



Mr Derek Penman QPM
HM Chief Inspector of Constabulary

Ms Mary Fee MSP
Convenor, Justice Sub-Committee on Policing
c/o Justice Sub-Committee Clerks
Room T2.60
The Scottish Parliament
Edinburgh
EH99 1SP

28 November 2016

Dear Convenor

HMICS Update on Police Scotland Call Handling

Thank you for your letter of 17 November 2016 requesting written evidence on the progress made, and the timetable for the full implementation of the recommendations of my Independent Review of Police Call Handling which was published in November 2015.

As you may be aware, HMICS has continued to undertake assurance work at the request of the Cabinet Secretary for Justice including unannounced visits to call handling sites across Scotland. HMICS also attends the Scottish Police Authority (SPA) C3 Governance and Assurance Forum which provides an opportunity to brief SPA members on our activity and highlight any key risks or relevant issues. It also allows HMICS to share our assessment on the progress made by Police Scotland and the SPA against our call handling recommendations.

HMICS is currently preparing an Update Report for publication in January 2017, which will provide a summary of progress and detail on the status of each of the 30 recommendations which I made. This report will be laid before the Scottish Parliament and will include my assessment of issues including the centralisation of the 101 service, transfer of local knowledge and training for staff. I can also confirm that as of this date, 16 recommendations have been fully discharged, 12 partially discharged and 2 remain open.

I am unable to provide a timetable for the full implementation of the outstanding recommendations, as this is a matter for Police Scotland to manage.

I trust that our report will be of interest to you, and I will be happy to meet with you and brief you personally on our Call Handling scrutiny or come before the Sub-Committee. Should you require any further clarification, then please feel free to contact me.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Derek Penman', is written over a light blue horizontal line.

Derek Penman
HM Chief Inspector of Constabulary

