From: [redacted] [mailto:[redacted]@scotland.pnn.police.uk]
Sent: 21 April 2017 13:19
To: Wood S (Scott)
Cc: [redacted]; ACC Service and Protection
Subject: RE: Police call handling - parliamentary question [NOT PROTECTIVELY MARKED]

NOT PROTECTIVELY MARKED

Scott, apologies - now with the attachment.

[redacted]

[redacted]
Chief Inspector [redacted]

Governance and Improvement

Contact, Command and Control Division (C3)
Police Scotland

Contact:
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From: [redacted]
Sent: 21 April 2017 13:18
To: 'Scott.Wood@scotland.gsi.gov.uk'
Cc: [redacted]; ACC Service and Protection
Subject: RE: Police call handling - parliamentary question [NOT PROTECTIVELY MARKED]

NOT PROTECTIVELY MARKED

Scott, please find attached word document which outlines in broad terms the ICT solutions we have in place to assist Service Advisors/Controllers in plotting and identifying locations, be it rural, urban or island. As you will no doubt be aware there are processes and support in place for staff which have been in place throughout the transition of Aberdeen and will be for the transition of Inverness.

This information is also in keeping with previous information that we have circulated through comms messages in the past.

If there is any questions/queries around it just let me know.

[redacted]

[redacted]
Chief Inspector [redacted]

Governance and Improvement

Contact, Command and Control Division (C3)
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From: Scott.Wood@scotland.gsi.gov.uk [mailto:Scott.Wood@scotland.gsi.gov.uk]
Sent: 19 April 2017 16:46
To: [redacted]; [redacted]
Cc: Parliament and Government Liaison
Subject: Police call handling - parliamentary question

Hi [redacted],

I hope you are both well.

We have today received the following parliamentary question from Tavish Scott MSP (Scottish Lib Dems, Shetland):

"To ask the Scottish Government how effective emergency control rooms are in recognising island geography."

We have agreed to lead on the response given the ongoing/upcoming changes to police control rooms in the north of the country. I expect we will want to talk in general terms about the steps taken by police call handlers to accurately identify locations and point towards the improvements that have been made in this regard of late. We might also want to talk specifically about the gezetteer and, if pressed, will point towards the notable incident process as a driver of continuous improvement.

Would you be able to provide a short note setting out some of the key processes, procedures and supports that are provided to staff in order to support them in the identification of an incident locus? I'm not looking for any more than a page.

Unfortunately, I need to have something with Cab Sec on Monday afternoon so it would be great if you could provide something by close on Friday if at all possible. Sorry for the tight timescales.

Hope this all makes sense but happy to discuss on the phone if that would be helpful.

Roddy – would you be free for an hour or so over the next week or two for a conversation about the C3 IT project being taken forward as part of Policing 2026?

Sean – to be aware of this request given your government liaison role.

Regards

Scott

Scott Wood
Police Strategy and Performance Unit

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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-

èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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'S ann a-mhàin airson an neach-uidhe a tha e.
Mura tusa an neach-uidhe no mura h-eil dleastanas ort a chur air adhart chun an neach-uidhe, thathar le seo a' leigeil fios dhut gu bheil e toirmisgte am post-d seo a chleachdadh air dhòigh sam bith, no fhoillseachadh, no sgrùdadh, no sgaoileadh, no riarachadh, no lethbhreac a dhèanamh dheth.

Ma thàinig am post-d seo thugad le mearachd, leig fios sa bhad chun an neach a sgaoil e, a' cleachdadh a' ghoireis fhreagairt ann am bathar-bog a' phuist-d agad no le fios a chur gu POILEAS ALBA air (+44) 1786 289070 agus cuir às dhan phost-d.

********** **********

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Parliamentary Question – 'To ask the Scottish Government how effective emergency control rooms are in recognising island geography'

Police Scotland Service Centre and Area Control Rooms – Response from C3 Division

There are a number of support functions and systems in place for Service Centre and Control Room staff to identify the locations of reported incidents.

- Both the Police Scotland Service Centre (PSSC) and Area Control Rooms (ACR) utilise a GIS mapping system which forms part of the overall Command and Control system. Within the PSSC, on contact from a member of the public a record is created on the ASPIRE Customer Relationship management (CRM) system. The mapping system contained within allows service advisors to identify the precise location of an incident. This is particularly helpful in rural areas where a caller may be lost or unsure of the geography.

- Police Scotland utilises the Scottish Police Gazetteer which is an electronic location based system interfacing directly with the Command and Control system (STORM) and Aspire CRM. This system allows service advisors to visually locate and understand the address/area where police have to attend. The gazetteer pulls its information from each local authority gazetteer and provides comprehensive details of house numbers, house names, streets and roads. It also includes details of all landmarks, schools, hospitals, mountain ranges and arterial routes. With the transfer of business from Aberdeen and future transfer from Inverness, significant work was and has been undertaken to identify local "known as" names and alias names and this is loaded onto the gazetteer by the Scottish Police Gazetteer team.

- When a call is received into the PSSC the advisor, on answering, receives a "whisper" in their headset which identifies the local authority area where the call originates from. Although this does not pinpoint the exact location of a caller, this can provide a starting point for the advisor where, for example, the person is lost or unsure of location.

- When a 999 call is received from anywhere in the country, certain information is presented to the advisor. This is termed Enhanced Information Service for Emergency Calls (EISEC) and provides Eastings and Northings for the location and the subscriber details. The Eastings/Northings can then be plotted on the GIS mapping system when required.

- The information held within the various ICT systems includes call histories, geographical information, force databases and directories. All this information is vitally important to the PSSC and the ACR in identifying all locations, not just island geography. Staff within C3 also have access to approved internet sites including Google and Google maps which provides an additional enhanced searchable database.

- Prior to transition of business from Aberdeen, detailed guidance packs were created for all staff across the PSSC. Similar information packs are being prepared for the transfer of business from Inverness into the ACR in Dundee and the PSSC. The guidance documents have been prepared by current staff members who have the necessary local knowledge and expertise within the ACR/Service Centres in Aberdeen and Inverness.

- To support the transition of business from Inverness and Aberdeen, Single Points of Contact (SPOCs) within local policing are identified and act as liaison between C3 and the local division. In respect of Inverness transition, these local SPOCs will be used to test the Gazetteer system to ensure that all key/known/repeat sites and local landmarks are captured both in English and Gaelic names. This is a tried and tested process which was used in 2012/2013 when the remodelling of legacy Northern was undertaken. It is proposed that floorwalkers in the relevant ACR will also be used during the transition period to support staff within the North ACR and the PSSC.

- These systems and processes have been in place across the East and West now for some time, and are regularly used to identify incidents in rural and island areas, particularly in North Ayrshire and Argyll which have a significant number of islands.

- Staff within Inverness currently still have suitable island knowledge to ensure the continuance of a high standard of service.

- C3 Division has developed a 'Notable Incident' process in relation to call or incidents which allows staff to highlight issues that the Division can learn from. These issues have ranged from technical issues which have been addressed organisationally or individual error. The process has been recognised by HMICS as a significant tool in learning and improvement for the Division. Additionally the division continually monitors calls and incidents through its Quality Assurance processes, with C3 having recently created a bespoke Quality Assurance Unit in Aberdeen alongside developing its own QA framework.