

LEARNING THE LESSONS

IOPC Independent
Office for
Police Conduct

Improving policing policy and practice

CALL HANDLING

- Ten IOPC case studies highlight the key role of call handling in frontline policing
- The NPCC talks about the history of contact management
- A Cleveland Police call handler discusses the day-to-day challenges and highlights of their role
- Cheshire Constabulary shares initiatives to challenge bias in force control rooms
- The IOPC highlights Silent Solution
- The College of Policing discusses its work on 'safe and well' checks
- West Yorkshire Police dispatchers share a 'day in the life'



For more information, case studies and learning, download a copy from
www.policeconduct.gov.uk/learning-the-lessons

