

To: Safer and Stronger Renfrewshire Thematic Board

On: 30 March 2017

Report by:

Shona MacDougall, Director of Community Resources, Renfrewshire Council

**HMICS – Independent Assurance Review of Police Scotland – Call handling
update report**

1. Summary

- 1.1 Her Majesty's Inspectorate for Constabulary in Scotland (HMICS) has published a report on the progress made by Police Scotland and the Scottish Police Authority in response to the HMICS Independent Assurance Review of Police Scotland's Call Handling published in 2015.
- 1.2 The review into call handling carried out by HMICS in 2015/16 was one of the issues that was reported to Renfrewshire Council's Housing and Community Safety Policy Board on 17 May 2016 that led to the review of governance in Policing.
- 1.3 The assurance review has been taking place over the past 12 months and has included over 50 visits to call handling facilities across Scotland as well as other scrutiny activity.
- 1.4 Of the 30 recommendations made in the report, overall progress is noted as being good with 16 recommendations fully discharged and 12 recommendations partly discharged.
- 1.5 Improvements achieved to date include:
 - C3 staff continue to be strongly committed to providing a good service to the public and have maintained a high level of engagement with management throughout a period of intensive change and development.
 - The service the public receive has improved with 999 'grade of service' performance now consistently high at 93% to 97% and 101 'grade of service' ranging from 91% to 100%.



- Police Scotland and the SPA have committed to building improved call handling facilities that focus on customer service, identifying risk and vulnerability and making best use of resources to effectively manage demand.
- Governance and programme management have improved significantly, with the required level of change management and quality assurance processes now in place to support the next major steps of the Contact, Command and Control Integration and Remodelling (C3IR) change programme.
- ICT systems are now stabilised, with improvements in network infrastructure and the implementation of new technologies. These include a single command and control system and enhanced customer relationship management (CRM) system. Business Continuity planning also remains strong.
- A validated workforce planning model is in place to accurately inform staffing levels to meet demand. This includes a staffing model to support the remaining C3IR change programme along with a consistent national approach to training of new staff.
- Standardised call handling processes are being developed and implemented, although this work requires to continue apace with greater emphasis on national consistency.
- A revised performance management framework has been developed, shifting the over reliance on previous 'grade of service' measures to a more balanced set of indicators.

2. Recommendations

- 2.1 That the Safer and Stronger Renfrewshire Thematic Board note the content of this report and the progress and improvements in call handling over the past year.

3. Background

- 3.1 HM Inspectorate for Constabulary in Scotland (HMICS) is established under the Police and Fire Reform (Scotland) Act 2012 and has wide ranging powers to look into the 'state, effectiveness and efficiency' of both the Police Service of Scotland (Police Scotland) and the Scottish Police Authority (SPA).
- 3.2 The initial review was presented to the Housing and Community Safety Policy Board as part of the Review of governance in Policing on 17 May 2016.
- 3.3 Progress on the actions from the initial report has been deemed to be 'good' by HMICS.



3.4 The report details all 30 recommendations and states the evidence, anticipated outcome and status to show progress to date.

Author: Oliver Reid, Head of Public Protection, Renfrewshire Council on 0141 618 7352, oliver.reid@renfrewshire.gcsx.gov.uk