

Best wishes.

Scott

Scott Wood
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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

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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 gazetteer 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

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