

**Subject:** Single Non Emergency Number Briefing (SNEN) - 101 **Status:** For Publication

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**Report to:** Cabinet

**Date:** 19/9/2006

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**Report of:** Deputy Chief Executive

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**Portfolio**

**Holder:** Cabinet Member for Customer Services

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**Key Decision:**

YES

Forward Plan

General Exception

Special Urgency

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**1. PURPOSE OF REPORT**

- 1.1 To provide Members with information and to approve the draft 101 partnership proposal on the Single Non Emergency Number.

**2. CORPORATE PRIORITIES**

- 2.1 The matters discussed in this report are linked to and support the following corporate priorities:
- Customer Services – SNEN and the Lancashire 101 Partnership directly relates to and works towards being fully responsive and proactive to meet the needs of all our customers, as detailed in the improvement plan.
  - Street Scene & Liveability - SNEN and the Lancashire 101 Partnership directly relates to the work of the Community Safety Partnership.

**3. RISK ASSESSMENT IMPLICATIONS**

- 3.1.1 All the issues raised and the recommendation(s) in this report involve risk considerations as set out below: Although the initial concept for 101 is sound the following risks have been identified.

- It is proposed that the 101 will be implemented by June 2007. Given the multiple systems analysis, selection and actual implementation the timescale of the project will need to be kept under review.
- Need to ensure that there is no duplication in service requests. For example if an abandoned vehicle is reported through several channels this is recognized and with effectively.
- 101 will raise customers expectations so need to ensure that the service that 101 will provide can deliver this.
- The long term national funding to support 101 beyond 2010 is not yet known and will need to be monitored as the project develops. In addition funding in relation to systems integration is still to be finalized and until confirmed there is the potential of additional funding being required for Rossendale Borough council.

#### 4. BACKGROUND

- 4.1 In 2004 there were around 10 million calls to the police 999 emergency service of which around 70% were not emergencies. Single Non Emergency Number (SNEN) or as it is more commonly known the 101 Programme, is a joint Home Office and Department for Communities and Local Government (DCLG) initiative. It is led by the 101 Programme Team based in the Home Office. The team includes police and local authority secondees and specialists working on the delivery of the service, assessing its success, providing a telecoms service and communications including branding, promotion and publicity to raise national awareness of the new non-emergency service.
- 4.2 The 101 Programme links in to several Government strategies. It is one of a package of measures to improve community safety, set out in the Police Reform White Paper *Building Communities, Beating Crime* (November 2004). In addition, it supports the DCLG's Cleaner, Safer, Greener Communities strategy to tackle quality of life issues, such as crime and anti-social behaviour, and the *Sustainable Communities: Building the future* report which announced new initiatives to take forward this agenda.
- 4.3 It is a key pillar in the Government's Respect Action Plan, helping to strengthen and encourage community engagement by matching services with people's responsibility to report problems and their right to effective action. And by providing valuable intelligence to police forces and local councils to inform the most efficient and effective allocation of resources, 101 will complement Neighbourhood Policing and Management and support the objectives of the National Community Safety Plan, Policing Vision and Reform and the work of Crime and Disorder Reduction Partnerships.
- 4.4 The roll out of the service will involve all 43 police forces in England and Wales, working in partnership with 410 local authorities. This will be achieved in three waves. The first wave will launch the service in 2006, the second wave will launch in 2007 and the service will be operating nationally by 2008.
- 4.5 A national conference was held on 29<sup>th</sup> March 06 to encourage police forces and local councils to participate in the second wave of the implementation of

the 101 service. Expressions of interest were submitted from potential Wave 2 Partnerships to the Home Office by 2<sup>nd</sup> June 06. These were assessed against agreed criteria and 15 Partnerships have been given funding to support the preparation of their delivery proposals. The Lancashire 101 Partnership (see membership details below), of which Rossendale is a member is as follows:

### **Timescale**

- 4.6 As detailed earlier Rossendale is in wave 2 of the 101 programme with a potential operational date of June 2007, but this is to be formally agreed by the Lancashire 101 Project Board and will be kept under review by Rossendale Officers.

