

Nottinghamshire Police and Crime Commissioner

Notice of Decision



Nottinghamshire
POLICE & CRIME COMMISSIONER

Author:	Phil Ellis
Telephone number:	101 ext 800 2374
E-mail address:	Phil.ellis@nottinghamshire.pnn.police.uk
For Decision or Information	Decision
Date received*:	25.11.14
Ref*:	2014.050

*to be inserted by Office of PCC

TITLE: Relocation of Contact Management

EXECUTIVE SUMMARY:

The requirement to review Contact Management accommodation has arisen due to four major issues:

1. The need to implement the CRIM Project (Contact Resolution and Incident Management) as part of Delivering The Future (DTF) which requires additional officers to work within an already full FHQ Control Room.
2. Within the next 18 months all the computer hardware in the FHQ Control Room (and the current business continuity site, the old Northern Control Room at Mansfield) will need to be replaced. Providing the new CRIM Control Room in advance of such necessary work is a timely opportunity to minimise disruption of service to the public.
- 3 The current Control Room telephony reaches end of life in December 2015. It is therefore financially prudent to ensure that new telephony is only provided once and preferably into the new location (rather than having to be refreshed in the existing Control Room and then moved again).
4. The need to reduce sickness levels within Contact Management. It is strongly believed that the relocation of the Control Room to an environment that has natural light and less congested space will improve the well-being of officers and staff and help to improve sickness levels.

A further consideration is that new accommodation will help to 'future-proof' the Control Room and will support a 'shared service' hub with partner agencies staff co-located therein. To define this it is foreseen that over the next 2 to 3 years there is clear potential for 20 to 25 multi-agency staff to work increasingly within the police Control Room.

Options for consideration are;

Option 1 – Convert the Stores & Printing building into office accommodation and relocate 2nd floor FHQ teams. Relocate Contact Management to the 2nd floor.

Option 2 – Convert the Stores & Printing building into the new Control Room.

The recommended option is Option 2.

The business requirement is to provide a Control Room where our people feel valued and motivated to deliver the level of customer service we are aspiring to. The CRIM Project is part of this but the importance of the physical environment of the Control Room accommodation itself cannot be emphasised enough.

Option 2 will increase the control room floor area by 213m² over option 1. When comparing the costs of both options on a like for like basis, the cost for this additional floor area is only £441,000. The benefits of the

Nottinghamshire Police and Crime Commissioner

Notice of Decision

additional floor area is that the control room will be a large single open plan space of a regular shape and is sufficiently sized to be a future proofed option, significantly reducing the risk of a further relocation and expansion of the Control Room becoming necessary in the near future.

It's assumed that there will be no overall increase in the revenue budget and the capital including NPV figures are detailed in the business case. The NPV calculation is over 20 years but the extension will last longer.

The new telephone system is part of a separate project and the additional IT will form a different funding request.

INFORMATION IN SUPPORT OF DECISION: (e.g report or business case)

Relocation of Contact Management Business Case

Capital Costs Required: £2.278m (broken down premises £1,978k and £300k IS Infrastructure)

Revenue Costs Required: £0 – assumed that no increase in revenue costs

Telephony costs are included within the telephony business case

IT costs are included in SICCS funding request and Windows 7 business case

Is any of the supporting information classified as non public or confidential information?**

Yes

If yes, please state under which category number from the guidance**:

3

DECISION:

Option 2 - **Convert the Stores & Printing building into the new Control Room**

OFFICER APPROVAL

I have been consulted about the proposal and confirm that the appropriate advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

Signature:
Chief Executive

Date: 28.11.14

DECLARATION:

I confirm that I do not have any disclosable pecuniary interests in this decision and I take the decision in compliance with the Code of Conduct for the Nottinghamshire Office of the Police and Crime Commissioner. Any interests are indicated below:

The above request has my approval.

Signature:
Nottinghamshire Police and Crime Commissioner

Date:

28/11/14.

** See guidance on non public information and confidential information.