

# **HAMPSHIRE AND ISLE OF WIGHT LOCAL GOVERNMENT ASSOCIATION**

**31 March 2006**

## **SINGLE NON-EMERGENCY NUMBER PROJECT**

### **Report by the Project Team and the Director**

#### **INTRODUCTION**

1. The Single Non-Emergency Number (SNEN) is a Home Office and Office of the Deputy Prime Minister initiative which aims to have a single telephone number (101) which the public can use for non-emergency issues relating to anti-social behaviour and public safety.
2. Hampshire and the Isle of Wight Police and Southampton City Council were invited by the Home Office to be part of the first wave of partnerships to go live during 2006, based on their call management track record and the success of the Southampton City Council "It's your call" service. Subsequent waves will go live during 2007 with the aim of having a national 101 service in place by 2008.

#### **AIMS**

3. The Home Office expects SNEN to:
  - Improve citizens' access to non-emergency public services by providing a single three digit number that will operate 24/7 with multi-language features, and multiple-media access
  - Improve citizens' confidence in non-emergency public services by providing high quality advice and information, and effective action on community safety
  - Reduce the burden of unnecessary calls to 999 emergency services and allow efficiency improvements in service delivery
  - Identify priority concerns for local areas and provide a performance management framework to accurately focus resources at these concerns
  - Improve the quality and effectiveness of both emergency and non-emergency public services by enabling a high degree of active co-operation between the Police, Local Authorities and other agencies.

#### **SCOPE**

4. The scope of the SNEN service is intended to cover the following types of incident:

- 1    **Anti Social Behaviour**, including:  
Graffiti, vandalism, deliberate damage to property  
Intimidation and harassment, begging  
Kerb crawling/prostitution  
People being drunk or rowdy in public places  
People dealing drugs.
  - 2    **Street Defects**: Street lighting, damage to road signs
  - 3    **Nuisance Rubbish**: Fly tipping, litter and waste
  - 4    **Vehicles**: Abandoned or nuisance vehicles
  - 5    **Noise Nuisance**: Noisy neighbours or loud parties
5.    SNEN does include within its scope some incident types which should still be reported using the 999 number when offenders are nearby, life is at risk, injury is caused or threatened or crime/disorder are in progress. For example if there is information on drug dealing having taken place (and the offenders are not currently in that activity), this is most appropriate for the SNEN where partnership activity can be focused on resolution. If the incident is taking place and the offenders are nearby then a 999 call would be appropriate.

#### THE PARTNERSHIP

6.    The Partnership comprises Hampshire Police and all 15 local authorities in Hampshire and the Isle of Wight. Hampshire Police, Hampshire County Council, Southampton and Portsmouth City Councils and Isle of Wight Council as the original partners are all formally signed up to the project. The 11 district councils are working as part of the partnership with their participation covered by a memorandum of understanding are given in the annex. This Memorandum has been prepared by the SNEN project team in consultation with the HIOW Chief Executives' Group. The SNEN project board now includes Gwen Andrews, Managing Director of Havant Borough Council and Karen Edwards of Rushmoor Borough Council.

#### FUNDING

7.    The Home Office are funding the project for 5 years, with £3.3m allocated for set-up and operation of the SNEN service in Hampshire and the Isle of Wight to the end of 2007. Further funding will be available for a further 3 years, from 2008 onwards, but the level of funding will not be known until the Government's comprehensive spending review is completed during 2007. The funding already agreed with the Home Office should cover all costs incurred by the 16 partners during 2006 and 2007.

#### IMPACT ON LOCAL AUTHORITIES AND THE POLICE

8.    The number of calls to the 999 number should decrease as public awareness of the 101 number increases and they gain confidence in using the service. Hampshire Police already have a non-emergency service (0845 0454545) and it is expected that calls to this number will fall significantly as people start using the 101 number. As this take place operators currently handling the 0845 number will move over to become part of the SNEN service. The SNEN service will be operated from the same

office as the 0845 service so this should be a relatively straightforward operational process.

