



**Cheshire
Police & Crime
Commissioner**

Call Management Audit Scheme Annual Report 2024/25





Foreword from the Cheshire Police and Crime Commissioner

Good communication is at the heart of good policing and that starts with how we respond when people first get in touch. The Call Handling Audit Scheme plays a crucial role in making sure the public receives a high-quality service from the very beginning.



These volunteers bring a fresh perspective and a real passion for helping others. By listening to calls and providing feedback, they help us understand what's working well and where we can improve. It's a simple idea, but it makes a big difference not just to the service we provide, but to the confidence people have in it.

This scheme directly supports my priority of *listening to the public*. It's about making sure every voice is heard, and every concern is taken seriously. I'm incredibly grateful to everyone involved for their time and commitment in building a more responsive and trusted police service for Cheshire.

Dan Price
Cheshire Police & Crime Commissioner





Introduction

This Annual Report covers the activities and findings of the Call Management Audit scheme for the period 1st April 2024 to 31st March 2025. It highlights the contributions of volunteer Call Management Auditors (CMAs), the outcomes of audits, and the impact of the scheme on public contact and service quality.

Background

Established in 2014, the Call Management Audit Scheme aims to ensure that Cheshire Constabulary meets public expectations in handling both emergency and non-emergency calls. The scheme applies consistent standards to assess call handling and incident response.



CMAs are community volunteers who provide independent feedback on how the Constabulary interacts with the public via telephone. Audits are conducted every three weeks at Police Headquarters, where CMAs review randomly selected calls facilitated by Force Control Centre (FCC) staff.

As of 31st March 2025, five CMAs were actively involved in the scheme.





Audit Process

- Up to ten calls are randomly selected per audit session.
- CMAs work to a set criterion to ensure consistency.
- CMAs listen to the calls alongside the incident log and document feedback, highlighting areas for improvement and/or development or areas of good practice.
- Issues raised are addressed by the facilitator and tracked via the Action Log Tracker, with updates provided to the Police and Crime Commissioner on actions escalated to the leadership team and/or any focus carried out by the Quality Assurance Team because of volunteer's observations and information on the individual feedback provided to call handlers.

Audit Data Summary (2024/25)

Number of call audit sessions: 17

Total number of calls audited: 166.

- 53% emergency calls
- 47% non-emergency (PNE) calls



Crime/incident types audited

Calls were categorised into three feedback types:

1. Positive – call handled well.
2. Constructive – good call with suggestions for improvement.
3. Negative – areas requiring significant improvement.

Month	Crime/incident type	1	2	3
2024				
April	Public order	9	1	0
	Domestic abuse	10	0	0
May	Animal welfare	9	1	0
June	Road traffic collisions	10	0	0
July	Rape and serious sexual offences	10	0	0
	Vehicle crime	9	0	0
August	Criminal damage	4	6	0
September	Concern for safety	9	1	0
	Firearms			
October	Burglary	9	1	0
	Hate crime	9	1	0
November	Anti-social behaviour (ASB)	8	1	1
December	Robbery	9	1	0
2025				
January	Burglary	8	2	0
	Hate crime	9	0	1
February	Anti-social behaviour (ASB)	10	0	0
March	Robbery	8	1	1



Audit findings

Key areas for development identified	Number of calls	Percentage of all calls audited
Lack of empathy	8	5%
Handling call in a controlled manner	6	4%
Reassurance	5	3%
Recognising vulnerability	5	3%
Questioning skills	3	2%
Clear guidance/advice	3	2%
Caller safety	2	1%
Appropriate language	2	1%
Respectful handling	2	1%
Information gathering	1	0.6%

Impact of the scheme

With over 1,500 calls received daily by the Constabulary, the audit scheme plays a vital role in scrutinising police-public interactions. Independent evaluations by CMAs provide actionable insights for service improvement, reinforce public trust and accountability, and promote professionalism across policing operations.

Where negative trends are identified, Constabulary initiates targeted monitoring and individual development plans.

Looking ahead to 2025/26

The Police and Crime Plan prioritises listening to the public and makes a commitment to delivering an accessible and responsive police service.

To support this ambition, we will enhance the current scheme. This will include the scope of calls that are reviewed, such as those involving mental health incidents. It will also look at how well the quality assurance process is carried out by Constabulary.

These enhancements are expected to be implemented in early 2026.



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Get involved

For more information or to express interest in becoming a Call Management Auditor, please contact:

Karolina Kardas
CMA Scheme Coordinator

Post: Cheshire Police and Crime Commissioner
Runcorn Town Hall
Heath Road
Runcorn
WA7 5TD

Telephone: 01606 364000

Email: pcc@cheshire-pcc.gov.uk



Cheshire Constabulary Management Response

**Cheshire
Constabulary**

Cheshire Police would like to express our gratitude for the thorough audit and the valuable insights provided. These findings are instrumental in helping us strengthen our approach to quality assurance. We plan to integrate the audit process more closely within our existing QA framework to ensure continuous improvement, enhance consistency, and maintain the highest standards of service for our communities.

Chief Inspector Sarah O'Driscoll
Force Control Centre