

SCOTTISH POLICE
AUTHORITY

Meeting	SPA Board Meeting Public Session
Date and Time	Tuesday 28th November 2017
Location	Stirling Court Hotel, University of Stirling FK9 4AE
Title of Paper	Police Scotland Contact Command And Control Update
Item Number	12
Presented By	Chief Superintendent Roddy Newbigging
Recommendation to Members	For Noting
Appendix Attached	No

PURPOSE

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

1 BACKGROUND

- 1.1 As members are aware, the C3IR Programme is nearing completion, with all that remains to be delivered being the transition of business from Inverness ACR and Service Centre to ACR North and the Police Scotland Service Centre (PSSC), and the creation of the National Database Enquiry Unit (NDEU).
- 1.2 At the SPA Board meeting on 28th September 2017, members gave Police Scotland approval to proceed and deliver these changes. Once complete, C3 Division will be operating to the 'end state' model, as outlined within the Strategic Direction and approved by the Scottish Police Authority (SPA) in January 2014. This will mean that all 101 and 999 calls made in Scotland will be answered in the Police Scotland Service Centre (PSSC), and police incidents will be managed by an Area Control Room (ACR) in the East, West and North. The Inverness transition will take place in early 2018, subject to operational requirements.

2. FURTHER DETAIL ON THE REPORT TOPIC

Inverness Transition

- 2.1 Since the previous board meeting, considerable emphasis has been placed upon staff engagement within N Division. This has included:
 - Numerous staff briefing sessions being held, with these taking place in Inverness HQ, Inverness Burnett Road, Thurso, Nairn, Dingwall and Fort William. Videoconferencing facilitated participation from officers based in Skye, Lewis and Shetland. These sessions were well received with approximately 100 people (both staff and officers) attending.
 - A 'Discussion Forum' being introduced on the Highlands & Islands Intranet Portal, which enables the N Division C3IR 'Change Champions' to post queries on behalf of N Division officers, which the Programme Team answer.
 - Preparations being made for STORM Unity training for officers and staff in N Division, which commences in November. This learning will be delivered by both a Moodle training package

and a face to face briefing from a member of the Programme Team.

The activity detailed above, reflects learning taken forward from previous stages of the Programme.

- 2.2 Detailed work has been undertaken to ensure that all processes that require to be amended / realigned as a result of these changes are addressed in advance of the transition, with staff, both in C3 and N Division being fully briefed in respect of this.
- 2.3 The estates work being undertaken in ACR North, as detailed in the September SPA Board paper, is being closely managed by both C3 Division and the Programme Team to ensure that this is delivered on time.
- 2.4 The Quality Assurance framework (QAF) which requires specific assurance activity (both internal and external) to be undertaken in advance of go-live is in place. The SRO will not proceed to go-live without the QAF being completed in full. This remains on track.
- 2.5 The Divisional Commander, C3 Division is fully aware of the need to support those staff in Inverness in advance of the transition. In order to do so, he has secured additional support from both N Division and ACR North, in order to ensure excellent service provision continues within both the ACR and Service Centre, until the change is made.
- 2.6 Consultation is ongoing with C3 police staff in Govan and Inverness in relation to the creation of the NDEU. Group consultations were completed in October and one-to-one sessions, involving 40 members of staff, will be completed in November. It is anticipated that a paper will be presented to JNCC in early December to report on the outcome of this process.

HMICS Review Recommendations Update

- 2.7 Her Majesty's Inspectorate of Constabulary for Scotland (HMICS) reported in November 2015 on the state, efficiency and effectiveness of police call handling. This report was provided to the Cabinet Secretary for Justice, at whose direction HMICS undertook this Assurance Review. Subsequent to publication of the report, Police Scotland and the Scottish Police Authority have both committed to fulfilling the 30 recommendations which were made.

2.8 Police Scotland and C3 Division have, since the recommendations were received, been resolutely committed to delivering the improvements required and successfully implementing each of the recommendations.

2.9 C3 Division has successfully discharged 27 of the 30 recommendations made by HMICS. The C3 Division Governance and Improvement Team continue to liaise closely with HMIC, in relation to the three remaining recommendations.

3 FINANCIAL IMPLICATIONS

3.1 There are no financial implications associated with this paper.

4 PERSONNEL IMPLICATIONS

4.1 The personnel implications are outlined above in the 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

NOT PROTECTIVELY MARKED

That members are requested to note the updates provided.

NOT PROTECTIVELY MARKED

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