective policing for Leicester, Leicestershire and Rutland and holding the Force to account in relation to contact demand and calls performance.

## **Request of the Panel**

3. In their role to scrutinise the actions and decisions of the PCC, the Commissioner requests that the panel examines the contents of this report. He would specifically like to ask the panel their opinion on the following questions;
  - a. Is the Panel content in the way that the PCC has held the Chief Constable to account on this important subject?
  - b. Would the panel like to make any recommendations to the PCC in relation to this matter?
  - c. Would the panel consider supporting the PCC in the important role of lobbying central govt for changes to be made to single online home system?

## **Summary**

4. The PCC believes the force to be performing adequately in managing contact demand given the pressures. While performance against the national 999 target has been maintained, the PCC does note with concern about the decline in 101 answering times and rising abandonment rates. Sustained improvement will require demand reduction through prevention, further exploration of digital solutions and permanent sustainable resource uplifting. The PCC will continue to work with the Chief Constable on this and wants to commend the Chief Constable, his team and especially the Contact Management Department (CMD) staff for the work they do.

## **Background, Relevant Data and Trends**

### **Section 1 - Current overview of Force Demand:**

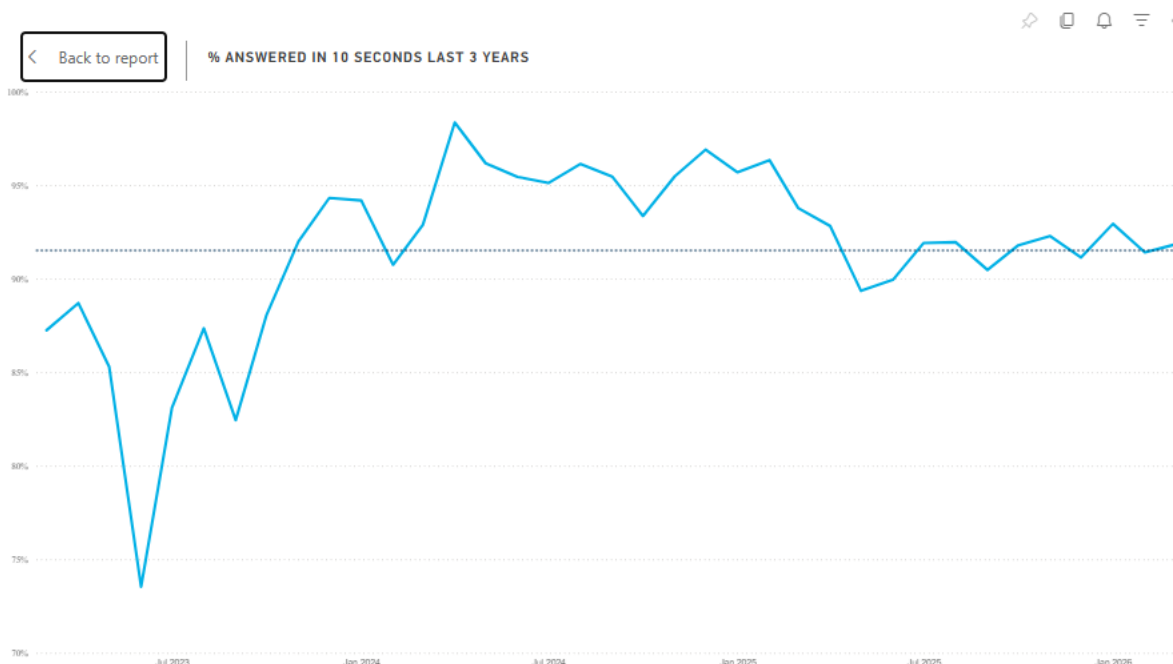
4. Nationally, police force are expected to answer 90% of 999 calls within 10 seconds, this is tracked nationally through data collected on [Police.uk \(999 performance data | Police.uk\)](#) .
5. There are local targets for the answering of non-emergency calls and also challenges nationally around the collection of this from different forces and

varying methods of calculating the time to answer across different forces. The force has introduced a number of additional local targets which are as follows;

- a. 75% of non-emergency (101) calls should be answered within 15 minutes
  - b. Abandonment rates to be kept under ~1% for 999 calls and less than 10% for 101 calls.
6. The table below demonstrates the increase in demand for emergency (999) calls in the 2025 calendar year compared to the previous year. This suggests there has been a 36% increase in the number of 999 calls to the control room.
  7. This increase indicates the significant increasing demand for the force over time, particularly at a time where more contact methods are being introduced.
  8. Whilst there has been a small reduction in the proportion of calls answered within 10 seconds, the performance of the control room has consistently been over 90% (the national target).

