

Improving incident response at Nottinghamshire Police

Business needs

Nottinghamshire Police was looking to improve their incident response within its Command and Control Centers. The Force decided to deploy command and control software, the Capita **VisionPX**. They required a system that combined a range of technologies and databases to optimize the call handling process and to provide germane information to the operator in a clear concise and intuitive form.



Customer profile

- Handles circa 2,000 calls a day including reports of road traffic collisions, domestic disputes to general concerns of the public
- Operates in an area of 850 square miles and serves a population in excess of 1,000,000
- Deals with up to 500,000 incidents a year



Project delivery

The new system was installed in Nottinghamshire's control rooms. Today, the system is used by approximately 100 command and control operators. The system improves customer service by ensuring that each caller receives the most effective and appropriate response to their reported incident.

Tony Eggleton from Nottinghamshire Police comments; "The Capita **VisionPX** system is designed to ensure that all call handlers can respond to every caller in the most appropriate fashion. The call handler can now manage each query that comes in and if the Police are needed to attend an emergency incident - such as a burglary - then they can arrange for immediate dispatch of a vehicle. If it's a minor incident, then they can make arrangements for follow up later in the week. The system will also help us to assess the way we deal with each incident - right from the initial call to when the incident is closed. We can look at details, such as the response time in getting an officer on the scene, whether any back up is required by the officer, if an outside agency has been requested or even how long it has taken us to handle and potentially resolve a break-in."

Long term partnership

"We have always found Capita to be very professional and sophisticated. The company has always listened to our feedback and been happy to adapt their software according to our needs. They have remarkable knowledge of the Policing system and have been able to make suggestions that have really improved our command and control. Capita have used their expertise in this field to make sure that we have the best possible solution and therefore our customers receive the best level of service."

