

**DECISION NO: PCCG-2013-027**

**OFFICE OF THE POLICE AND CRIME COMMISSIONER**

**TITLE:** ICT Update

**DATE:** 13 February 2013

**TIMING:** Routine

**PURPOSE:** The purpose of this report is for the Commissioner to approve the ICT strategy and to provide an update on Developments in the ICT Services provided by the Shared Resource Service.

**1. RECOMMENDATION**

- 1.1 That the Commissioner approve the ICT Strategy.  
That the Commissioner note and provide comment on the developments contained in this report.

**2. INTRODUCTION & BACKGROUND**

- 2.1 The Information Communication Technology (ICT) department at Gwent Police formally joined a collaborative service model with Torfaen County Borough Council and Monmouthshire County Council on 4 July 2011; known as the Shared Resource Service (SRS).
- 2.2 The SRS provides ICT services to the three organisations and is governed by a Board of three members, comprised one from each of the partner organisations.
- 2.3 The development of the SRS has required a focus on team integration, service planning and delivery to meet the requirements of all three partners. The development of the service continues but progress over the past two years has been significant.

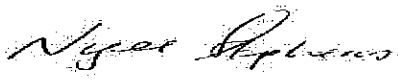
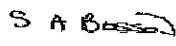
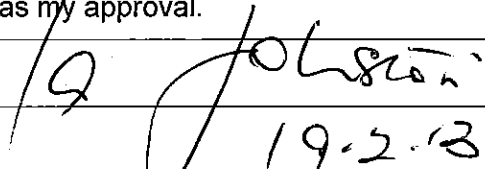
**3. ISSUES FOR CONSIDERATION**

- 3.1 The SRS Board has developed a strategy for the service which has involved engagement with stakeholders across the three partners and involving Welsh Government. The strategy is provided at Annex 1 and follows discussion with the Police and Crime Commissioner and the Chief Constable.
- 3.2 The strategy will be delivered through an operational plan that details the programmes of work for the year ahead across the infrastructure, projects, collaborations and customer services teams. This is currently being completed for the new financial year and presents over 2,000 elements for which the resource requirements, timescales and dependencies are being finalised.
- 3.3 The delivery of the plan will be monitored through the SRS Board and the elements relating to policing will be monitored through the Staying Ahead ICT Delivery Board.
- 3.4 The SRS Management Team oversee the delivery of the programme through a weekly change control process to ensure that resources are aligned to deliver both planned and urgent work. This ensure priorities are managed whilst providing assurance to each partner that progress is being maintained.

3.5	The weekly meetings also consider out of hours work, absence, vacancies and service calls.
3.6	The current focus on the service provision for Gwent police is highlighted below and for which delivery is being monitored: <ul style="list-style-type: none"> <li>• Citrix Improvement Plan (completion date Feb 2013)</li> <li>• Printer Policies (completion date Feb 2013)</li> <li>• Replacement Storage Capacity Implemented (Feb 2013)</li> <li>• Storage Capacity Staged Migration (Feb 2013 – April 2013)</li> </ul>
3.7	The projects that are planned to deliver new systems in the coming months include evidential property, mobile data development, bail management, offender hub, domestic abuse interface and missing children.
<b>4.</b>	<b><u>NEXT STEPS</u></b>
4.1	The next steps will be to continue the implementation of the improvement plan and to operationalize the SRS work plan by allocating resource and identifying the dependencies to ensure milestones are achieved.
<b>5.</b>	<b><u>FINANCIAL CONSIDERATIONS</u></b>
5.1	The revenue budget funds the service delivered. Where there are additional resources required for specific time limited projects these are considered by the Business Tasking and Co-ordinating Group.
<b>6.</b>	<b><u>PERSONNEL CONSIDERATIONS</u></b>
6.1	There are no personnel considerations at this time.
<b>7.</b>	<b><u>LEGAL IMPLICATIONS</u></b>
7.1	There are no legal implications.
<b>8.</b>	<b><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></b>
8.1	This project/proposal has been considered against the general duty to promote equality, as stipulated under the Single Equality Scheme and has been assessed not to discriminate against any particular group.
8.2	In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998.
<b>9.</b>	<b><u>RISK</u></b>
9.1	The delivery of the work plan will minimise risk in the delivery of policing services in Gwent.
<b>10.</b>	<b><u>PUBLIC INTEREST</u></b>
10.1	This document can be disclosed to the public.
<b>11.</b>	<b><u>CONTACT OFFICER</u></b>
11.1	Mr Matthew Lewis, Acting Chief Operating Officer, SRS

<b>12.</b>	<b><u>ANNEXES</u></b>
12.1	SRS Strategy

For OPCC use only

<b>Office of the Chief Constable</b>	
I confirm that this report has been discussed and approved at a formal Chief Officers' meeting. It is now forwarded to the OPCC for monitoring purposes.	
<b>Signature:</b> 	
<b>Date: 12 February 2013</b>	
	<b>Tick to confirm (if applicable)</b>
<b>Financial</b> The Treasurer has been consulted on this proposal.	√
<b>OPCC (insert name)</b> The Chief Executive has reviewed the request and is satisfied that it is correct and consistent with the PCC's plans and priorities.	√
<b>Legal</b> The legal team have been consulted on this proposal.	N/A
<b>Equalities</b> The Equalities Officer has been consulted on this proposal.	N/A
<b>Chief Executive/ Deputy Chief Executive:</b> I have been consulted about the proposal and can confirm that financial, legal, equalities etc... advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate report to be submitted to the Police and Crime Commissioner for Gwent.	
<b>Signature:</b> 	
<b>Date: 13/02/13</b>	
<b>Police and Crime Commissioner for Gwent</b> I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. The above request has my approval.	
<b>Signature:</b> 	
<b>Date:</b> 19.2.13	