

Call Management Audit Scheme

2025-26 annual report



Dan Price
Cheshire
Police & Crime
Commissioner

Foreword from the Cheshire Police and Crime Commissioner

Clear communication is fundamental to effective policing, beginning with the very first interaction when someone reaches out for help. The Call Management Audit Scheme is a key part of ensuring that this initial contact is handled with care, professionalism and consistency.

The volunteers involved bring valuable insight, offering fresh viewpoints and a strong commitment to supporting the public. By reviewing calls and sharing their observations, they help highlight what Cheshire Constabulary does well and where there is room to improve.



It may be a straightforward approach, but its impact is far-reaching - strengthening both the quality of service the force provides and the trust people place in the police.

This initiative directly reflects my commitment to listening to the public. It helps ensure that every person is heard and that each concern is given the attention it deserves. I would like to extend my sincere thanks to our Call Auditors who volunteer their time and effort to this work, helping to build a more responsive, accountable and trusted police service for Cheshire.

A handwritten signature in black ink, which appears to read 'Dan Price'. The signature is fluid and cursive.

Dan Price

Cheshire Police and Crime Commissioner

Introduction

This report covers the activities and findings of the Call Management Audit Scheme for the period 1st April 2025 to 31st March 2026.

It outlines:

- Scheme activity and audit coverage
- Key findings and trends
- Areas of good practice and development
- The impact of audits on service delivery

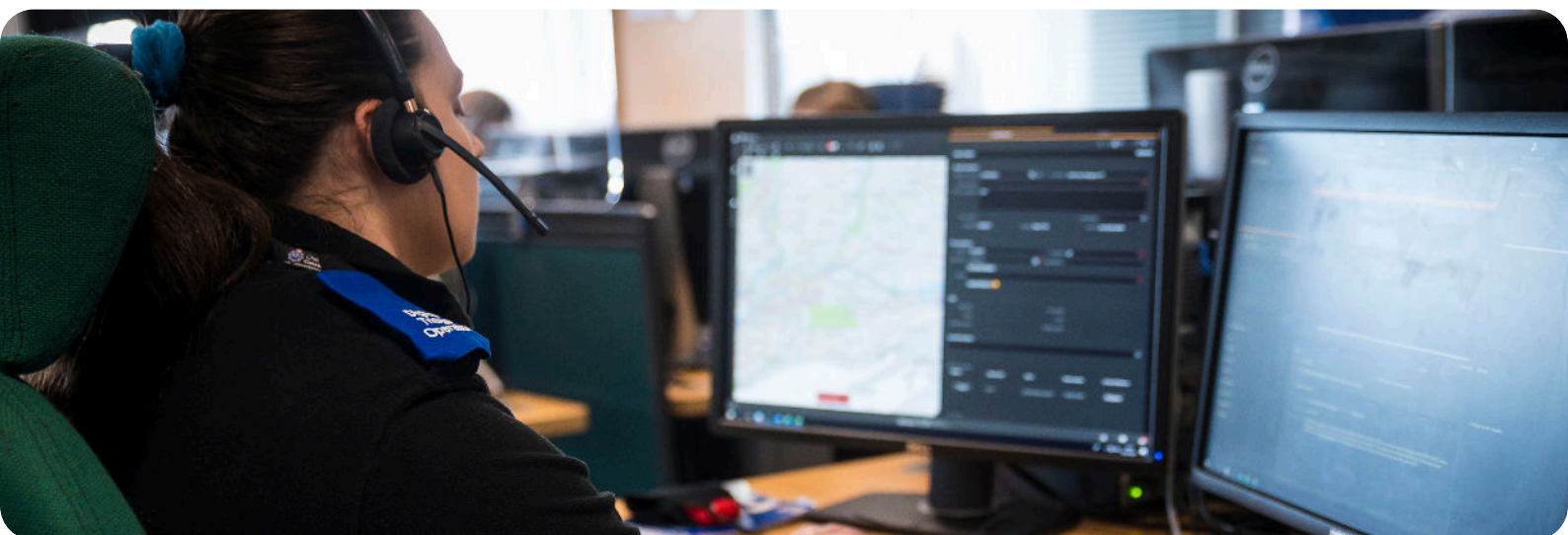
Background

The Call Management Audit Scheme, established in 2014 provides independent scrutiny of how Cheshire Constabulary handles emergency (999) and non-emergency (101) calls.

