



**Police and Crime
Commissioner**
for Hertfordshire



To: Business Coordination Board

From: Chief Constable and Chief Executive

Date: 01 March 2018

PUBLIC CONTACT – OPTIONS PAPER

1. Purpose

1.1 The purpose of this report is to update the Business Coordination Board (the “Board”) regards to the decision made at the Strategic Alliance Summit on 1st February 2018 following consideration of the proposed options for public contact following implementation of Athena in May 2018.

2. Recommendation

2.1 The Board is recommended to note that Option 2 was approved by the Strategic Allowance on the 1st February as the appropriate and logical way forward.

2.2 The Commissioner signs the Decision Notices to sign the S22A Agreement to approve the updated Section 22A Agreements for the amendments required for public contact

3. Background

3.1 The paper “The Future of Public Contact Collaboration” was presented to the Alliance Summit by Hertfordshire’s Temporary Assistant Chief Constable, Jane Swinburne. Members of the Strategic Alliance were asked to consider 3 options, details of which can be found below in **Appendix A**. The Alliance Summit approved Option 2 - progress collaboration in the medium term 18-24 months from January 2018, as their preferred way forward.

5. Recommendation

- 5.1 The Board is recommended to note that Option 2 was approved by the Strategic Allowance on the 1st February as the appropriate and logical way forward.
- 5.2 The Commissioner signs the Decision Notices to sign the S22A Agreement to approve the updated Section 22A Agreement for the amendments required for public contact if option 2 is approved.

BIBLIOGRAPHY

Source Documents	Decision Notice 2016
Contact Officer	Dorothy Gregson, Chief Executive, Office of the Police and Crime Commission

Appendix A



Title of Board Police and Crime Panels across Bedfordshire, Cambridgeshire, Hertfordshire

Subject: Proposed

Date 1st February 2018

Lead Officer TACC Jane Swinburne

Author TACC Jane Swinburne

Purpose

This is an informative report to ensure the public and Police and Crime Panels are aware of amendments to 'The future of Public Contact Collaboration.'

1. Overview

In November 2016 a revised Section 22 was signed by the six Corporation Sole for public contact. The new Section 22 gave the SMT responsibility for the three FCRs, Digital and ESMCP, latterly Mobilisation also came to this portfolio in January 2016. Further the SMT (Senior Management Team) were given budgetary control, but not ownership of the staff.

As the go live date for ATHENA approaches it should be noted that Beds, Cambs and Herts are approaching this in different ways and therefore a new approach to the SMT for public contact is required. Herts and Cambs have sited their IMUs in the FCR, albeit Cambs have made theirs part of a wider 'Demand Hub'. Beds have put their IMU under Crime Management.

At the Strategic Alliance Summit on 1 February 2018 three options were discussed.

Option 1 - Progress collaboration in the short term (12-18 months from January 2018).

This would allow little time for Athena to land and a business case to be prepared potentially with little time for its effects to be understood.

Option 2 - Progress collaboration in the medium term (18-24 months from January 2018).

This would allow Athena to land for 6 -12 months and be better understood before scoping for a FBC is commenced. This may open opportunities for incremental collaboration of different functions in this business area. It is proposed that under these circumstances the current Public Contact SMT should be stood down and local senior officer ownership and responsibility of the FCRs be returned to forces. The effects of the termination of the section 22 are straight forward if agreed; there is though some complexity if all parties do not reach agreement.

Option 3- Not to progress collaboration and revisit if necessary at some point later in the future.

The risks and benefits of each option were discussed and Option two was agreed as the appropriate and logical way forward.

Option two allows Athena to land in May 2018, and for a 6 -12 month implementation period for Athena to fully embed. At this point a project team could form to begin to scope the demand for the purposes of the business case and would have a full year to prepare the necessary outline and full business cases, and then move to the implementation phase if those cases are agreed.

As Athena will be better understood across the Tri Force this may allow for greater opportunities for scoping of incremental collaboration of the functions within Public Contact. The ACC Joint Operational Support could continue to lead convergence of key functions across the three to ensure that effective business continuity arrangements and value for money is achieved.

The purpose of this report is to advice the Police and Crime Panel as well as the public that an already published section 22 will need alteration to match the timescales and details of this new proposal if they agree to Option 2 as the correct way forward.