9. For the “within scope” services SNEN will act as another channel for the public to access local authority services. As a 24 x 7 service SNEN will be able to give information to the public at times when some of the partner authorities do not have their customer services centre operating, thus providing an improved service to the public. Where calls are taken and closed by the SNEN advisors this will relieve some of the load on customer service centres.
10. Calls to SNEN requiring action by local authorities will be passed either to the local authority customer service organisation or to the “back office” service providers – depending on the preference of each local authority. It is expected, though, that eventually all calls will feed directly into the Customer Relationship Management (CRM) systems that all local authorities are planning to have in place. These will enable the contacts with the public recorded through SNEN to be managed by all the local authorities using their own systems, without the need for any re-keying.

#### 11. POTENTIAL ISSUES

**Public Acceptance:** The experience in the United States has been that the public like having a single easily memorised number for accessing non-emergency services. This suggests the 101 number in the UK will be successful but we will not really know until we have had several months of operational experience.

**Growth in Demand:** If the use of the 101 number exceeds the current forecasts and is not matched by a corresponding decrease in use of the Police 0845 number then additional resources will be required. The Home Office have indicated that there will be funding available, should this happen.

**Scope Change:** If the 101 number is widely accepted it is likely that there will be an increasing number of “out of scope” calls. The SNEN advisors will attempt to resolve any enquiry they receive, exploiting the information available to them from each local authority’s A-Z of services on the Internet. However, they will not necessarily have access to the full information required to satisfy out of scope calls as completely as the in-scope calls.

**Regional centres:** Based on the experience of the first wave partnership implementations it is possible that the Home Office may decide to move to a different delivery model – possibly based on regional centres. There may also be an impact from the “Closing the Gap” strategic review of police forces in England. Although the outcome is unknown the project team believes that being part of the SNEN first wave puts Hampshire and the Isle of Wight at an advantage when compared to authorities joining in later, in subsequent waves.

**Funding:** A concern, from 2008 onwards, is the level of funding that will come from the Home Office. Until the Government’s Comprehensive Spending review is completed, during 2007, the funding for the project for years 3,4 and 5 is unknown. Assuming the Hants and Isle of Wight SNEN service is successful it is highly unlikely that the Home Office would not provide the funding required to keep the service operating from 2008 onwards.

MORE INFORMATION

12. If Members need any more information about the SNEN project they are welcome to contact:

Richard Gibson	richard.gibson@hants.gov.uk	023 8074 5280
or		
Roger Carter	roger.carter@hampshire.pnn.police.uk	023 8074 5441

Information is also available from the Home Office Single Non-Emergency Number web site which can be accessed at: <http://snen.homeoffice.gov.uk/>

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**SNEN Project Team**

**NICK GOULDER**  
**Director**

Date: 15 March 2006  
Annex: 1  
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SNEN report/word

# Memorandum of Understanding for the Hants and Isle of Wight Single Non-Emergency Number (SNEN) Partnership

## 1. Introduction

The Hampshire and Isle of Wight Single Non-Emergency Number (SNEN) Partnership exists to support the delivery of a single non-emergency service in the region as part of the first wave of the National SNEN programme.

## 2. Aims of the Partnership

By working together, the partnership aims to deliver improved citizen access to non-emergency public services. This will be accomplished by providing callers with a 24 x 7 contact service within the Hants and Isle of Wight area, able to resolve customer needs at first point of contact or refer their inquiry to the appropriate partner for resolution, which will be supported by effective joined up services and back office processes. The partnership also aims to capture economies of scale in handling enquiries from the public through joint working and sharing of resources

## 3. The Partnership Vision

There will be a single telephone number that can be used by the public for accessing or requesting information about non-emergency services provided by the SNEN partners, within the agreed scope of the initial service. The scope of the SNEN service covered by this agreement is:

<b>Hampshire SNEN Partnership Scope</b>	
1	<b>Anti Social Behaviour</b> , including: Graffiti, vandalism, deliberate damage to property Intimidation and harassment, begging Kerb crawling/prostitution People being drunk or rowdy in public places People dealing drugs.
2	<b>Street Defects:</b> street lighting, damage to road signs
3	<b>Nuisance Rubbish:</b> fly tipping, litter and waste
4	<b>Vehicles:</b> Abandoned or nuisance vehicles
5	<b>Noise Nuisance:</b> Noisy neighbours or loud parties

Any changes to the scope would need to be agreed by all the partners and will require a revised memorandum of understanding to be approved and signed. The rate of expansion of the service will be determined by public acceptance of SNEN, the partners' ability to manage the change processes necessary to support the service and appropriate levels of funding.

