

Date of Meeting	31 st August 2006
Title of Report	Single Non Emergency Number – The Wiltshire 101 Partnership
Portfolio	Customer Focus
Link to Corporate Priorities	Customer Focus
Key Decision	NO
Executive Workplan Ref	Not Applicable
Public Report	YES

Summary of Report

To update the Executive on the progress being made by the Wiltshire 101 Partnership and to seek endorsement to the proposals for the operational model for the Single Non Emergency Number contact centre selected by the Partnership that will go forward for Home Office funding approval in October 2006.

Officer Recommendations

That the Executive:

- 1. Endorse the choice of operational model selected by the Wiltshire 101 Partnership, i.e. that a single organisation takes all calls on behalf of the Wiltshire 101 Partnership.**
- 2. Delegate to the Strategic Manager, Customer Services (or in his absence the Strategic Manager, Corporate Services) authority to make agreements on behalf of North Wiltshire District Council on the Wiltshire 101 Partnership, in consultation with the Lead Member for Customer Focus.**

Other than those implications agreed with the relevant Officers and referred to below, there are no other implications associated with this report.

Financial Implications	Legal Implications	Community & Environmental Implications	Human Resources Implications	Equality & Diversity Implications
YES	NONE	NONE	YES	NONE

Contact Officer Sue Pangbourne; Strategic Manager; 01249 706559 spangbourne@northwilts.gov.uk

1. Introduction

- 1.1 The Wiltshire 101 Partnership has been established to bring together the local authorities in Wiltshire and Swindon with the Wiltshire Police to produce a bid for Home Office “wave 2” funding to establish a Single Non Emergency Number (SNEN) service for Wiltshire and Swindon.
- 1.2 The Wiltshire 101 Partnership has been awarded £100,000 to undertake all the preparatory work to plan a SNEN contact centre to undertake this service to the public from the summer of 2007. The Partnership need to produce a full bid for the Home Office by 6 October 2006. £25,000,000 will be available for 15 projects in the second wave of funding. Therefore it is envisaged that approximately £1.6 million could be available to fund the 101 project for Wiltshire and Swindon.
- 1.3 The Wiltshire 101 Partnership have selected an operational model of one call taker (i.e. a single entity to take all calls on behalf of all members of the Wiltshire 101 Partnership).
- 1.4 The Executive is asked to endorse this choice of operational model and to recognise that selection of one call taker at this stage does not preclude extension of the project in future years.

2. Options and Options Appraisal

- 2.1 Option 1: Endorse the Wiltshire 101 Partnership’s selection of the single call taker as the operational model for the whole partnership.

This is the preferred option. This model has been adopted by most “wave 1” partnerships and has the benefits of simpler, more efficient operational management and implementation (given the tight time-scales) allowing the partnership to concentrate on the establishment of one centre.
- 2.2 Option 2: Endorse the Wiltshire 101 Partnership’s selection of the single call taker as the operational model for the whole partnership AND produce a business case for North Wiltshire District Council to be considered as one of the choices for the establishment of the contact centre.

The tight time-scales to which the partnership has to work if it is to bid successfully to the Home Office mean that a fully worked out business case would need to be presented to the Partnership on 4 September 2006. It is not felt that this Council is in a position to bid effectively for this work within the required time-scale so this option is not supported.

3. Background Information

- 3.1 The Single Non Emergency Number (SNEN) of 101 is planned to be introduced across the country over the next few years. Currently, Police Forces and local authorities up and down the country have different telephone numbers for the public to ring for non-emergency enquiries and the introduction of the 101 service will simplify matters for the public, providing them with direct access to advice, information and action on a range of services including:

- Community safety issues, such as vandalism and graffiti, anti-social behaviour and broken street lighting
- Abandoned vehicles and rubbish and litter queries.

