



**Cheshire
Police & Crime
Commissioner**

Call Management Audit Scheme Annual Report 2025/26





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 invaluable 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 force provides and the trust people place in 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 volunteers – Call Auditors who contribute their time and effort to this work, helping to build a more responsive, accountable and trusted police service for Cheshire.

Dan Price

Cheshire Police & Crime Commissioner



Introduction

This report covers the activities and findings of the Call Management Audit Scheme for the period 1 April 2025 to 31 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), being members of local communities:

- Review randomly selected calls during 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 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.
- CMAs 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
- RASSO (rape and serious sexual offences)
- 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 that CMAs, in their reports, identified examples of professionalism and some great communication applied in call handling.

Table below presents summary of call outcome trends.

Outcome Category	Quantity & proportion of calls
'Great / Exceptional'	27 = 18%
'Good'	6 = 4%
'As expected'	92 = 61%
'As expected with observations'	21 = 14%
'Negative feedback'	4 = 3%

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 2024–25 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 from CMAs, 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 the service.

Get involved

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

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AI has assisted the production of this report



**Cheshire
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Cheshire Constabulary Management Response



**Cheshire
Constabulary**

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 complements 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

