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Date: 19th December 2019

Your Ref:

Our Ref: CAM/Community Councils
/Dec

All Community Councils
The City of Edinburgh



Chief Superintendent Sean Scott
Edinburgh Division
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Dear colleague,

POLICE SCOTLAND - CONTACT ASSESSMENT MODEL PROJECT

As you may be aware, Police Scotland has embarked on a wide ranging and ambitious programme of change, under our 'Serving a Changing Scotland Strategy'. A key component of this work is the Contact Assessment Model Project (CAM).

This work reflects the changing nature of the demand faced by policing in Scotland and our desire to improve our response to meet the needs of our communities. Indeed, recent statistical analysis of the 2.5 million calls that Police Scotland receives annually has shown that less than 20% of calls result in a crime being recorded, with a significant percentage of those remaining relating to vulnerability.

The CAM Project will see a move away from our current standard deployment model to one predicated on the assessment of need and vulnerability at the first point of contact. Its introduction fulfils a key recommendation made by HMICS in its 2015 Independent Assurance Review into Police Scotland call handling.

The CAM approach is currently being progressively rolled out across Scotland, having commenced in June 2019 with its introduction in Lanarkshire, and Dumfries and Galloway local authority areas. Phased implementation across the remainder of west central Scotland is expected to be completed by the end of January 2020. Its introduction across all of the local authority areas in east, central and southern Scotland is expected to be completed by June 2020.

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The key elements of the CAM operating model are:

- A new approach to call assessment through the 101 and 999 service to ensure we provide a better service to the public. Every caller is different and our response should be too.
- This means we will be taking more information from the caller so that we can make a more robust assessment of risk, threat, harm and vulnerability to provide the right response for every individual.
- Frontline staff and police officers in our service centre and police stations are undergoing specialist training to make an enhanced assessment of threat, risk, harm and vulnerability for everyone who contacts the service.
- The information provided through this enhanced assessment will be used to determine the most appropriate and proportionate police response when we are contacted by a member of the public.
- Our new approach will offer a wider range of resolution options based on individual needs and circumstances. It will also increase our ability to despatch police officers to urgent incidents, which means we can get to the people who need us most, when they need us most.
- These proposals follow extensive engagement with the Scottish Police Authority (SPA), elected members and other key stakeholders.
- What will not change however is our response to urgent and critical calls and our continued focus on keeping the public safe.
- There is no change to the way you contact us. The public will still call 101 and 999.

One component of CAM will be to review and assess our current demand picture and consider instances where the needs of the caller would be best served by referral to a partner agency or service.

Key to this will be a continued endeavor to seek opportunities for further collaborative work with our key partners and open lines of discussion as we embark on this journey of change. Consequently, I'm keen to work with you to ensure that we have a common understanding of the revised approach and of any practical implications arising.

I'm also keen to ensure that our communities are fully informed of the proposed changes and would welcome the opportunity to work with you to achieve this at a local level.

I anticipate that CAM will go live within Edinburgh, the Lothians and Scottish Borders in late March 2020 and look forward to working with you to achieve this. Please note that Chief Inspector Jocelyn O'Connor will take the lead on day to day preparations, on my behalf and she can be contacted via email on

 scotland.police.uk  [@PoliceScotland](https://twitter.com/PoliceScotland)  [PoliceScotland](https://www.facebook.com/PoliceScotland)

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ProjectContactAssessmentModelPolicy@scotland.pnn.police.uk or on 0131 440 6860.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sean Scott', with a stylized, cursive script.

Sean Scott

Divisional Commander

Edinburgh Division