3.2 Wave 1 projects are already established in a number of parts of the country and the Home Office is now inviting bids for wave 2 projects. A joint bid by the local authorities in Wiltshire and Swindon and the Police has succeeded in winning a grant of £100,000 to plan towards introducing 101 to Wiltshire and Swindon from June 2007. The Wiltshire 101 Partnership has been established to work up proposals and submit a full bid for funding to the Home Office by 6 October 2006. The Wiltshire 101 Partnership is linked to the Customer First Partnership but the inclusion of Swindon Borough Council means that the Wiltshire 101 Partnership is developing its own principles of engagement. The Wiltshire 101 Partnership is an officer group and therefore each authority will need to agree delegated powers in order for the Partnership to take speedy decisions to meet the government's time-scale. At the meeting of the Wiltshire 101 Partnership on 7 August 2006, the following principles for terms of engagement and ownership were agreed:

The Partnership should be based on the following principles:

- That all Partners are equal in their rights, responsibilities, accountabilities and commitment to the project.
- That all parties have equal voting rights and, therefore, equal power of representation on the Board.
- That all recommendations put to the Board should be voted upon and the carried vote be accepted by all parties.
- That this project is fundamentally based on a service delivery model as opposed to a call centre orientated model and is limited to the currently defined scope, aimed at resolving the callers' issues at first point of contact either directly or through sign posting.
- That the Partnership has a duty to provide a cost-effective service to the public purse. Consequently, the project will aim to minimise and preferably eliminate the need for double-keying of data input.

3.3 The advantage of being in the second wave of 101 projects is that substantial government money is available to fund set-up costs. There is no guarantee that 101 projects in future will receive this level of start up funding but all areas will have to have introduced the SNEN 101 service by approximately 2008.

3.4 The Wiltshire 101 Partnership has assessed various options of operational model and has determined that a single call taker (one contact centre) is the most efficient and effective choice for Wiltshire and Swindon. This is also the model chosen by the majority of the wave 1 projects.

3.5 Business cases have been invited from any member of the Wiltshire 101 Partnership who wishes to host the contact centre on behalf of the Partnership. It is anticipated that business cases will be produced by the Police (who already have the building and IT capacity to undertake the work), Swindon Borough Council, who are currently contracting out their customer service operation and possibly one of the other District authorities. North Wiltshire District Council could also put a business case forward but given the tight time-scale for the bid and the establishment of the contact centre, the officer view is that this authority is not in a position to make a strong business case by 4 September.

3.6 The choice of the single call taker model does not preclude extension of the 101 project in the future into new areas of work and potentially new call takers. Therefore the options for possible extension of the project can be considered by this authority as we progress towards establishment of our own customer contact centre.

4. Financial Implications

4.1 The preparation of a bid for second wave SNEN funding does not require funding from North Wiltshire District Council. However, the officer time involved in preparing both the bid and the implementation of the 101 contact centre will be a cost for the Council. It is anticipated that approximately £5,000 to £6,000 will be repaid to the Council in consideration of this officer time from the initial grant to the Wiltshire 101 Partnership.

5. Human Resources Implications

5.1 As above, the officer time involved in preparing the bid and the implementation of the 101 contact centre will be considerable. The establishment of the 101 contact centre will also need to be considered in the context of the Council's organisational change in introducing a customer contact centre.

6. Risk Analysis

6.1 In terms of the recommendations the Executive is asked to make through this report, the risks are mostly around the tightness of the time-scale for preparation of the bid and the risk that the Wiltshire 101 Partnership does not meet the time-scale for the bid. All partners on the Partnership are committed to making the bid succeed and it is unlikely that the time-scale will be missed. More detailed risk analysis will need to be carried out on the risks each partner will carry once the 101 contact centre is operational. The Wiltshire 101 Partnership will address this work and future reports to the Executive will ensure risks are fully evaluated.

Appendices:	<ul style="list-style-type: none"> • None
Background Documents Used in the Preparation of this Report:	<ul style="list-style-type: none"> • Wiltshire 101 Project Agenda papers from meeting 7 August 2006, as follows: <ul style="list-style-type: none"> • Wiltshire Partnership Operating Model Options Paper • SNEN Implementation Work Plan • Wiltshire 101 Partnership 'Terms of Engagement' and Recommended 'Ownership Model'

Previous Decisions Connected with this Report

Report	Committee & Date	Minute Reference
<ul style="list-style-type: none"> • None 		