

# CAPITA

## Capita in Scotland

*Enabling successful transformation across the reforming emergency services sector in Scotland*



### Maximising the potential of collaborative working

The transformation that has taken place in Scotland to implement a single police service and a single fire and rescue service has paved the way for significant efficiencies and service improvements for the citizens of Scotland. However, in order to maximise savings and generate efficiencies both organisations need to consolidate key functions, processes and ways of working. IT systems, management methodologies and cultures must become more closely aligned so that key functions from control rooms to duty management, HR, payroll and asset management practices can be shared and efficiency benefits realised. Sounds simple doesn't it? But the reality is a little more complex. Leaders from these two organisations, as well as other public services, need to work together to better understand what they have in common and what they are trying to achieve – to ensure that they make the right changes at the right time. Equally, it's vital to highlight key differences and unique operating conditions before starting the process to adapt and change.

### Successful change management in partnership with Capita

Managing change on this level is challenging. That's where Capita can help. Capita has the skills, experience, capability and knowledge to help the Police and Fire and Rescue services realise the benefits and savings from strategic change. We have over 4,000 people in Scotland working across multiple businesses at over 18 sites. We provide services to clients across the emergency services, the criminal justice system, the MOD as well as the commercial sector. We are adept at setting up successful partnerships to manage change and engender new ways of working.

Take a look at some of the ways we have worked in partnership with some of Scotland's leading organisations to achieve efficiency and operational effectiveness and realise significant budget savings.

## Integrated communications control system

### RAF Search and Rescue, Kinloss

Effective communication is vital in ensuring the Aeronautical Rescue Coordination Centre at RAF Kinloss can task and coordinate all aeronautical Search and Rescue (SAR) activities. The Capita ICCS solution ensures that coordinators can communicate with a wide variety of SAR helicopters, fixed wing aircraft and RAF Mountain Rescue Teams. The ICCS also ensures interoperability with other UK agencies including ambulance, Police and coastguard services.



## Integrated communications control system

### Police Service of Scotland

### Scottish Fire and Rescue Service

Capita's DSX range of ICCS technology forms the hub of four Police control rooms and four Fire and Rescue control rooms within Scotland. The versatile system enables control room operators to effectively manage complex communications in high pressure, mission critical environments.

The ICCS is designed to provide single touchscreen control to a suite of integrated subsystems. These include digital trunk and analogue PMR radio systems, call handling systems, digital and analogue telephony, CCTV, voice recorders, intercom systems, door locks and alarms. The ICCS also empowers operators with the capability to integrate both internal and external sources to ensure the effective provision of the correct decision making information for the dispatch process.



## Integrated communications control system Command and control system

### Ministry of Defence Police

From its base at Faslane, the Ministry of Defence Police (MDP) relies on Capita's range of integrated solutions that work alongside the Airwave radio network and the marine band VHF and telephone system. The solution implementation includes compliance with the MOD's specific security requirements. The solution is linked to MDP's systems at its Wethersfield (Essex) facility. This allows for a pooling of MDP's Airwave provision and provides a fall back solution if needed. Capita also provides a Tetra radio managed solution for MOD that includes hand-held, portable and fixed installations in Scotland for the Navy, Land Forces and Air Command.



## Digital interview recording

### Police Service of Scotland

### Scottish Crime and Drug Enforcement Agency

### NHS Scotland

Capita is the largest supplier of digital recording equipment to the UK Police sector. Our proven solution digitally records interviews – either audio only or audio and video – and stores the recordings for easy access. It works in custody suites, public protection/vulnerable witness suites and is easily portable for use in other locations.

Initially installed at Lothian and Borders Police, we have since implemented our digital interview recording solution across multiple Scottish Police divisions, the latest being Fife in 2013. For NHS Scotland, the same technology is employed to record interviews as part of fraud investigations.

## Command and control system

### Scottish Fire and Rescue Service

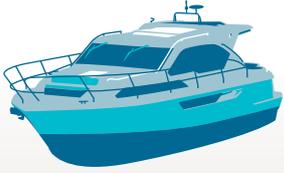
Capita's Vision mobilisation solution was first adopted in Scotland in 1978 and is now used by more than 50% of the UK's Fire and Rescue Services. Fire and Rescue services rely on Capita's command and control technology to manage resources, including the dispatch of fire crews to incidents.

Vision is built using an established set of core services with a modular approach that meets a range of operational needs, from resource tracking, plotting and tailing to integrated telephony, radio and VoIP communications.

