

HAMPSHIRE AND ISLE OF WIGHT LOCAL GOVERNMENT ASSOCIATION

25 January 2008

IMPLICATIONS OF THE GOVERNMENT DECISION TO ABANDON THE SINGLE NON-EMERGENCY NUMBER 101

Joint report by Lead Chief Executive, Roger Tetstall and
Chief Superintendent Nigel Hindle

RECOMMENDATIONS

- (1) That Members endorse the Chief Executives Group's decision not to support the single non-emergency number 101 in Hampshire/Isle of Wight in the light of the withdrawal of Home Office funding and the lack of unanimity amongst relevant partners as to its continuation; and
- (2) That the Chief Executives Group be asked to work with the Police to build on the systems and processes which have been put in place to support 101 so that joint working on call handling and anti-social behaviour incident management can continue to develop.

SUMMARY

1. Most Member authorities seized the opportunity provided by 101 for better communication between the public on the one hand and local services working together on the other, however a significant minority has found the existence of 101 a burden.
2. The Government has decided not to develop 101 as a national non-emergency number and not to continue its local funding support for 101.
3. The Chief Executives Group now recommends that 101 should not continue to be supported.

BACKGROUND

1. Hampshire, Southampton, Portsmouth and the Isle of Wight are part of the first "wave" of authorities to introduce 101 as the single non-emergency number. Members received an update from the lead Chief Executive (then Gwen Andrews, Havant) in March 2006. From the start, the Chief Executives' Group has been working closely with the Police to make the best of 101 at an operational level.

2. Home Office Ministers have now decided not to continue to fund the "live" 101 areas. The Home Office statement says "This was a difficult decision taken in the context of pressure on our budget and competing priorities."
3. Nevertheless funding for the national 101 infrastructure will continue until 2011 for use by any areas which decide to maintain or develop their locally funded 101 service.
4. Deputy Chief Constable, Ian Readhead, attended the Chief Executives' Group meeting on 4 January to consider how to react to the Government decision. This report deals with their findings and the future of joint working on non-emergency calls, bearing in mind the need to take into account the views of - and financial pressures on - the many partners and partnerships involved. The report also gives a subsequent, more detailed, analysis of 101 by the Police.

CURRENT POSITION WITH 101

5. The Police are prepared to continue running 101 alongside the existing 0845 non-emergency number for the next financial year through a combined contact centre. This could give Member authorities time to undertake a full evaluation - involving the Association's Improvement Programme (see separate agenda item 7 dealing with the Improvement Board and the customer service project). This would also give the Police and partners more time to consider options for the future.
6. The Deputy Chief Constable clarified that the Police have agreed to fund call handling and local infrastructure costs of over £300,000 in 2008/2009. However a further £70,000 (in total) would need to be provided by the 15 local authorities.
7. The Chief Executives' Group considered the assessment of 101 shown in Annex 1 together with the views of all Member authorities and agreed that continuing with 101 depended on agreement by all authorities. A "patchwork quilt" for 101 operation was not an option.
8. Some Member authorities are keen to continue with 101. Others are of the view that a logical reaction to the Government's withdrawal of funding would be to discontinue support particularly bearing in mind that 101 will not be a nationally recognised number alongside 999. These authorities are not prepared to put more funds in next year to keep 101 operational in order to consider the options via a further evaluation.
9. Given this lack of unanimity the Chief Executives decided - subject to ratification by Members - that the 101 number should not be further supported.

ASSESSMENT OF 101 PROGRESS TO DATE

10. The Chief Executives' meeting with the Deputy Chief Constable had before it an assessment from Karen Edwards, Head of Strategy at Rushmoor Borough Council, who has been working with the Police, with customer service managers of local authorities and with the Improvement Steering Group. Her assessment is reproduced in Annex 1 so that Members have the full picture.