Volunteer Call Management Auditors (CMAs) are members of the local community. They:

- Review randomly selected calls during the audit sessions taking place every three weeks
- Assess performance against set criteria
- Provide balanced feedback highlighting both strengths and areas for improvement

Audits continue to be supported by the Force Control Centre (FCC) and findings are tracked through structured feedback and action plans.



Similar to last year, as of 31st March 2026, five volunteers were actively involved in the scheme.

Call audit process

- Calls are selected randomly across a wide range of incident types
- Call Management Auditors review both call recordings and incident logs
- Feedback is categorised and escalated where required

Each audit included approximately 10 calls per session, ensuring consistent and representative sampling.

Call audit data summary

Number of call audit sessions: 17			
Total number of calls audited: 150			
Quarter	Period	Audits	Calls
Q1	Apr - Jun 2025	6	50
Q2	Jul - Sep 2025	4	33
Q3	Oct - Dec 2025	4	37
Q4	Jan - Mar 2026	3	30

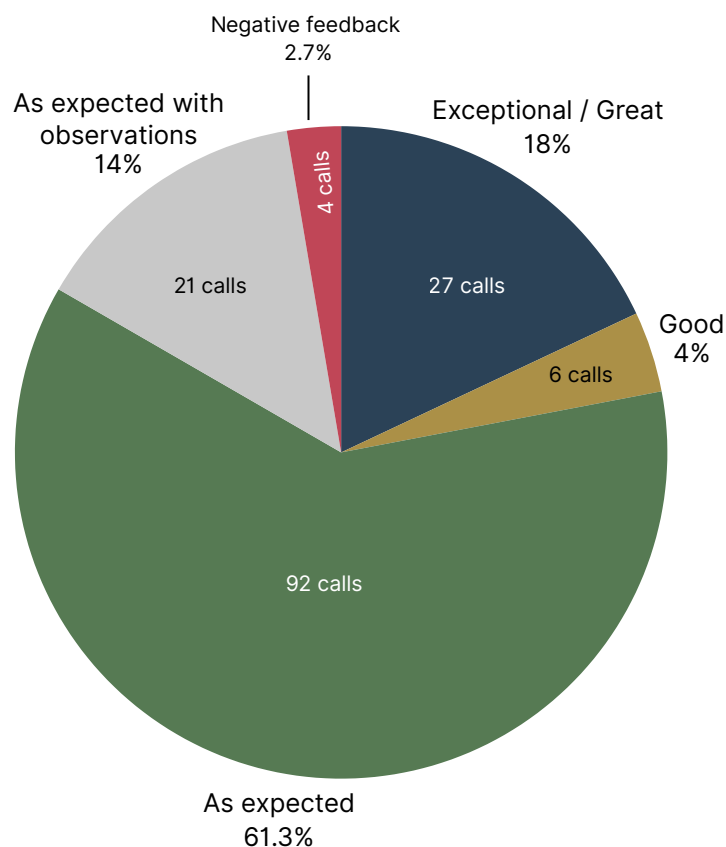
Calls covered a broad range of incident types including:

- Public order
- Domestic abuse
- Animal welfare
- Road traffic collisions
- Rape and serious sexual offences (RASSO)
- Criminal damage
- Concern for safety
- Firearms
- Vehicle crime

