



HM Inspectorate of Constabulary in Scotland

Improving Policing across Scotland

Wednesday, July 29, 2015

PRESS RELEASE

HMICS LAUNCH ONLINE QUESTIONNAIRE FOR PUBLIC FEEDBACK ON POLICE CONTACT, COMMAND AND CONTROL FACILITIES

An online questionnaire has been launched by HM Inspectorate of Constabulary to allow members of the public, police officers, police staff, elected representatives and other interested parties to pass on their experiences of Police Scotland's contact, command and control facilities.

The information received by HMICS via this questionnaire will be used to inform the review of Police Scotland's Contact, Command and Control facilities which has been directed by the Cabinet Secretary for Justice following the tragic incident involving the death of John Yuill and Lamara Bell earlier this month.

HM Inspector of Constabulary, Mr Derek Penman, said: "We are keen to understand the quality of call handling being provided across Scotland and want people to share their experiences over the last two years with us – when they have called the police on 101 or 999, when things have worked well and when, perhaps, they have not.

"We are also keen to hear from officers and staff who currently or have recently worked within police contact, command and control facilities and offer them an opportunity to highlight areas which may be relevant to our review.

"To help people provide us with relevant information, we have set up this online questionnaire. It is now available to use and people will be able to submit their comments any time until midnight on Sunday, August 23.

"It contains a number of questions which we hope will assist people in telling us about their involvement with any police contact, command and control facility and there is also provision for them to make a general comment.

“The information which we receive this way will help highlight any potential strengths and weaknesses within these police facilities across Scotland.

“I can give an assurance that all responses will be treated in confidence, only for the purposes of this review and will not be shared with any other organisation.”

Due to the anonymity provided by the survey, HMICS will not be able to provide individual feedback or investigate any complaints.

Over the coming weeks HMICS will visit all Police Scotland contact, command and control facilities, speak to the officers and staff who work in them, audit calls and look at processes and procedures. The information received during these visits will be in addition to any information supplied confidentially via the online questionnaire.

An interim report will be given to the Cabinet Secretary by the end of next month, with the full report completed by the end of October.

The survey can be provided in alternative languages if required and those without access to the internet can call 01312443362

https://response.questback.com/scottishgovernment/HMICScall_handling_questionnaire

Ends

Note to newsdesks:

The term contact, command and control facilities relates to the police call centres, also known as C3, where 101 and 999 calls are answered.

HMICS is unable to investigate any specific complaints about call handling in Scotland and cannot comment individually on any complaint already made. Anyone with a complaint should refer to the Police Scotland website at [How to make a complaint](#).

Background to the HMICS Review:

HMICS has been directed by the Cabinet Secretary to carry out an assurance review of all call handling and processes within Police Scotland’s Contact, Command and Control (C3) centres (see our [Terms of Reference](#)).

It will provide the Scottish Government and the Scottish Police Authority with an independent assessment of the operation, systems and procedures in place in contact, command and control facilities across Scotland. It will provide assurance on whether call handling is working effectively and efficiently within Police Scotland and comment, if appropriate, on the future plans for C3.

It is expected that recommendations to Police Scotland and the Scottish Police Authority will identify good practice and support improvement in the current and

future service delivery. HMICS will closely monitor progress against any recommendations.

Should HMICS identify any areas for immediate improvement during the review phase these will be communicated directly to Police Scotland and the Scottish Police Authority for consideration and thereafter incorporated into the report.

This review is independent of the investigation being undertaken by the Police Investigations and Review Commissioner (PIRC) into this incident. HMICS and PIRC have a statutory duty to co-operate and share information and have an established Memorandum of Understanding setting out a framework for collaboration.

This assurance review is being undertaken by HMICS in terms of Section 74 (1) of the Police and Fire Reform (Scotland) Act 2012 and will be provided to Scottish Ministers and published in terms of Section 78 (1) and (2) of the Act.

HMICS will not be facilitating any interviews in relation to this press release. For further information, please contact:

Susan Lumsden
HMICS Communications
0131 244 5698/07773591168
Susan.lumsden@scotland.gsi.gov.uk
Twitter: [@hmics](https://twitter.com/hmics)

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