

SINGLE NON-EMERGENCY NUMBER (SNEN) FOR CUMBRIA

EXECUTIVE MEMBER: Cllr G Clements

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Summary: This paper advises the Executive of developments relating to a single non-emergency number service for Cumbria

Recommendation:	That the Executive notes the current position and agrees proposals for further work
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Impact on delivering the Corporate Plan: The provision of SNEN would support and capitalise on two themes from the Council's plans. Improving Council Services and Creating Safe and Secure Communities

Impact on other statutory objectives (e.g. crime & disorder, LA21): The service will bring together all Partner Agencies and the Council concerned with tackling crime and the fear of crime and community safety issues. The service will be developed and operated in partnership as the Cumbria 101 Partnership to improve public access to advice, information and action in this key area of Creating Safe and Secure Communities

Financial and human resource implications: Development and implementation of this SNEN will be fully funded by the Home Office. There will however be significant human resource implications in the development of the bid and the eventual setting up of a service.

Project & Risk Management: An assessment of risk has been included as part of the expression of interest submitted with the Cumbria bid and a Partnership Board has been set up to manage the project

Key Decision Status

- **Financial:** N/A
- **Ward:** N/A

Other Ward Implications: None

1. INTRODUCTION

- 1.1 The Single Non-Emergency Service is a Home Office project designed to improve public access to services concerned with Crime and Disorder and Community Safety to ease pressure on the 999 service and to raise public confidence and bring improvements in non-emergency services.

- 1.2 The SNEN project will allow the public across England and Wales to access with one phone call information, advice and action on such subjects as anti-social behaviour, vandalism, noise, rubbish – e.g. fly tipping, drunkenness, rowdiness, abandoned vehicles, intimidation and harassment etc. Scotland and Northern Ireland are developing their own systems.
- 1.3 The service will operate under the banner 101, the number callers will use. Initially calls will cost 10p but the Home Office has a stated aim of making the service free to call subject to evaluation in due course.
- 1.4 Although a national service, it will be delivered locally in geographical areas with populations of half a million and above and covering the area of at least one Police force. Pilot operations are starting in Hampshire, Northumbria, South Wales and other areas.
- 1.5 Each Local Service is required to be delivered in partnership between Local Authorities and the Police, additional Partner Agencies may be added dependant on agreed extensions of the scope of service.
- 1.6 The timetable for developing and implementing a Wave 2 operation is extremely tight
 - 2nd June 2006 – deadline for expression of interest
 - 16th June 2006 – successful partnership notified
 - 6th October 2006 – deadline for detailed proposals to be submitted
 - 31st October 2006 – funding agreement signed
 - Early 2007 – commence taking calls
- 1.7 An expression of interest for the whole of Cumbria was submitted on 2nd June 2006 supported by proforma letters of commitment from the Chief Constable, the Chief Executives of the District Councils and the Chief Executive of the Fire Authority and Chief Executive of the County Council.
- 1.8 The Home Office require that each partnership have a Board e.g. the Cumbria 101 Board which will provide strategic leadership and direction and that a single accountable body will take responsibility for the service. The Cumbria expression of interest proposed that the County Council be the accountable body for Cumbria 101 and that the Chief Constable, Chief Executives and Chief Fire Officer make up the 101 Board. Inevitably nominees/substitutes would be acceptable.
- 1.9 £100,000 is available from the Home Office for each Wave 2 Partnership to develop the proposal between June and October 2006, after that funding will be on a cost recovery basis moving towards a mix of lump sum and cost per call as the service becomes established. Funding is secure until March 2010.
- 1.10 An expression of interest from Lancashire for a Lancashire 101 Service has also been submitted. Sound working relationships with the Lancashire team are already in place. The expression of interest included recognition that the need to work closely with the Lancashire team will require additional resources.

- 1.11 101 will operate 7 days a week, 24 hours a day and proposals can be for a single centre operation or for a single service dispersed over 2 or more centres. The 101 Board will be expected to carry out an Options Appraisal for the 101 service in the County to determine the number and location(s) of centres and which organisations should provide the service.
- 1.12 Benefits to the public of improved access to advice, information and action are mirrored by benefits to the Partner Agencies of improved intelligence for neighbourhood policing, CDRP Programmes, Resource targeting etc, closer strategic and operational links and improvements to the 999 service which is 70% occupied by non-emergency calls.

2 CURRENT SITUATION

- 2.1 A Cumbria wide expression of interest was submitted on 2nd June 2006 in line with the Home Office required programme and the 101 Programme Board has selected the Cumbria Partnership to move forward to Stage 2 (the bidding stage) of Wave 2.
- 2.2 Stage 2 will now focus on the Partnership developing a proposal to deliver the 101 service based on the detailed requirements from the Home Office and has been allocated a £100,000 grant to deliver a proposal by 6th October 2006.
- 2.3 It is important to remember that Stage 2 is a competitive stage which will be assessed against a set of balanced criteria.
- 2.4 A Strategic Board of Officers from the Police, County and District Councils has been set up to monitor progress of the Project under the umbrella of the Connected Cumbria Partnership Board.

3 CONCLUSIONS

- 3.1 The Executive are asked to agree proposals for further work to go ahead and to support the governance and Project Management arrangements identified above.

List of Appendices: None

List of Background Documents: Connected Cumbria Partnership Strategic Board Minutes 24th June 2006

List of Consultees: Corporate Team