

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP17/19

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL -
28 APRIL 2017**

SUBJECT: CONTACT AND CONTROL ROOM (CCR) AND PUBLIC ACCESS

SUMMARY:

1. This report provides an update on the Contact and Control Room (CCR) and website projects (Police and Crime Plan Objective 2, action points 19 & 20). This report includes updates from a number of Constabulary departments.
2. This report details the project work which is ongoing to ensure a more effective and efficient CCR including Public Access and Websites projects updates.

RECOMMENDATION:

1. The Accountability and Performance Panel is asked to note the content of this report.

1 KEY ISSUES FOR CONSIDERATION

- 1.1 The Contact and Control Room (CCR) is experiencing increased call demand. Development work is continuing on a range of measures to appropriately channel demand away from the CCR, better identify and prioritise vulnerable callers and deliver a quality service to customers.

2 SUFFOLK CONSTABULARY WEBSITES PROJECT ACTION (POLICE AND CRIME PLAN OBJECTIVE 2, ACTION POINTS 19 & 20)

- 2.1 The aims of the Constabulary Websites Project were:

- to implement up-to-date technology and applications to deliver new, improved websites which contribute to the organisation's strategic aim to modernise and maximise the means of interacting with the public, and;
- to move the Constabulary towards a 'digital by default' model for policing, in line with its published Digital Strategy.

- 2.2 Phase 1 of the Project was intended to deliver core website content and some new functionality (including Road Traffic Update maps and Online Payments). The new secure website went live in August 2016. However, further work was needed in respect of Online Payments and this area was carried over for completion in the next phase.

- 2.3 The subsequent Phase 2 included: adding further functionality & content to the website; resolving any outstanding issues; and scoping further possible functionality for delivery at a later date (this included 'Web Chat for local policing' and 'online complaints and appreciations').

- 2.4 Phase 2 items were completed in February 2017.

- 2.5 Online Payments functionality for Firearms Licencing and Subject Access Requests has not previously been offered by any other UK police force. This new facility is currently undergoing testing and it is intended for this to go live in April 2017.

- 2.6 The separate Sexual Assault Referral Centre (SARC) site had been moved onto the new secure Constabulary website under Phase 2, and it is planned for renewal and enhancement, in line with the main website pages, when additional funds are allocated. It is planned that this will take place after Online Payments goes live.

- 2.7 The Website Project is likely to close at the end of April 2017. Further enhancements and ongoing changes will be undertaken by the Corporate Communications Department, under their normal business as usual arrangements.

- 2.8 A recommendation will be made to the Constabulary Joint Analysis and Performance Department (JPAD) to undertake a review to evaluate the impact of the new website, and how this supports channelling of demand. At the present time, it is too early to produce an informed update.

3 SUFFOLK CONSTABULARY CCR UPDATE

IP Telephony project (Police and Crime Plan Objective 2, Action Point 20)

- 3.1 The Terms of Reference for this project will follow the Prince2 methodology.

- 3.2 The agreed supplier proposal to replace the existing telephony solution will form the baseline plan into which the In-house ICT elements will feed. Alternative Networks are providing a Systems Design Solution (SDS) which will be agreed with the appropriate ICT departments.
- 3.3 There will be a multi phased approach to the delivery starting with like for like functionality and followed by multimedia, workforce management and fully resilient failover (no/ minimal manual intervention).
- 3.4 Phase One progress to date includes all ICT equipment being delivered and configured on schedule. Site Acceptance Testing (SAT) is currently taking place with the assistance of the supplier. User Acceptance Testing (UAT) is currently underway with colleagues from both Suffolk and Norfolk Control Rooms. Phase one go-live will be subject to both elements of testing being signed-off as acceptable by both ICT and senior Control Room Stakeholders.

Review of CCR Resourcing and Shift Arrangements (Police And Crime Plan Objective 2, Action Point 20)

- 3.5 As part of a CCR Gold Group and ongoing CCR development review, the Constabulary Joint Performance and Analysis Department (JPAD) has completed an analysis of the increased inbound call demand experienced during 2016. This analysis work is now informing part of a comprehensive shift review for delivery during 2017.
- 3.6 Fortnightly CCR development plan reviews are monitoring the resource remodelling, and the impact of any identified resource change requirements alongside the implementation timeframe of IP Telephony.
- 3.7 In addition to understanding the required staff resource needed to support current demand, staff recruitment is aligned to the increased Outcome Budgeting (OBB) budget. This takes into account an increase of 9 operator posts and a rolling programme of annual recruitment for future vacancies.

Athena system and STORM benefits (in Police And Crime Plan Objective 2, Action Point 20)

- 3.8 Updates and improvements to the STORM Command and Control System, through the delivery of Control Change Notices (CCNs), are part of the ongoing CCR development review and are planned for further implementation following the delivery of the IP Telephony system.

4 FINANCIAL IMPLICATIONS

- 4.1 There are no additional financial implications that are not already managed through governance structures.

5 OTHER IMPLICATIONS AND RISKS

- 5.1 No new risks have been identified. The previous year's call volume has seen an increase in 999 calls, and a range of measures are in place to mitigate and identify callers most at risk.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	NO
Has the PCC's Chief Finance Officer been consulted?	NO
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	YES
Have human resource implications been considered?	YES
Is the recommendation consistent with the objectives in the Police and Crime Plan?	YES
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	N/A
Has communications advice been sought on areas of likely media interest and how they might be managed?	NO
Have all relevant ethical factors been taken into consideration in developing this submission?	YES