

report



meeting	Cabinet	
date	13 September 2006	agenda item number

REPORT OF THE DEPUTY LEADER

SINGLE NON EMERGENCY NUMBER (101)

1 Purpose of Report

This report requests -

- Cabinet approval for the Authority to enter into a partnership agreement for the purposes of delivering the single non emergency number (101).
- Cabinet approval to spend the grant provided by the Home Office for completion of a bid for the delivery of the single non emergency number service (101).

2 Information and advice

- 2.1 101 is a new service that will provide the public with direct telephone access to advice, information and action for community safety issues including non emergency crime, policing and anti-social behaviour.
- 2.2 The service will operate 24/7, across multi languages and will also be accessible via the internet in the future.
- 2.3 The introduction of a single non emergency number is a Government commitment, pledged in the 2005 manifesto. It forms part of a package of policy measures to improve community safety and compliments a wide-ranging series of central government initiatives covering policing strategy, community engagement and the e-government agenda. The Government's intention is that there will be national coverage by 2008.

- The 101 service has been piloted in wave 1 by 5 partnerships. The NOTTS 101 partnership is participating in wave 2.
- 2.4 Around 10 million calls are made to the police 999 emergency service number each year, of which 70% are non-emergencies.
 - 2.5 The new 101 service is fundamentally a change management programme, transforming the delivery of public services and providing a co-ordinated response to non emergency issues in local communities.
 - 2.6 The 101 service clearly fits with the Authority's Strategic Plan in particular 'putting the customer at the heart of everything we do' and has synergy with the NOTTS Connect project to establish a contact centre for the Authority.
 - 2.7 In June the Council submitted an 'expression of interest' to the Home Office to deliver the new single non emergency service (101) in Nottinghamshire, leading a partnership with Notts Police, Notts Fire and Rescue, Nottinghamshire District Councils and the City Council in the form of the NOTTS 101 Partnership.
 - 2.8 The expression of interest has been successful and the NOTTS 101 Partnership has now moved to the second stage. This stage covers the development of the Nottinghamshire bid to deliver this new non-emergency service. The Home Office provide a grant of up to £100,000 to assist the partnership in preparing the bid to deliver the 101 service. It is anticipated that the majority of this will be spent on staffing costs in our partner organisations, consultancy costs and bid materials.
 - 2.9 The NOTTS 101 Partnership will be informed by 31 October as to the success of the bid. If successful the 101 service must be implemented between January and June 2007.
 - 2.10 If the partnership is successful in the bid for the 101 service there is an implication for the location of the Contact Centre. The original intention was that the Contact Centre be a tenant of the Ashfield Area Office. The intention was to locate the Contact Centre and the decriminalisation of car parking fines service in the same building. The delivery of the NOTTS 101 service provides an additional opportunity to locate all three services in the same building and would allow the sharing of resource across the three service areas.
 - 2.11 The 101 service must be implemented and go live between January and June 2007. However, the current turnkey date for the Ashfield Area Office is the end of August 2007. Therefore there is a need to seek alternative accommodation. An exclusive agreement has been reached at no cost to

the Authority, to reserve unit O2, Space 27 Sherwood Business Park pending confirmation from the Home Office that the bid for the NOTTS 101 Partnership has been successful at the end of October 2006. Approval to terms and conditions relating to the proposed lease will be sought in a separate report.

3. Financial Implications

- 3.1 If the 101 bid is successful additional capital funding will need to be sought for the fit out of Space 27. Funding for the implementation and running costs for the 101 service will be provided by the Home Office.
- 3.2 It should be noted that the Home Office have so far indicated that revenue funding is up to December 2010. They have also indicated that funding may not be guaranteed for wave 3 partners.
- 3.3 Nottinghamshire County Council will receive a grant of up to £100,000 in 2006/07 for work on submitting the bid to the Home Office by 6 October 2006. Further funding will be provided by the Home Office for the implementation of the service.

4 Statutory and Policy Implications

- 4.1 This report has been compiled after consideration of implications in respect of finance, equal opportunities, personnel, Crime and Disorder and those using the service. Where such implications are material, they have been described in the text of the report.

5 Head of Legal Services' comments (HD 24/08/06)

The decision falls within the delegation to Cabinet.

6 Director of Resources' financial comments (NS 24/08/05)

As indicated in the report, if the 101 bid is successful then additional capital allocation will need to be sought for the siting of the Contact Centre in the proposed new premises.

The Authority will receive a grant of up to £100,000 in 2006/07 for the submission of the bid to the Home Office for the delivery of the Single Non emergency Number (101) Service.

7 Recommendations

- 7.1 That the County Council enters into a partnership agreement for the purpose of delivering the single non emergency number.

- 7.2 That Cabinet approves that the grant received can be spent on work for the submission of a bid to the Home Office by 6 October 2006.

Cllr Mick Storey
Deputy Leader

Background papers available for inspection

Bidding stage grant agreement
Expression of Interest to deliver the 101 service for Nottinghamshire
Wave 2 Rolling out the service nationally – Key principles and objectives

Electoral Divisions Affected

All