

**ETTOS Monthly Update report - End of May 2016****Project Management**

- Contract

Four changes have been identified and raised in line with the ETTOS Change Process:

- 1) Amend the operating model to clarify that Crimestoppers will ask the caller to contact the emergency services.
- 2) Clarify the number of Secure Email Users included in the contract and propose addition users (with associated costs).
- 3) Amend the operating model to clarify that gas tip offs will not be issued within 24hrs outside business hours as data will not be available from Xoserve to identify the relevant recipient.
- 4) Include a notification to the recipient when a tip-off is issued.

**Data Sharing**

- PIA

PIA workshop has taken place and initial documentation is being prepared. First draft will be shared with industry following this activity. The PIA will be shared with the Working Group on 14/06/16.

- ECOES

An application for access to ECOES was put forward for consideration by Gemserv on 24<sup>th</sup> May 2016. We are waiting for a decision.

- Gas Data

Murray Thompson of Xoserve confirmed there are no permissions in place for Xoserve to provide this data. A Uniform Network Code (UNC) Modification will need to be implemented prior to Xoserve providing any live data. This is likely to affect the deadline for matching and disseminating both historical and interim service gas related reports. Our current best estimate for accessing this data is mid-August.

- Historical Reports

The 2000 historical reports have been compiled from our database. As soon as we have access to ECOES and Gas Data we will match reports to suppliers. The report percentages for each fuel are as follows:

- Gas - 9%
- Electricity - 75%
- Dual Fuel - 16%

The historical reports should be disseminated during August. A date will be confirmed once we have confirmed access to ECOES and gas data for matching.

**I.T and Infrastructure**

A new database was installed at our call Bureau on 09/05/16; we now need to build the data collection form for ETTOS. This system will work in conjunction with the secure email system to disseminate reports.

Testing will need to be carried out with both systems working in parallel. We expect both systems to be ready by the w/c 25/07/16, at which point we will test the collection, matching and dissemination via the secure email system. Details of testing process and the system security form will be provided to the Working Group and the ETTOS SPOCS in advance.

A change request has been raised in relation to the user licences and associated costs.

**Telephony**

Available 0800 numbers are provided below for the Working Group to select from.

0800	328	7777
0800	011	3838
0800	011	3939
0800	012	1919
0800	023	2777
0800	028	2030
0800	032	1199

**Training**

Louise Peers has made contact with Piers Merritt (PM) and Paul Hart (PH). Training will be delivered on 23<sup>rd</sup> June 2016. PH and PM will receive an overview of the Crimestoppers operation and will have the opportunity to listen in on calls to gain an understanding of agent's skill levels.

We have not yet received confirmation of a Gas Distributer contact.

**Marketing**

A marketing agency has been appointed; Becky Holland & Partners.

A presentation about the proposed marketing plan will be given at the Working Group Meeting on 14/06/16 by Tania Carrigan (Crimestoppers Head of Communication) and Becky Holland (Director, Becky Holland & Partners).