

SCOTTISH POLICE
AUTHORITY

Meeting	Public SPA Board Meeting
Date and Time	22 March 2017
Location	Stirling Court Hotel, Stirling
Title of Paper	Contact, Command & Control – C3IR Update
Item Number	9.1
Presented By	ACC John Hawkins
Recommendation to Members	For Noting
Appendix Attached	Yes

PURPOSE

The purpose of this paper is to provide members with an update in respect of progress of the C3 Integration and Remodelling Programme (C3IR).

1 BACKGROUND

- 1.1 In January 2014, members approved the strategic direction for C3 Division, which included the creation of the Police Scotland Service Centre (PSSC) and 3 regional Area Control Rooms (ACR). The Police Scotland Service Centre will be based in Govan, Bilston Glen and Motherwell (reducing from 10 legacy service centres), and the 3 Area Control Rooms (reducing from 10 legacy control rooms), will be based in Govan, Bilston Glen and Dundee.
- 1.2 The PSSC, when fully established, will receive all 999 and 101 calls made in Scotland. Calls will be answered by the first available Service Advisor across the 3 sites which will result in a quicker and more consistent service being provided to the public.
- 1.3 Calls which require a police response will be transferred from the PSSC to the relevant ACR from where the police response will be controlled and managed.
- 1.4 This paper provides members with an update in relation to the following key areas:
 - Benefits
 - C3IR Programme Progress / Timeline
 - Preparations for Inverness Transition

2 FURTHER DETAIL ON THE REPORT TOPIC

Benefits

- 2.1 The benefits associated with this programme of change are:
 - The ability to command incidents and manage resources across previous legacy boundaries.
 - Improved service delivery to the public.
 - Increased resilience.
 - The standardisation of processes.
 - Equal access to information systems and improved risk assessment.

C3IR Programme Progress

2.2 At the August 2016 Board meeting, members approved a revised indicative timeline for the delivery of key milestones. The indicative timeline is attached at Appendix A, for members' information.

2.3 To date the following milestones have been achieved;

- Successful implementation of the Aspire upgrade, to bring increased ICT ability (September 2016);
- Confirmation of the 'end state' staff numbers, following independent assurance by consultants (September 2016);
- Integration of our 3 PSSC sites (Bilston Glen, Motherwell and Govan) so that calls are answered by the first available Service Advisor (November 2016);
- Implementation of the STORM Unity Command and Control system into Dundee ACR (December 2016);
- Instigation of a North Overview within Dundee ACR (December 2016);
- Independent assurance provided by a Gateway Review and HMICS (January 2016); and
- Transition of call handling from Dundee to PSSC (January 2017).

2.4 We supported our staff through these changes in a number of ways including:

- Building, sharing and maintaining local knowledge for Service Advisors;
- Detailed Guidance Packs / Communications Strategy / Engagement;
- Staff Training – workshops / table top exercises / staff sessions;
- Floor Walkers / Service Centre Training Champions; and
- Early Migration of Data / ICT access / Gazetteer.

Aberdeen Transition

2.5 As members are aware, the next key milestone of the Programme is the transition of services from Aberdeen Area Control Room (ACR) and Service Centre to the PSSC and North ACR, subject to SPA Board approval. Full details of preparedness can be found in the separate paper submitted at Agenda Item 9.2.

- 2.6 This paper invites SPA Board members to approve the transfer of services from Aberdeen to ACR North and PSSC, and the creation of the National Database Enquiry Unit.

Inverness Transition

- 2.7 Planning is also ongoing in respect of the transition of services from Inverness to ACR North and PSSC.

People

- 2.8 Members will recall that a workforce planning model has been developed for C3 Division based upon current demand data, average call handling times and staff abstraction data. A recognised call centre resource calculator was used and in turn this model was subject to independent review by Sabio who are recognised experts in this field. This will be used to inform end state staffing levels and recruitment activity is ongoing.

Processes

- 2.9 Utilising the methodology adopted for the transition of Aberdeen services, a range of processes have been identified and full engagement carried out with a range of stakeholders. This will ensure that these legacy processes will be successfully harmonised to ensure future consistency and interoperability.

