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Our Ref: 06-067SK
Your Ref:

Date: 31st May 2006

Dear Sarah,

Re: Single Non Emergency Number – Nottinghamshire Expression of Interest

Further to your email of 26th May 2006, I return the letter of commitment signed on behalf of Gedling Borough Council as requested to enable the County to submit a bid for inclusion in the second wave of pilots.

Whilst I am happy for us to work together in order to try to establish this service in the County, particularly recognising the government's intention to establish it in any event on a national basis by 2008, I remain concerned that there have been no detailed discussions at all about the practical implications of implementing this initiative. I am not aware either that there have been any discussions about the partnership structure, board and administrative arrangements, although I understand that the bid is intended to describe these. In the circumstances, accordingly, I am sure that you will appreciate that the Council's continued commitment must depend upon the outcome of detailed negotiations on such matters.

Yours sincerely,



P. Murdock
Chief Executive

LETTER OF COMMITMENT

DELIVERING THE 101 SERVICE IN NOTTINGHAMSHIRE

Gedling Borough Council welcomes and confirms its full support for the 101 vision and the approach for the provision of non-emergency services by the local partnership comprising police, local authority and other agencies as appropriate.

Gedling Borough Council recognises Nottinghamshire County Council as the accountable body for the Nottinghamshire 101 partnership and will co-operate fully with them to deliver the services.

Specifically, **Gedling Borough Council** recognises and accepts the implications of implementing and delivering the service and will:

- Promote and champion and 101 vision and approach within the council/police force/other agency and, where opportunities arise, promote the 101 service to the general public;
- Actively participate in the governance of the partnership to ensure that the service is effectively implemented and delivered on an ongoing basis;
- Work closely with the partnership to re-engineer contact handling and service delivery processes within the 101 service;
- Agree service levels with the partnership, which will be met for services delivered within the scope of 101 and measure and report to the partnership the outcome of services delivered and whether or not the agreed service levels have been met;
- Share information and knowledge with the partnership where it will help 101 advisors handle and resolve contacts; and
- Develop services in a way that complements and reflects the existence of the 101 service.

Yours sincerely,



P. Murdock
Chief Executive