#### **4. Membership of the Partnership**

The formal partners for the purposes of Home Office funding are:

- Hampshire Constabulary (lead partner)
- Hampshire County Council
- Southampton City Council
- Portsmouth City Council
- Isle of Wight Council

However, the partners wish to include district and borough local authorities in Hampshire as key delivery partners. These include:

Basingstoke and Deane Borough Council  
East Hants District Council  
Eastleigh Borough Council  
Fareham Borough Council  
Gosport Borough Council  
Hart District Council  
Havant Borough Council  
New Forest District Council  
Rushmoor Borough Council  
Test Valley Borough Council  
Winchester City Council

Every participating authority will nominate a single point of contact for gathering/ disseminating SNEN project information and for assisting in delivery of the project.

#### **5. Governance**

The SNEN project will report to a Project Board, drawn from partnership members, that is responsible for overall direction and management of the project.

The role of the SNEN Project Board is to:

- direct the SNEN project for Hampshire and the Isle of Wight, ensuring delivery of the SNEN project to time, budget and quality standards
- allocate resources and ensure proper management of funds
- engage appropriately with the National SNEN programme and other partnerships

#### **6. Funding**

Hampshire Constabulary is the lead partner in the Hants and Isle of Wight SNEN Partnership for funding purposes, and is responsible for reporting to the Home Office, submitting returns for payment and for making payments for approved expenditure by partners during the lifetime of the project.

It is intended that Home Office funding will support the operation of the SNEN service for five years, although full funding is only guaranteed for the first two years. Should the direct funding from the Home Office not cover the cost of operating the SNEN service the Partners will need to reassess their commitment to the service and determine whether or not to provide funding to ensure its continuation.

This current Memorandum of Agreement does not obligate any partner to provide any of its own funding to support the project, other than through staff resources as detailed in the memorandum.

## **7. Principles of Operation**

To ensure effective operation of the service the SNEN partners to commit to the following :

**Service Information:** For every public service covered by the scope of SNEN, the service levels, service availability times, response times for action and general service information details will be made available in electronic form to the SNEN operators.

**Call handling:** Partners will treat requests for action, or for information, passed from SNEN operators with the same urgency as requests taken directly from the public.

**Feedback:** Details of actions taken by partners in response to a request passed from the SNEN operators will be fed back to the SNEN service, in electronic form and referenced to a unique number allocated by SNEN that will identify the enquiry/incident to which the information relates.

**Joined-up processes:** Partners will provide the appropriate level of interconnection between their systems and SNEN systems, to allow transfer of data (such as service information, incident details and actions taken) to support the operation of SNEN. Necessary costs incurred in providing this interconnection will be funded by the project. Any such expenditure requires the approval of the Project Board.

**Training:** The Project Board will ensure that appropriate training is made available to SNEN contact centre operators to enable them to service the public directly, and to partner staff to allow them to interface effectively with the SNEN centre.

**Communications:** The Project Board will produce and implement a communications plan that includes communication to partners, staff, local authority members, the public and the media of the projects aims and methods of operation. Such communications will aim to ensure that the public is clear about the scope of the project and about reasonable expectations of service delivery.

**Monitoring:** The Project Board will establish a process through which data on the service, including number and type of calls by locality and resolution rates, can be reported back regularly to all partners.

## **8. Project Administration**

Administrative and project support will be provided through the SNEN Partnership Project Team, members of which are seconded from Hampshire Constabulary and Hampshire County Council.

## **9. Agreement**

The Hants and Isle of Wight Single Non-Emergency Number (SNEN) Partnership agree that the objectives and principles set out in this document are not intended to create legally binding rights and obligations between them. They are to be used as guiding principles that will support the development and operation of the SNEN service in Hampshire and the Isle of Wight.

*Signed on behalf of local authority*

*Signed on behalf of SNEN Project Board*