

Decision ID:

PCCDJ

000879

2026

Decision title

000879- Contact Management short term demand mitigation

Executive summary

Request to increase contact management staff to reduce call handling times.

Recommendation(s)

The Police and Crime Commissioner is asked to approve the temporary funding of five CMC posts for a period of two years, at a cost of just under £298,120 per annum, to support contact management performance and ensure continued delivery of national 999 standards and acceptable 101 service levels.

Police and Crime Commissioner approval

I hereby **approve** the recommendation above.

Signature:



Name:

Donna Jones

Police and Crime Commissioner for Hampshire

Date:

20th May 2026