

TERMS OF REFERENCE - Contact Assessment Model (CAM) Oversight Group

PURPOSE AND SCOPE

- To be an advisory forum to the SPA Board and provide oversight and scrutiny of the preparation and implementation of the Contact Assessment Model (CAM) with a particular focus on the programme & change management processes, Police Scotland governance and assurance arrangements and the evaluation of the impact made by the revised call handling model against the benefits described in the business case. This will enable the SPA Board to receive assurance that there are strategic “lines of sight” across all areas of CAM implementation during the phased roll out.
- The forum will enable the Authority to receive formal updates on progress against project plans and milestones and the ongoing communications and engagement activities carried out by Police Scotland. It will allow exception reporting on CAM implementation.
- The forum will be member-led and attended by Police Scotland. HMICS and Scottish Government will attend, however, not in an authorising capacity. It will be a short to medium-term forum for the duration of the CAM implementation phase until CAM has reached steady state and the benefits have been realised.

BUSINESS PROCESS

- CAM performance will be reported monthly in the implementation phase, enabling meaningful trend analysis, benchmarking and assessment of business benefit realisation.
- CAM agenda items for discussion will align to future Board meetings where updates will be provided.

KEY AREAS OF GOVERNANCE AND ASSURANCE TO SPA BOARD

- Overall CAM Change Programme assurance
- CAM Risk Management assurance
- C3 Performance assurance and reporting of significant performance variation/trigger-points requiring action
- Review performance indicators that cover both operational C3 performance and corporate functions
- Updates on CAM internal and external stakeholder related communications and engagement

KEY MONTHLY TASKS

- To review overall CAM implementation phase progress, associated milestones for completion, appropriate SPA governance and oversight and identified critical path dependencies.
- To review monthly CAM and wider C3 performance data and information.
- To review delivered and planned communications and engagement activities.

OUTCOMES SOUGHT BY THE GROUP

- 1. A shared understanding** between SPA, PS, SG and HMICS of how identified risks and issues around CAM implementation phase programme assurance and governance are being addressed.
- 2. Levels of confidence that:**
 - CAM implementation phase project identified risks are being monitored and managed appropriately
 - CAM implementation is sufficiently robust to move to wider implementation
- 3. Levels of confidence that:**
 - CAM and C3 business-as-usual performance is stable and that there is a robust process to ensure that any significant variation is identified, escalated and mitigated appropriately;
 - Issues raised as a result of continuing PIRC investigations/ HMICS' visits are acted upon, with evidence of organisational learning;
 - Key CAM programme milestones are supported by a realistic implementation plan with clear quality assurance and relevant decision points;
 - CAM and C3 has long-term stability and is a sustainable model, with regard to its people and supporting infrastructure.