Quality of Service

- 2.10 In the last quarter (October to December 2016) the average Grade of Service for answering 999 and 101 calls has consistently remained above the 90% target of answering 999 calls within 10 seconds and 101 calls within 40 seconds. Following the transition of calls from Dundee, the current Grade of Service is 99% for 101 calls and 98% for 999 calls.

Quality Assurance Framework

- 2.11 Each stage of the C3IR Programme is underpinned by a Quality Assurance Framework (QAF) and a QAF has been drafted for the Inverness transition.

2.12 The C3IR Programme is focussed upon delivering improved Contact, Command and Control Services (the benefits of which have previously been articulated) and the transition of call handling business from Inverness is a key component in this.

2.13 With the preparatory work carried out by the Programme Team, C3 Division and N Division, the Programme Team is confident that we are on track to transition call handling business from Inverness in keeping with the indicative timeline.

3 FINANCIAL IMPLICATIONS

3.1 There are no financial implications associated with this paper.

4 PERSONNEL IMPLICATIONS

4.1 There are no personnel implications associated with this paper.

5 LEGAL IMPLICATIONS

5.1 There are no legal implications as a consequence of this paper.

6 REPUTATIONAL IMPLICATIONS

6.1 There are no reputational issues associated with this paper.

7 SOCIAL IMPLICATIONS

7.1 There are no social implications as a consequence of this paper.

8 COMMUNITY IMPACT

8.1 There are no community implications as a consequence of this paper.

9 EQUALITIES IMPLICATIONS

9.1 There are no equalities implications as a consequence of this paper.

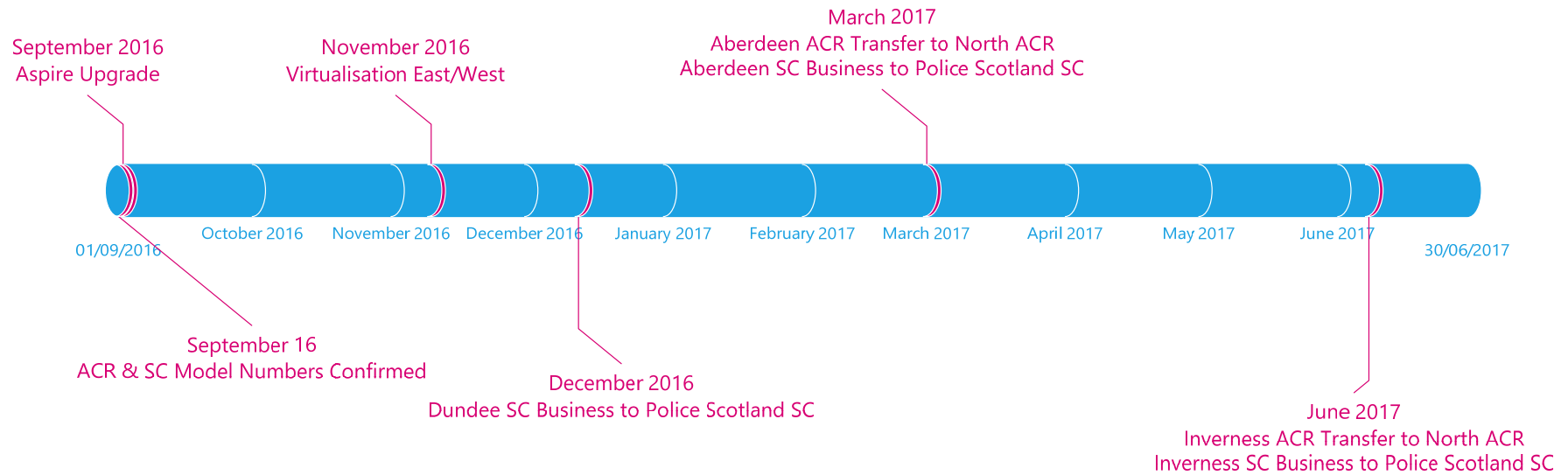
10 ENVIRONMENTAL IMPLICATIONS

10.1 There are no environmental implications as a consequence of this paper.

RECOMMENDATIONS

That members' note the updates provided.

C3IR Programme Timeline



Public SPA Board Meeting
Police Scotland Contact Command & Control C3IR Update
22 March 2017