

**TELEPHONE CALL HANDLING IN POLICE SCOTLAND**

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**1.0 SUMMARY**

- 1.1 This report updates Members on the arrangements which are in place for telephone call handling in Police Scotland.

**2.0 RECOMMENDATIONS**

- 2.1 The Area Committee is asked to note the report and attached appendix.

**3.0 DETAIL**

- 1.1 The Council has recently been provided with information by Police Scotland on the arrangements which are in place for handling telephone calls from the public. This information is contained in the attached appendix and provides Members with useful detail on the efficiency of the system implemented in February of this year.

**4.0 CONCLUSION**

- 4.1 Police Scotland have implemented changes to their call handling system and have provided detail on the effectiveness of the system to the Council, Members are asked to note the updated information provided.

**5.0 IMPLICATIONS**

- 5.1 Policy - None
- 5.2 Financial - None
- 5.3 Legal - None
- 5.4 HR - None
- 5.5 Equalities - None
- 5.6 Risk - None
- 5.7 Customer Service - None

**Executive Director of Customer Services**  
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**For further information contact:**

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