General overview

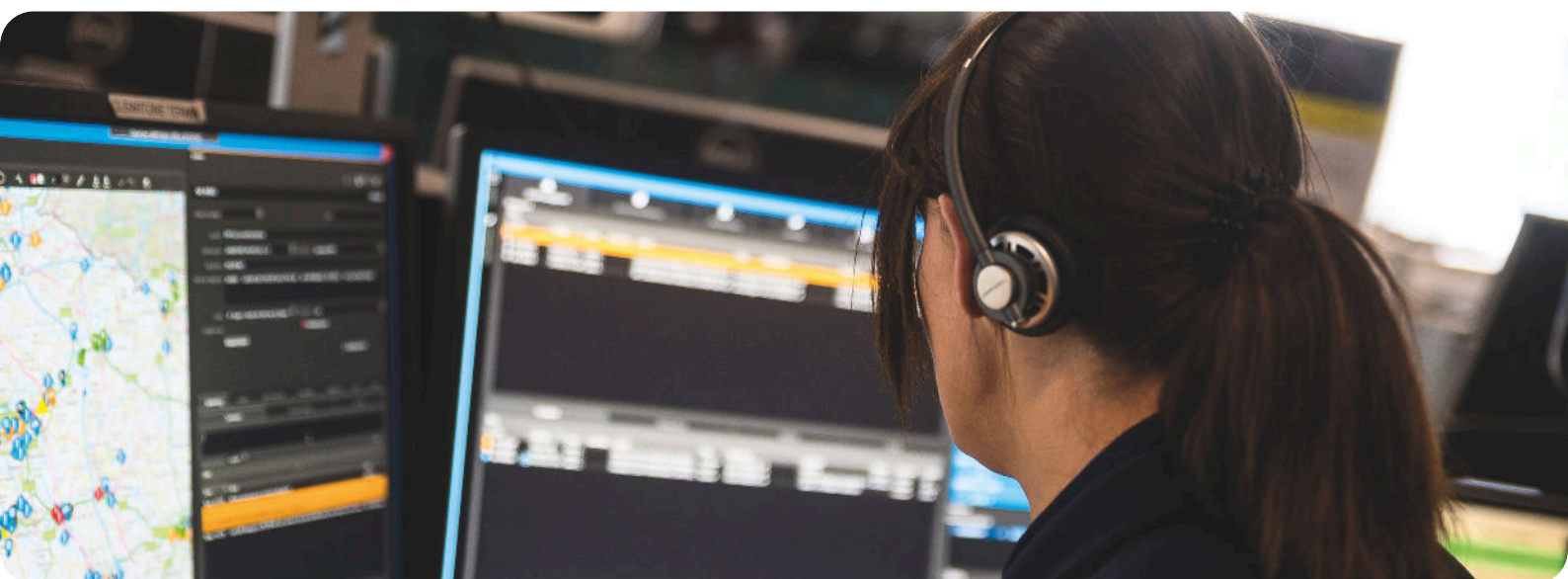
Across all quarters, the majority of calls received positive feedback demonstrating overall consistent performance. Instances of negative feedback were limited and typically linked to specific skill gaps rather than systemic issues. It was positive to see the CMAs, in their reports, identified examples of professionalism and some great communication applied in call handling.

Outcome trends



When it comes to areas for development the following themes were identified across the year:

Key areas for development identified	Number of calls	Percentage of all calls audited
Recognising vulnerability	9	6%
Handling call in a controlled manner	9	6%
Clear guidance / advice	9	6%
Caller safety	8	5%
Questioning skills	8	5%
Reassurance	6	4%
Information gathering	6	4%
Lack of empathy	5	3%
Respectful handling	1	0.7%



A comparison of call audit findings from 2025-26 with trends and patterns identified in 2024-2025 suggests a shift from earlier challenges related to empathy, tone and reassurance, towards more risk-focused and structural aspects of call handling being identified by volunteers.

Based on feedback received by the Call Management Auditors, it may be helpful to consider opportunities to further strengthen safeguarding awareness and vulnerability recognition through targeted training.

The Call Management Audit Scheme continues to provide valuable insight into the quality of public contact, offering independent scrutiny and helping to identify key areas for training and development. It plays an important role in supporting the ongoing improvement of call handling standards, while also contributing to greater transparency and helping to build and maintain public confidence in this service.



Cheshire Constabulary Management Response

We would like to thank all of our volunteers for their time, commitment and valuable feedback throughout the year. Their independent scrutiny of our call handling service is both welcomed and appreciated.

The Force Control Centre carries out monthly quality assurance reviews of all call handlers to ensure we provide a professional and consistent service to everyone who contacts Cheshire Constabulary. The feedback provided by our volunteers compliments this process and helps us identify opportunities for continuous improvement.

We value the contribution of our Call Management Auditors and remain committed to learning from their observations to ensure we deliver the highest possible standard of service to the public.

Chief Inspector Sarah O'Driscoll

Force Control Centre, Cheshire Constabulary

Get involved

For more information or to express an interest in becoming a Call Management Auditor please contact Karolina Kardas, CMA Scheme Coordinator.

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