

Meeting	Public SPA Board Meeting
Date	Tuesday 19 December 2017
Location	City Suite, Apex City Quay, Dundee
Title of Paper	Contact, Command & Control Project Update
Item Number	7.3
Presented By	ACC Nelson Telfer
For Approval For Consultation	For Noting
Appendix Attached:	NO

PURPOSE

The purpose of this paper is to provide members of the Scottish Police Authority (SPA) with an update in relation to ongoing planning for the transition of call handling activity and incident management from the Inverness Area Control Room & Inverness Service Centre to the ACR North and Police Scotland Service Centre sites.

1. BACKGROUND

- 1.1 As members are aware, the C3IR Programme is nearing completion, with 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), being all that remains to be delivered.
- 1.2 At the SPA Board on 28th September 2017, members gave approval for the Programme Team to proceed with implementing this change.
- 1.3 Chief Superintendent Newbigging provided an update on progress at the last SPA Board meeting on 28th November 2017, outlining progress in relation to people, ICT, processes, and assurance activity.

2. FURTHER DETAIL ON THE REPORT TOPIC

Readiness for Change

- 2.1 It remains the case that, as was reported on 28th November 2017, the Programme Team, C3 Division, and N Division are satisfied with the preparatory work undertaken to date and that, subject to operational requirements, business will be transitioned from Inverness ACR and Service Centre in early 2018. No emerging risks have been noted since the previous SPA Board Meeting, which would adversely impact this.

Assurance

- 2.2 Members will recall the extensive Quality Assurance Framework associated with the programme and the confidence this provides the Senior Responsible Owner (SRO) in determining that it is appropriate to 'go-live' with the change.
- 2.3 As was explained at the SPA Board Meeting on 28th September 2017, when approval to proceed was given, all external independent assurance has been successfully completed. This has included:
 - A Scottish Government Gateway review;
 - HMICS conducting independent assurance;
 - Sabio reviewing the workforce model, and a
 - Scottish Government review of the ICT Test Schedule.
- 2.4 This independent assurance is complemented by rigorous internal assurance, in advance of 'go-live.'

- 2.5 Further to this, an SPA C3 Governance and Assurance Group meeting will be held in January 2018, at which a final update on progress will be provided to members, and arrangements for post transition review and assurance will be confirmed.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications as a consequence of this paper.
- 3.2 The broader cost of change associated with this programme and the impact this has on Police Scotland, has previously been reported and is being closely monitored at Force Executive level.

4. PERSONNEL IMPLICATIONS

- 4.1 There are no personnel implications as a direct consequence of this update paper, however this change has of course an impact upon staff, which has been well documented in previous updates.

5. LEGAL IMPLICATIONS

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

6. REPUTATIONAL IMPLICATIONS

- 6.1 There is considerable focus upon this programme and any failure to safely and successfully deliver this change will, undoubtedly, have an adverse reputational impact.

7. SOCIAL IMPLICATIONS

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

8. COMMUNITY IMPACT

- 8.1 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.

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

Members are requested to note the update provided.