Police Service	Lancashire Constabulary (From 2007 Cumbria and Lancashire Constabulary)
Local Authority	
District Authorities	Burnley Borough Council
	Chorley Borough Council
	Fylde Borough Council
	Hyndburn Borough Council
	Lancaster City Council
	Pendle Borough Council
	Preston City Council
	Ribble Valley Borough Council
	Rosendale Borough Council
	South Ribble Borough Council
	West Lancashire District Council
	Wyre Borough Council
County Authority	Lancashire County Council
Unitary Authorities	Blackburn with Darwen Borough Council
	Blackpool Borough Council
Fire & Rescue	
	Lancashire Fire & Rescue Service
Non-Lancashire Organisations	
	Home Office Cumbria 101 Partnership Board Representative

## 4.7 VISION

101 will make local communities safer places to live and work. The easily accessible, 24/7 service will provide action, advice and information to the public on community safety issues. Greater coordination between local councils and police and better information about what problems are happening where, will improve the management of resources and services to the public.

## 5. SUMMARY

- 101 will offer the public direct access to advice, information and action for community safety issues, including non-emergency crime, policing and anti-social behaviour, while freeing up the 999 service to handle emergencies.
- 101 advisers will deal with enquiries, 24 hours a day, over the phone by giving advice and information where needed, arranging for action to be taken when appropriate or by directing the caller to a person or organisation who can help them.
- The new 101 service will complement, rather than duplicate existing non-emergency services and will improve the delivery of these services by providing a better coordinated and informed response by local agencies.
- The 101 service will be provided by local councils and police forces working in partnership to handle calls and deliver services and is funded by the Home Office and the Department for Communities and Local Government.
- 101 will work alongside the 999 emergency service and advisers will direct callers to the emergency service for action if the call needs a 999 response.
- The 101 service will cover:
  - Vandalism, graffiti and other deliberate damage to property;
  - Noisy neighbours;
  - Intimidation and harassment;
  - Abandoned vehicles;
  - Rubbish and litter, including fly tipping;
  - People being drunk or rowdy in public places;
  - Drug related anti-social behaviour; and
  - Street lighting.
- The principal benefits for customers will be:
  - Better access to non-emergency services.;
  - Better delivery of non-emergency services.
  - Raising confidence in public services.
  - Improving 999 emergency services.
- Scotland and Northern Ireland are developing their own services but are aware of the 101 Programme and are considering their involvement

- The 101 service will have multi-language features. It will also offer multi-media access - for example via the internet - as well as by phone.
- Calls to the 101 service will be charged at a fixed rate of 10p per call whether from landlines or mobiles.

## **6. COMMENTS OF THE HEAD OF FINANCIAL SERVICES**

- 6.1 The report clearly states systems integration will be required between existing systems yet funding arrangements have not been finalised. The business case for the new 101 arrangements should have identified a redistribution of existing resources. Until this is confirmed there is some risk that additional resources maybe required from Rossendale Borough Council.

## **7. COMMENTS OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES**

- 7.1 There will be a need for Rossendale to formally sign supporting Legal documentation as part of the Lancashire 101 project. This is still under development and will require signing in the autumn.

## **8. CONCLUSION**

- 8.1 That the report and recommendations below be noted.

## **9. RECOMMENDATION(S)**

- 9.1 That the information on the Lancashire 101 Partnership is noted and the 101 Partnership's proposal be endorsed by Cabinet.
- 9.2 That cabinet delegate the signature of all supporting legal documentation to the Head of Legal and Democratic Services and the Deputy Chief Executive in consultation with the Portfolio Holder for Customer Services and E-Government.
- 9.3 That cabinet receive a future report detailing project milestones and progress.

## **10. CONSULTATION CARRIED OUT**

- 10.1 The scope of the 101 service was developed through research with the general public carried out by Mori, and in consultation with our local authority and police force partnerships and other key stakeholders. 101 was selected as the new three digit number for the Single Non-Emergency Number service as it was the most memorable number of those available to use for the service and it was easy for people with impaired vision to dial. This was chosen in consultation with stakeholders and was researched with the public by Ofcom. It was the preferred option within the Ofcom consultation and responses commenting on the eligibility of the SNEN service for a three digit number and on the specific use of 101 were "overwhelmingly positive".

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Background Papers	
Document	Place of Inspection
101 Wave 2 Draft Funding Agreement 101 Partnership Constitution 101 Concepts of Operation 101 Models of Operation 101 Proposal	attached