11. Since the 4 January meeting, the Police have produced further details in the analysis shown below in paragraphs 12-16 and in Annex 2.
12. Prior to the operation of 101, customers would have to call both the police and individual local authorities in relation to calls about abandoned vehicles, graffiti, road lighting, noise nuisance and fly tipping. Once the call had been received, there were sixteen different business processes (Hampshire Constabulary and fifteen local authorities). From the Police point of view 101 has resulted in:-
 - A shift towards harmonised business processes for non-emergency call handling.
 - A single simplified customer access to specific non-emergency public services, available 24x7.
 - Live-time tasking has delivered a service that allows the 101 partnership to allocate resources more efficiently.
 - A service that builds on best practice across the 101 partnership and removes duplication of effort.
 - A service that has improved the processes between the partners and providing either action, advice or handover to the relevant partner.
13. A key facilitator of improved business processes has been the recent introduction of a web based "Tasking System", which has been fully funded by the 101 budget. Hampshire Constabulary receives a call, if the call relates to a local authority delivered service then the call handler can at the touch of a button send the information to the relevant local authority whose staff can immediately view and action the task or information. For example, 90% of Hampshire County Council Accredited Community Safety Officer (ASCO) tasking is through this system. Southampton City Patrol receives a high proportion of its tasking from the system which allows updates and tracking so that both the local authority and police can monitor progress. This is particularly important when there is a repeat incident or enquiry from the original customer. The benefits of this system need not be lost even if 101 does not continue in its present form.
14. Withdrawing the 101 number does not mean dismantling the infrastructure of joint working between call operators in Police and local authorities. The three key systems which help deliver a joined up approach across Hampshire/Isle of Wight are the Tasking System, PRIME (Problem Resolution in a Multi-agency Environment) and CADDIE (Crime and Disorder Data Information Exchange). These will be retained and developed so that business benefits are further realised - in line with the four local area agreements which all have tackling anti-social behaviour - a key focus of 101 - as a priority.

STRATEGIC CASE FOR DEVELOPING THE TASKING SYSTEM

15. The strategic case for the Tasking System evolved for 101 has become clear to the Police in the past few days as a result of their emerging work on the four Local Area Agreements (LAAs for Hampshire, Portsmouth, Southampton and Isle of Wight). The

focus of the processes behind 101 was to have a positive impact on the way that anti-social behaviour is managed by the Police in partnership with the local authorities. Significant progress has been made on this as a result of 101 and it is now important that a clear strategy is in place to further develop the Tasking System so that benefits of joint working through the new system are realised.

16. The strategic case for development of the Tasking System following withdrawal of 101 is based on the emerging LAAs. All have tackling anti-social behaviour as a priority. For Hampshire, all Districts are indicating it as an issue which can be put forward as an improvement priority.

IMPACT OF WITHDRAWING 101

17. Over the last year 230,000 calls were made to 101 in Hampshire/Isle of Wight. The chart in Annex 2 shows the number of these calls which were passed on to the local authorities for action.
18. When the 101 number is effectively replaced by the Police Non-emergency number (0845 045 45 45), it is likely that the number of calls will fall. Calls will either not be made, or will go to the local authorities or 999.

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Annexs: 2
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Analysis available to the Chief Executives' Group 4 January 2008

Over 230,000 calls will have been received by the 101 call centre this year. Customer feedback is good and the Home Office evaluation has identified four key outcomes from the service:

- Better access to community safety services
- Improved confidence in community safety services
- Better delivery of community safety services
- Reducing non-emergency calls to emergency lines

Local benefits identified by partners include:

- Community Safety Officers and those involved in the work of Crime Reduction Partnerships proactively using intelligence that 101 provides in conjunction with Caddie and PRIME - enabling local analysis, reporting and targeting of activity in "hotspots"
- Out of hours service for many authorities when calls would not normally be taken
- Rapid and effective transfer of calls to the police environment and other emergency services when required
- Increased numbers of calls serviced without additional load on existing call taking staff.

Hampshire and Isle of Wight - details of calls made to 101 and passed on to local authorities during 2007

The following table details the calls received by 101 and passed to local authorities for action or for information. Please note:

- (a) Hampshire County Council does not appear in the list of authorities, to avoid double counting. The County Council ACSOs generally receive copies of all antisocial behaviour requests passed to individual district councils in the areas where the ACSOs operate. Calls from the public through 101 provide the ACSOs with over 90% of their deployment activity.
- (b) Totally out of scope calls and calls purely requiring police action are excluded from the table. Some lower volume 101 requests (e.g. abandoned vehicles and street lighting problems/road defects) have also not been included.
- (c) Anti-social behaviour calls to 101 make up the majority of the calls under the heading “out-of-scope/for information”

Local authority	Total Calls	101 scope for action	Out-of-scope/ for information
Basingstoke	7072	1192	5880
East Hants	5794	784	5010
Eastleigh	3129	450	2679
Fareham	3798	1365	2433
Gosport	4353	949	3404
Hart	2408	305	2103
Havant	7332	4910	2422
Isle of Wight	6672	4726	1946
New Forest	4923	3854	1069
Portsmouth	11920	2707	9213
Rushmoor	3243	542	2701
Southampton	21604	10339	11265
Test Valley	4122	792	3330
Winchester	4287	737	3550
Total	90657	33652	57005