## Integrated communications control system Command and control system

### Her Majesty's Coastguard

Capita has been a key supplier of mission-critical communication systems to HMCG since 2000, and also supplies its central command and control solution. Capita has recently completed the delivery of a new ICCS and command and control solutions in order to support restructuring of the Agency. The scope of our work includes supplying new systems at the Scottish data centre that, combined with the English data centre, supports 120 workstations distributed across 11 HMCG locations (including the three Scottish locations).



## Non-emergency contact centre

### Police Service of Scotland

The West Command's 24-hour contact centre receives phone calls and emails for matters as varied as lost property reports to concerns about antisocial behaviour. Capita's resilient contact solution provides for 99.999% reliability while the virtual single site design connects 150 agents in in Govan, Motherwell and across the Lothian & Borders region. This ensures that one site can continue taking calls should a technical failure occur at the other location.

Capita installed a CRM system, integrating call handlers into the command and control system and the Vulnerable Persons Database. Capita also provide a recording technology platform that manages call traffic and records voice and screen activities, whilst simultaneously integrating to the Airwave network via Capita's ICCS solution.

## Integrated communications control system

### Scottish Ambulance Service Radio Managed Service

Since 2010 every ambulance in Scotland has relied upon the partnership between Capita and Airwave Solutions Limited. As part of the UK wide solution, the Scottish Ambulance Service has digital radio, providing mobile voice, short data messaging and vehicle location systems. The solution is backed up with a fully managed service for the installation, upgrade, maintenance and repair of equipment, along with 24/7 helpdesk and field service support.

## Case management

### Scottish Court Service

The case management solution developed by Capita provides the Scottish Court Service (SCS) with a single national view for users across branches of the court system. Capita's solution extends beyond judgement and sentencing, by supporting the SCS with the enforcement and collection of fines and compensation.

The efficient feeding of information into a secure portal has also drastically reduced the number of phone calls made between agencies. More importantly, this has meant that accurate information can be accessed when it is needed the most. As an example, information is now quickly and easily available about whether someone has fines outstanding from other courts, and even their past reliability of paying. This has provided invaluable insight for trial Sheriffs when they are sentencing individuals.

## Secure transportation of forensic exhibits

### Police Service of Scotland

With extensive experience in the secure courier and logistics field, Capita provides a fleet of secure, unmarked vehicles and fully trained and vetted driver operatives to the Scottish Police Authority's Forensic Services department. The vehicles are fitted with GPS tracking systems and are never left unattended whilst exhibits are on board so that evidence is not compromised.



This is an exciting time for Scotland. The emergency services landscape is transforming and **change** is the order of the day.



## Scottish Wide Area Network

Capita has been awarded a framework contract to deliver the Scottish Wide Area Network (SWAN), a single public services network for the use of all public service organisations within Scotland.

More than 4,600 sites will be connected to the initial network including schools, hospitals, GP surgeries, pharmacists and local council offices.

Key benefits include reduced costs, improved service and the ability to share data across organisations, fostering co-operative working.

With a key focus on supporting the recommendations of both the Scottish Government's McClelland Report and Scotland's national digital public services strategy Scotland's Digital Future: Delivery of Public Services, SWAN is one of the most significant single public sector ICT initiatives ever undertaken in Scotland. The programme aims to establish a single shared network and common ICT infrastructure across Scotland's entire public sector.

As part of this, Capita will deliver a platform designed to support the ever increasing need for data sharing and tighter interworking requirements across the wider Scottish public sector.

We know that there is a strategic imperative for organisations to source solutions that deliver improved efficiency and effectiveness from day one. We truly believe that Capita can help Scottish emergency services and related organisations to make the right changes and invest in the right technology to maximise savings and deliver operational efficiency and effectiveness.

We look forward to continuing this discussion in order to help organisations in Scotland achieve their vision of improved service quality with greater efficiency.

## Trust Capita to deliver

Capita already has extensive experience of delivering solutions that achieve real and lasting efficiency benefits for organisations across Scotland. We believe that we can help organisations to achieve a 'step change' in their transformation projects and achieve considerable additional potential through further consolidation of critical functions including control rooms, duty management, HR and payroll.

We work in partnership with our customers and share their corporate goals and objectives. That's why we are trusted by organisations across Scotland to deliver realistic solutions that deliver lasting results.



To find out more about SWAN and Capita IT Enterprise Services in Scotland, get in touch:

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To find out more about how Capita people, systems and solutions can catalyse change and transform critical services in Scotland, get in touch:

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