

## **Hedra and Detica help deliver Single Non-Emergency Number 101**

Leading management consulting and transformation service company, Hedra plc, working with the Home Office and Department for Communities and Local Government, has helped achieve the successful launch of the Single Non-Emergency Number (SNEN) this week. Hedra, part of a consortium led by consultancy Detica, has provided client-side consultancy to support the SNEN programme which went live to the public for the first time in Hampshire on May 15<sup>th</sup>.

The Single Non-Emergency Number is a new service that will provide the public with direct access through a new three digit number, 101, to community safety advice, information and action, while freeing up the 999 emergency services to handle emergency incidents. The Government made a commitment to introduce the SNEN in its 2005 Election Manifesto, as one of a package of measures to improve community safety. The initiative is being introduced jointly by the Home Office and the Department for Communities and Local Government.

Detica is primarily responsible for programme delivery including service design, business change management, telephony and technical architecture and operations management as well as providing embedded consultants in three of the five Wave One partnerships.

Hedra brings best practice insight and experience in stakeholder management, customer services and business change. The Hedra team have been involved, as part of the SNEN management team at the centre, in defining and rolling out a consistent approach to stakeholder management, service quality and service readiness for the Local Authority and Police Forces partnerships that comprise Wave 1 of the programme, and in supporting two of the five partnerships with embedded support consultants to ensure consistency of approach.

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Commenting on the contract, Andrew Deane, Hedra Director for Customer Services said: "We were delighted to be appointed along with Detica to work as a consortium on this programme. It is an exciting programme which has required an in-depth analysis of the things that really make a difference to the quality of life of most people, and how these things can be actioned effectively by joining up police and local authority services. It will also help to reduce non-emergency calls to the 999 service and will act as a further catalyst for more effective and joined up delivery of local services."

The introduction of the service will provide the following key benefits to the public:

- Enabling better access to non-emergency services. By offering a simple, easy to remember, single point of connection, the 101 number gives the public improved access to non-emergency services, advice and information.
- Improving delivery of non-emergency services. The SNEN requires public services to work together, joining up the delivery of non-emergency services and improving the outcome for the public.
- Raising confidence in public services, through easy access to high quality advice and information and effective action on community safety.
- Improving 999 emergency services. Calling the SNEN for non-emergencies will take pressure off the emergency services, leading to a quicker response to genuine emergency calls and improvements to service.

The joint Detica and Hedra team have been working with the Home Office since August 2005 and anticipate the launch of the core service in five areas during summer 2006.

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SNEN/3

## **Notes to Editors**

### **About Hedra plc**

Hedra plc is a consulting, solutions and service company. We are the largest consultancy specialising in UK public services, with a significant private sector capability. Our clients include central government, local government, NHS, Ministry of Defence, aerospace, utilities and energy and a wide range of public service agencies. Our capabilities include business change and transformation, customer services, corporate services, procurement and supply chain, information management and systems engineering services. We help organisations to set corporate direction, build their organisational capacity and deliver solutions that drive effectiveness and efficiency. Our commitment is to deliver outcomes and benefits that drive superior performance.

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