999 Calls performance	2024	2025	+/- vol	% change
Volume	148,957	202,344	+53,387	+36%
Answered within 10 secs	95.8%	92.2%		-3.6pp
Abandonment Rate	0.1%	0.3%		+0.2pp

9. The below chart shows the percentage of emergency calls (999) answered within 10 seconds over time. As indicated by the chart whilst there are monthly variations in performance due to demand spikes, the performance of the contact department has stabilised around the 91% mark since April 2025.



10. The table also suggests a slight increase in the volume of calls abandoned (local target is <1%), whilst there has been a slight decline in performance this is still significantly below the Force's internal target and relatively stable.

### 101 Calls

11. The table below demonstrates the increase in demand for non-emergency (101) calls in the 2025 calendar year compared to the previous year. This suggests there has been a 50% increase in the number of 101 calls to the control room.

101 Calls performance	2024	2025	+/- vol	% change
Volume	215,670	323,575	+107,905	+50%
Answered within 2 mins	79.1%	65.7%		-13.4pp
Abandonment Rate	9.0%	12.2%		+3.2pp

12. The table indicates a decline in performance across answering times and also percentages of calls abandoned, this is to be expected in part as the resources within the control room will be prioritised based on threat, risk and harm which will prioritise those calls coming in as emergency calls.
13. The abandonment rate whilst showing a decline in performance could also be explained by a number of callers hanging up and reporting via other methods, such as the Single Online Home platform as directed in the answer message.
14. There is currently no way of ratifying those who drop off the call and then choose to report via other platforms. The OPCC and Force Corporate Communications team have raised this with the national Single Online Home platform to see if an alternative measure could be introduced to enable forces to accurately model the transfer of calls to online reporting.
15. The 2024/25 financial year was reported by the Force of an exceptional performance year in relation to the answering times for 101 calls, and although there has been reductions in performance in the latest year, the Force is still amongst the better performing forces nationally, particularly against a context of rising demand and reduced staffing.

### Online reporting

16. Over the 2025 calendar year the Force received over 73,000 reports from the Single Online Home form. 47% of these reports were classified as 'Crime' or 'Crime & Incident'.
17. This represents a +49% increase in forms from Single Online Home from 2024 as outlined in the table below.

Online reporting performance	2024	2025	+/- vol	% change
Volume	49,147	73,441	+24,294	+49%

18. With the introduction of the online platform, it was hoped that this would divert some demand away from the non-emergency platform, however in reality increases across all platforms have been observed.

#### Holding to Account:

19. The PCC has regularly been briefed on performance of the Force related to contact demand through either the weekly Force/OPCC roundtable or the Corporate Governance Board.
20. In 2023 temporary budget uplifts were approved by the PCC, enabling an investment of an additional 26 FTE (full-time equivalent) increase in contact handlers rolled over into the 2024/25 financial year.
21. The uplift cost approximately £1.2 million and enabled the force to stabilise performance whilst also recognising and responding to the lean position of our contact centre in comparison to other forces.
22. Additional staff were brought in using this funding to immediately improve 999 and 101 handling times. The results were very positive with both 999 and 101 answering targets being achieved throughout 2024/25 FY and initial contact satisfaction for voice rising into the 90% range.
23. However, due to the short-term nature of the funding and continued financial pressures, the 2025/26 budget reduced the additional FTE from 26 to 20.
24. The Commissioner recognises that sustained improved performance may well require a permanent uplift in resources, whilst simultaneously exploring how new technology and new ways of working might reduce demand or further investment in resources.
25. The Commissioner also recognises that without significant investment in prevention demand will continue to rise. Expanding staffing levels each year is not sustainable from either a financial nor an estate perspective. He will continue discussions with the Chief Constable on this issue.
26. In relation to the online reporting system, the PCC has sought assurance from the Force in relation to the accessibility of the online form and will be making

efforts to lobby for national changes within the system to increase use and improve analytics.

27. The PCC actively supports proactive social media messaging when the Force anticipate periods of high demand, including the 'help us to help you campaign'.
28. Overall, the Force is maintaining good performance despite the increase in demand and capacity constraints, However, the PCC is aware that the handling of emergency and non-emergency contact continues to present a risk to public confidence, if not addressed.
29. The PCC has taken steps to address the performance with oversight through Governance structures, investments in staffing and engagement with national system issues. Whilst it is acknowledged that this did drive improvement, this impact was limited due to funding constraints.
30. Looking forward the PCC will continue to review the service provided through the various forums, and work with the Chief Constable to consider long term solutions including sustainable resourcing, demand reduction through prevention and use of digital solutions.

**Officer to contact:**

Nupur Chamund- T/Director of Governance and Performance

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