From: Parliament and Government Liaison

[mailto:ParliamentandGovernmentLiaison@scotland.pnn.police.uk]

Sent: 26 April 2017 15:59 **To:** Wood S (Scott)

Cc: ACC Service and Protection; DCC Crime Ops Office; CC Office PSoS;

Subject: 197a/0414 RE: Police call handling - parliamentary question [NOT PROTECTIVELY

MARKED] [PROTECT]

PROTECT MANAGEMENT

Hi Scott

Apologies for the delay in getting a briefing to you on the below matter, however please see brief points put forward by our C3 team via CS

- There is a need for a project manager to take the project forward. Police Scotland are to discuss funding with the Scottish Government. No funding has been confirmed meantime.
- There is currently insufficient accuracy and data quality in available gazetteers. The information pulled by Police is from the local authorities gazateer. This has been raised at the last emergency services meeting. "Buy-in" would be required from Ordnance Survey and Improvement Services (SG) to make changes to the base data, otherwise a significant amount of work would be required to bring the data up to a standard that was fit for purpose.
- Police Scotland are currently in the process of arranging a meeting with senior management at Improvement Services (SG) to discuss data quality and moving these issues forward.
- Another meeting of the emergency services group is scheduled for the end of May.

Regards



From: Scott.Wood@scotland.gsi.gov.uk [mailto:Scott.Wood@scotland.gsi.gov.uk]

Sent: 25 April 2017 14:44

To: Parliament and Government Liaison

Subject: FW: Police call handling - parliamentary question [NOT PROTECTIVELY MARKED]

Importance: High



As discussed, we have had a pre-brief with the Cabinet Secretary this afternoon in advance of tomorrow's portfolio questions. Whilst he is happy with the information provided in response to the PQ highlighted in my email below, he has requested further background on the work between Police Scotland, the Scottish Ambulance Service and the Scottish Fire and Rescue Service to explore the potential establishment of a shared emergency services gazetteer.

The establishment of a shared gazetteer was the subject of recommendation 19 of the 2015 HMICS assurance review on call handling. The recommendation was subsequently discharged by HMICS who reported the following on 24 January as part of their update on call handling:

Police Scotland has been involved in an initial meeting with Scottish Government, Improvement Service/One Scotland Gazetteer, Scottish Fire and Rescue Service and NHS/Scottish Ambulance Service to discuss potential options for further development. All agencies currently have existing software applications linked to specific gazetteers and will consider a single version in their future planning.

Police Scotland is continuing to work with Improvement Service and its system supplier to improve the data quality and search capabilities of the current gazetteer. C3 has also met with the 32 Council gazetteer custodians to discuss policing business requirements.

Mr Matheson would like to know when the meeting took place and what further partnership actions are planned in relation to the gazetteer.

As ever, we are working to a very tight deadline with additional briefing due to Mr Matheson by 5pm. I'd be grateful if you could share with relevant colleagues and come back to me with further advice (a handful of bullet points would suffice).

Thanks again for your help.

Scott

Scott Wood
Police Strategy and Performance Unit

Police Division, Directorate for Safer Communities, Scottish Government Area 1R, St. Andrew's House, Edinburgh EH1 3DG

Phone: 0131 244 1917 Mobile: 07557 744853

From: Wood S (Scott) **Sent:** 25 April 2017 13:43

То:

Cc: ; 'ACC Service and Protection'

Subject: RE: Police call handling - parliamentary question [NOT PROTECTIVELY MARKED]

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Thanks very much for this, it's exactly what we were after. I've now shared with Cab Sec.

The question is due to be answered at 2pm tomorrow afternoon. I'll let you know if any of the supplementary questions are focused on policing.

Best wishes.

Scott

Scott Wood

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Phone: 0131 244 1917 Mobile: 07557 744853

From: @scotland.pnn.police.uk]

Sent: 21 April 2017 13:19

To: Wood S (Scott)

Cc: ; ACC Service and Protection

Subject: RE: Police call handling - parliamentary question [NOT PROTECTIVELY MARKED]

NOT PROTECTIVELY MARKED

Scott, apologies - now with the attachment.

Chief Inspector

Governance and Improvement

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From: Sent: 21 April 2017 13:18

To: 'Scott.Wood@scotland.gsi.gov.uk'

cc: ; 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.

Chief Inspector

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: ; ; Cc: Parliament and Government Liaison

Subject: Police call handling - parliamentary question

Hi ,

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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