

Consultation on the 101 service

1. Would PCCs support the development of a national channel shifting product under the 101 brand? This could be a very simple front page that simply directed the public to individual force arrangements or a more complex system that fed information directly into forces. This would be developed separately to these contact arrangements but could be branded 101.

Response: The Contract Management Programme plans to deliver the facility for the public to contact the Force in different ways, for example, web forms for reports of crime and incidents, web chat and possible SMS and social media interaction. The design of these will lead the member of the public to structure their information in a way to enable efficient delivery into the Force's systems. If there were to be a national 101 branded front page, the data feed would have to be in this structured format to enable integration to the Force's systems to provide the most cost effective model.

2. Are PCCs content with the current cost arrangements? Currently the contract is virtually cost neutral for the service of the transmission of calls. Clearly options would be available to charge more to generate profit or charge less and support the cost locally. The current annual cost of call charges is £4.2m averaging about £100,000 per force.

Response: More research is required before any decision is made on increasing the cost to the public. I would support though the current cost arrangements.

3. Do PCCs agree that partnership arrangements are best managed locally rather than trying to make arrangements with the thousands of partner organisations at a national level?

Response: Trying to make arrangements with the thousands of partner agencies will be a huge challenge. Some contacts are already in place locally within the Force structure and should be made use of. It would be useful to have PCC colleagues influence to endorse the work needed with partners to bring a more collaborative approach to issues at a local level.

4. Do PCCs have a view on where ownership of 101 should sit – for instances, with HO as at present, or with ICT Co, or with some other body?

Response: *If a national front end to the 101 brand is in place and aiming to help with channel shift, then the ICT Co may be a better fit.*

5. If the new contract comes into force in April, as currently planned, this will be in the middle of purdah. Do PCCs wish to press to have renewal delayed by 3 months?

Response: *I cannot foresee any issue in the contract management world of a 3 month delay provided support contracts remain in place during this period.*

Anthony Stansfeld
Police and Crime Commissioner