

OPERATION 'KNOW YOUR ROLE'

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The extent of Domestic Abuse in UK

- 5 million frightening threats each year
- 3.29 million assaults (More than 1 every 10 seconds)
- 1.86 million injuries each year

(Source: British Crime Survey)

A stylized, dark blue silhouette of a mountain range is positioned in the bottom right corner of the slide, extending from the right edge towards the center.

STATISTICS

- ◆ 2 women a week are murdered by their partners
- ◆ One in four women are affected by Domestic Abuse at some point in their lives
- ◆ Up to 10 suicides attributed to it each week
- ◆ For women under 44, it is the most common cause of morbidity- above both cancer and road accidents
- ◆ This means that as a young woman in Britain, you are more likely to die as a result of Domestic Abuse than from cancer or a road accident.

How do we receive calls?



Analysis

Following areas were assessed:

- ◆ **Response times and incident prioritisation**
- ◆ **Compliance with Force and National Guidelines**
- ◆ **Communication and questioning skills**
- ◆ **Risk Assessment**
- ◆ **Incident Management**



Performance Management

**Have any of you ever worked in a
Communications or Dispatch
Centre?**

**Do you analyse your Call Handling
and Dispatch responses?**

Identifying Strengths and Weaknesses

- ◆ **Acknowledged what we were good at, for example:** 📢
- ◆ **Swift Response for Emergency calls**
- ◆ **Already engaged with partner agencies**
- ◆ **In-house trainer**



.....not so good at

- ◆ **Lack of awareness around some issues**
- ◆ **Questioning and Listening skills**
- ◆ **Inconsistencies in dispatching Domestic Abuse cases**
- ◆ **Background checks not always carried out**

What is a Background Check?

- ◆ **Check for PNC markers: Violence, Drugs, Wanted, Escapes...**
- ◆ **Check Local Intelligence: Known For, Previous Arrests, Associates, Addresses Frequented**
- ◆ **Repeat Offender?**
- ◆ **Is the address or are the persons involved known for Domestic Abuse?**

Changes Were Needed

- ◆ **Need for improved Communication Skills**
- ◆ **Delivery of First Aid to victims**
- ◆ **A change in culture**
- ◆ **Coping with traumatic calls**
- ◆ **Prompt and effective deployment of resources**



Findings

- ◆ **In 45.3 % of Priority 1 Incidents (Priority 2 in US), callers did not see a Police Officer within an hour**
- ◆ **In 24.8% of cases, callers were not seen within 5 hours**
- ◆ **In 43.8% of cases, relevant questions were not being asked**
- ◆ **Relevant intelligence systems were not being checked in 30% of deployments.**



Your Department

- ◆ **What would you find if you analysed your own department?**
- ◆ **What sort of culture exists?**
- ◆ **How do your call handlers and dispatchers respond to incidents of Domestic Abuse?**

Dispatching



Responses

Training Package

- ◆ **Samaritans Training (Suicide and Crisis Hotline charity)**
- ◆ **First Aid Training**
- ◆ **Domestic Abuse Awareness Training**



Know Your Role Guides

- ◆ **A summary of actions to be taken**
- ◆ **Given to each Call Handler and Dispatcher to reinforce the training given**

Communication Techniques

- ◆ Introduction of LCD briefing screens in Call Handling and Dispatch Rooms
- ◆ Regular briefings.
- ◆ Online briefings to all Control Room staff
- ◆ Annual Professional Development Days – presentations given by Women's Network Officers



Assessment

- ◆ In 91.3% of incidents relevant questions are now being asked by call-handlers, an improvement of 36%.
- ◆ 93.7% of callers in Priority 1 events are now being seen within an hour, an improvement of 48.4%
- ◆ All callers were now being seen within five hours