

**From:** Paterson G (Gordon)

**Sent:** 03 February 2016 17:07

**To:** ( [REDACTED]@improvementservice.org.uk); ( [REDACTED]@firescotland.gov.uk); Gregson L (Linda); Scobbie P (Paul); ( [REDACTED]@scotland.pnn.police.uk); ( [REDACTED]@os.uk); Nicol S (Shona); ( [REDACTED]@improvementservice.org.uk) ( [REDACTED]@improvementservice.org.uk); Byrne K (Katherine); ( [REDACTED] (SCOTTISH AMBULANCE SERVICE)  
**Cc:** Duggan C (Catherine)  
**Subject:** Cross Blue Light Services Gazetteer

Good afternoon all

Many thanks again for your time and positive input at our meeting last Monday.

Please find attached a note that hopefully captures the key points raised and the actions agreed.

I would appreciate if you could review and:

- feedback on anything missed or wrongly interpreted
- consider the actions identified and confirm any next steps/action that you propose to take in relation to these
- review the document attached under Action 4



**CROSS BLUE  
LIGHT SERVICES...**

Once everybody has had the opportunity to consider and feedback, we can look to formalising where we go next and develop a remit for the group going forward.

Many thanks again

GP

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## CROSS BLUE LIGHT SERVICES WORKING GROUP

26 January 2016

Attendees: **Gordon Paterson – SG (Police) - Chair**

Chief Inspector ██████████ – Police Scotland	██████████ – Improvement Service
██████████ – SFRS	██████████ – SG (Health)
██████████ – Scottish Ambulance Service	Paul Scobie – SG (Resilience)
██████████ – Ordnance Survey	Shona Nicol – SG (GIS)
██████████ – Improvement Service	Kath Byrne – SG (Police)

### 1. Background to Meeting

1.1 Following the M9 incident in July 2016, the Cabinet Secretary for Justice directed HMICS to undertake an assurance review of Police call handling. This completed in November 2015 and included within the 30 recommendations in the report:

Recommendation 19:

*"Police Scotland should engage with the Scottish Government, Scottish Fire and Rescue Service and the Scottish Ambulance Service to explore the feasibility and joint development of a bespoke emergency services address gazetteer for Scotland."*

1.2 The Cabinet Secretary for Justice committed, in his statement to Parliament on 6 November, to convene a discussion of cross blue light service representatives to look at this further.

1.3 This meeting is progressed with recognition to previous and ongoing dialogue that is taking place across the Services.

### 2. Present Position

2.1 Representatives of each of the Services outlined work that is ongoing to advance the systems that they presently have in place.

Police Scotland	SFRS	SAmbulance Service
<ul style="list-style-type: none"> <li>Presently use One Scotland gazetteer system</li> </ul>	Presently use Address Based Premium (based on One Scotland gazetteer)	Presently use Address Based Premium (based on One Scotland gazetteer)
<ul style="list-style-type: none"> <li>Work ongoing to develop the system to meet the needs of the restructured C3 model</li> </ul>	Still using legacy based gazetteer systems but aim to move to new integrated system by the end of 2016	One system in place across the country run out of 3 x C3 bases
<ul style="list-style-type: none"> <li>Key Issues to be resolved: - access to data</li> <li>- consistency of data</li> </ul>	Key Issues include variation across LA areas in quality/accuracy of data. Issue to be	Data is updated regularly by SAS staff to keep as live a possible There remains an issue of

across the country - accuracy of information added at LA level i.e streets numbers; road junctions; flattened dwelling houses, tenement counting	addressed in terms of adopting agreed common formats etc.	consistency of data recording across the country
<ul style="list-style-type: none"> <li>• Key Aim to narrow the time to locate emergency in order to mitigate risk</li> </ul>	<ul style="list-style-type: none"> <li>• Issue of understanding local dialect and places of interest when Call centre is outwith locality</li> </ul>	Searchability of gazetteer system is an issue and staff often revert to Google because of ease of use and ability to look up older detail i.e. previous name of a hotel

**Action 1:**

- **There was consensus across the three Services that there is scope to work together to improve and agree base line mapping data.**

**Action 2:**

- **Engage with other Services including Coast Guard and NHS 24 and if appropriate invite to join the group.**

**3. 101 and 999 Usage**

3.1 An additional issue regarding the need for improved clarity and public facing guidance around calls made to 999 and 101 was discussed. This too was recognised in the HMICS assurance review

Recommendation 1:

*“Police Scotland should commission further work to identify and reduce failure demand. This should include marketing and public communication around appropriate use of 999 and 101 numbers, targeting high volume callers and working across all Police Scotland division and with external partners to reduce demand and improve performance”*

3.2 Although this is not proposed to be directly within the remit of the group, we would wish to be aware and link into any other action that is being progressed on this.

**Action 3:**

- **Explore options for – or remit to correct group – to improve joint communication on 101 and 999 usage.**

**4. Searchability**

4.1 A key issue identified is the search facility available to call handlers. Previous work was done on this in 2008 (copy attached). It is recognised that the ‘wish list’ for information searches for each Service may be quite lengthy. Control staff across

each Service have a tendency to refer Google maps for information quickly – for example, location of a hotel under a previous name. It is recognised that the OS mapping facility is far superior however there is a need to improve searchability.

4.2 Good and best practice examples that can be drawn on to support development of the Scotland product were identified as British Transport Police, especially around identifying rural locations. Other live examples from Wales and the MET

4.3 Through the discussion the below areas of call answering challenge were identified:

<b>Caller</b>	Knows location and clearly articulates	Knows location but needs to articulate it	Does not know location and needs to describe by landmark etc
<b>Call Handler</b>	Location recognised immediately by system and handler	Handler knows location through local knowledge	Handler does not know location and has to manage gazetteer search issues
<b>Technology</b>	Location identified via landline/mobile mast/wifi	Location identified via landline/mobile mast/wifi	Location not identified via landline/mobile mast/wifi – rural blackspot; distance between location and nearest mast

#### Action 4.

- All members to review the attached document and to consider which of the identified criteria would be advantageous for them add, delete, amend as appropriate.
- Presenting this will progress discussion with OS on further development of the search function
- Ordnance Survey to look into organising a joint engagement with Home Office/ blue light service partners from England and Wales to discuss joint challenges and aims



## 5. Project Goals and Management

5.1 In taking this work forward Short, Mid and Long Term goals can be identified:

<b>Short Term</b>	Share good practice across the Services in how respective systems run: agree with Ordnance Survey key data requirements; consider search engine capability options
<b>Mid Term</b>	Develop and put in place a joint base line mapping and search system
<b>Longer Term</b>	Work towards a single Contact, Command and Control system across the 3 services which runs the same map data, from the same way and with the same user interface ESMCP system (Airwave replacement) will improve network communications by 2019.

5.2 Local Authorities hold the role of populating data systems that inform the mapping product and the group recognised geographic inconsistency in how information was populated and presented. There is a role to be played in targeting improvement/consistency and do so engagement with LA representatives and Assessors Unit was proposed.

5.3 The group were collectively supportive of the need to begin to move this work forward. Business as Usual should continue but when considering development of introduction of new systems it would be appropriate to start to think broader than own service needs.

5.4 It was suggested that a strong project plan be put in place with appropriate governance arrangements to manage the project. Establishing a Tri partite view on the way forward is deemed important in increasing LA and other buy in to improved practice.

### Action 6:

- **CoSLA/SOLACE should be approached to reflect LA interest in data management**
- **Assessors Council provide potential link to improved minimum standards in information recording ( )**