

Police respond to HMICS report on call handling progress



Police Scotland have responded to the report by Her Majesties Inspectorate of Constabulary in Scotland on call handling which was published earlier today.

ACC Nelson Telfer said, “I welcome this positive report from HMICS which acknowledges the ways in which we have strengthened our call handling system.

“I am particularly pleased that HMICS has recognised improvements in our call answering performance and in morale and confidence among staff.

“The integration of legacy service centres and Area Control Rooms has increased capacity and resilience, allowing us to deal with calls more effectively and reducing waiting times for the public.

“For the first time since the creation of Police Scotland, the whole country is covered by a single police command and control system, enabling a more effective response to critical and major incidents.

“HMICS has made a number of recommendations and detailed work is already under way in a number of these areas.

"The review of the Standard Operating Procedures has been a significant and complex undertaking involving consultation with all Police Scotland divisions, departments, Scottish Police Federation and Unison. External partners representing victims were also invited to comment.

"Work is currently being undertaken to update the SOP to reflect the extensive feedback received.

"Standard processes and procedures are in place and staff have access to our A-Z containing in excess of 600 processes/procedures/information.

"The development of a C3 Procedures Manual is ongoing which will provide a reference library for staff across the country. This is being influenced by our continual assessment of practices, by guidance issued through HMICS reviews, PIRC reviews and complaints, and by improvements as a result of the Notable Incident process.

"Many of the three million calls we receive every year relate to mental health and vulnerability and the Contact Assessment Model project will improve how we assess and respond to the needs of each individual.

"We are also transforming the way we interact with the public, developing new channels for people to contact us.

"The staff pay and reward modernisation programme will establish common terms and conditions of employment for all Police Scotland staff.

"Good progress is being made on this programme, which will ensure fairness and equity. "The improvements being made to our contact and resolution model will allow us to continue to provide the highest level of service to individuals and communities."