

# REPORT TO CABINET

REPORT OF: STRATEGIC DIRECTOR

REPORT NO.: SD7

DATE: 6<sup>TH</sup> NOVEMBER 2006

<b>TITLE:</b>	Update – 101 single non-emergency number partnership bid
<b>FORWARD PLAN ITEM:</b>	N/A
<b>DATE WHEN FIRST APPEARED IN FORWARD PLAN:</b>	N/A
<b>KEY DECISION OR POLICY FRAMEWORK PROPOSAL:</b>	N/A

<b>COUNCIL AIMS/PORTFOLIO HOLDER NAME AND DESIGNATION:</b>	Access Cllr Paul Carpenter – Technology Portfolio Holder	
<b>CORPORATE PRIORITY:</b>	Access to services	
<b>CRIME AND DISORDER IMPLICATIONS:</b>	Minor	
<b>FREEDOM OF INFORMATION ACT IMPLICATIONS:</b>	N/A	
<b>INITIAL EQUALITY IMPACT ASSESSMENT</b>	Carried out and appended to report?  No	Full impact assessment required?
<b>BACKGROUND PAPERS:</b>	Home Office Booklet - 101 Wave 2 Rolling out the service Nationally, March 2006 Home Office Booklet – Introducing 101 DOS306 – 101 Single Non-Emergency Number Possible Partnership Bid	

## **INTRODUCTION**

1. DOS 306 advised the Cabinet in May of a possible partnership bid from Lincolnshire local authorities and police to the Home Office for implementation of 101, the single non-emergency number, in Wave 2 of the rollout.
2. The Cabinet supported a partnership bid. This report updates the Cabinet on the progress of that bid.

## **RECOMMENDATION**

3. The Cabinet notes the contents of the report and supports the implementation should the bid to the Home Office be successful.

## **BACKGROUND**

4. The 101 Project (previously known as the Single Non-Emergency Number project) has been implemented by the Home Office to free up the 999 emergency service. It was loosely based on New York's 311 service. The Home Office intend for the service to be nationwide by April 2008.
5. 101 deals with community safety, including non-emergency crime, policing and anti-social behaviour issues. These issues cover Police, County and District responsibilities. Callers to the 101 phone number are connected to the service covering their part of the country. When fully implemented the customer can use multiple channels – phone, web, e-mail and SMS. The 101 service is 24/7 (24 hours/ 7 days a week).

6. The Lincolnshire 101 Partnership, which has been formed by Lincolnshire Police, Lincolnshire County Council and all seven Districts and Boroughs, worked together to develop a realistically costed bid and implementation plan to deliver the 101 service. The bid also covers the ongoing cost to run the 101 call centre, situated in the same building as Lincolnshire County Council's contact centre. The Home Office provided £100K for development of the bid.

7. The Service Areas covered by the 101 number are:

- Vandalism, graffiti and other deliberate damage to property
- Noisy neighbours or loud parties
- Intimidation and harassment
- Abandoned vehicles
- Rubbish and litter, including fly tipping
- People being drunk or rowdy in public places
- Drug-related anti-social behaviour
- Street lighting

The 8 service headings cover in excess of 40 enquiry topics.

## **CURRENT SITUATION**

8. The Lincolnshire 101 Partnership have now submitted the bid to the Home Office following bid approval by the Lincolnshire Chief Executives and Chief Constable.
9. The total cost of the bid is some £1.8M. This includes funding to cover the costs of:

- Integration of the 101 enquiry system to the partner's CRM system
- Change management
- Business Process re-engineering
- Training

## **IMPLICATIONS**

10. Should the bid be accepted by the Home Office, the 101 "In Service" date for Lincolnshire would be 31st July 2007. By that time, SKDC (together with the other Local Authority partners and Lincolnshire Police) will need to have the procedures in place to meet the Home Office requirements for a 101 enquiry.

11. This will require some work in all the service areas affected, and commitment from Service Managers to move this forward. This could affect how this authority provides and delivers the telephony aspect of those services.

12. Under present calculations, the hidden costs (report running, fault rectification, result chasing etc) of the 101 service has been estimated to be in the region of £12K per annum. This cost is spread over a number of service and support areas, and will be offset through process re-engineering, and improved customer access through a 24/7 telephony contact in the eight 101 service categories.

## **BENEFITS**

13. The 101 project has the potential to support the following:

- Shared Service agenda
- Customer Service and Access
- Joined Up Service Approach

14. This project would support a strong shared service ethos within the County, especially in Customer Services, and will provide a 24/7 telephony service for customers with those 8 service headings.

## **COMMENTS OF CORPORATE HEAD OF FINANCE AND STRATEGIC RESOURCES**

15. Any future financial implications in respect of this initiative for the Authority will need to be identified and incorporated into the budget setting process.

## **COMMENTS OF SOLICITOR TO THE COUNCIL (MONITORING OFFICER)**

16. No comment.

## **CONTACT OFFICERS**

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