

Meeting	SPA Resources Committee
Date and Time	17 March 2020
Location	Pacific Quay, Glasgow
Title of Paper	Contact Assessment Model – Benefits Reporting
Presented By	Assistant Chief Constable John Hawkins
Recommendation to Members	For Discussion
Appendix Attached:	No

PURPOSE

The purpose of this report is to update members on the roll out of the Contact Assessment Model and benefits being realised as a result of implementing the new model.

Members are invited to discuss the content of this paper.

1. BACKGROUND

- 1.1 The Contact Assessment Model has transformed the way Police Scotland manage, assess and respond to 999 and 101 calls from the public. The model introduces a robust assessment tool which allows service advisers to quickly identify threat, harm and vulnerability to enable the most appropriate and proportionate policing response. CAM is now live across 6 policing divisions in the West of the country and scheduled to go live across Edinburgh and the Borders later this month and incrementally across the rest of the country by summer 2020. To date CAM has been implemented in line with the Full Business Case and has delivered significant benefit across the organisation.

2. FURTHER DETAIL ON THE REPORT TOPIC

- 2.1 The CAM full business case approved in September 2019 by the Authority set out the following key strategic objectives –
- Improved service delivery to the public
 - Significantly improved assessment of threat, harm, risk and vulnerability at first point of contact
 - Improved management of demand
 - An empowered and enabled workforce

Benefit profiles have been prepared and are being managed through established Police Scotland governance and assurance.

In addition benefits are also being reported and assured through the SPA Oversight Group chaired by board member Mr Martyn Evans.

At the request of SPA, Police Scotland have recently engaged in 2 joint workshops to provide further clarity and greater understanding on the methodology and approach being used to measure productivity benefit which is one aspect of 'improved management of demand'.

The workshop enabled Police Scotland to provide detailed calculations and answer questions on how and why to enable members to fully assure themselves of the validity of the calculations.

In addition the workshops provided an opportunity for Police Scotland to explain the approach to how benefits would be managed and reported on going forward.

3. FINANCIAL IMPLICATIONS

3.1 Not applicable

4. PERSONNEL IMPLICATIONS

4.1 Not applicable

5. LEGAL IMPLICATIONS

5.1 Not applicable

6. REPUTATIONAL IMPLICATIONS

6.1 Not applicable

7. SOCIAL IMPLICATIONS

7.1 Not applicable

8. COMMUNITY IMPACT

8.1 Not applicable

9. EQUALITIES IMPLICATIONS

9.1 Not applicable

RECOMMENDATIONS

Members are invited to discuss the content of this paper.