

Lothian And Borders Police reviews communications centre management information

Lothian and Borders Police has commissioned Hyder Consulting to review the production of management information from the Force Communications Centre. The audit is to consider resource availability, skills and training and the methodology used to specify and create reports. It will also consider the effectiveness of the reporting tools and the backup and archiving policies and processes.

Commenting, Alan Thomson, Lothian and Borders Communications Manager said "This is an important piece of work for us in validating the tools and processes used to gather our call statistics and the functions that we measure. We selected Hyder to carry out this work due to the understanding they displayed of our business and our objectives when we tendered for the work".

Chris Venemore, Hyder's Technology Group Manager said "We are pleased to have been awarded this contract and look forward to working with Lothian and Borders Police to provide first class advice and recommendations. This award speaks volumes about the increasing profile, credibility and respect of Hyder's Technology Group".