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| ICT Digital |
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| Annual Report |
| 2022 / 23 |

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| **1.** | **PURPOSE AND RECOMMENDATION** | |
| 1.1 | The purpose of this report is to present the annual report for the ICT and Digital Services. | |
| 1.2 | There are no recommendations made requiring a decision. | |
| **2.** | **INTRODUCTION & BACKGROUND** | |
| 2.1 | This report discusses the arrangements with:   * Shared Resource Service (SRS). * Digital Services Division (DSD). * Police Digital Services * Devices Team * National Police Technology Council, National ICT Programmes. | |
| 2.2 | Since July 2011, the Information Communication Technology (ICT) service for Gwent Police has been delivered through a collaborative service model with Torfaen County Borough Council and Monmouthshire County Council. During 2016 and 2017 there were additional members, Blaenau Gwent County Borough Council and Newport City Council, respectively. The service is known as the SRS and its annual report is provided at Annex 1. | |
| 2.3 | In January 2018, the DSD was established as the digital delivery model in collaboration with South Wales Police and manages the delivery of shared operational and business systems across the two forces. | |
| 2.4 | The Police Digital Services (previously known as the Police ICT Company) was formed in 2015 and is a private company limited by guarantee established by Police and Crime Commissioners in England & Wales to support policing to make the public safer through better technology. They act as a bridge between the policing, technological and commercial worlds, helping the service buy and manage ICT better and exploit new capabilities. | |
| 2.5 | The National Police Technology Council (NPTC) is the group of Heads of Police ICT services who work together under the National Police Chiefs Council to develop national initiatives and solutions to improve the ICT infrastructure for the police service and implement the National Policing Digital Strategy. | |
| 2.6 | The devices team was established in 2020/21 to provide a core team to manage digital devices that officers, and staff use. They manage the inventory, stock control, updates and training. | |
| 2.7 | The strategic direction and priorities are informed by the national, regional, and local forums and the SRS provides the delivery mechanism for services to enable a modern and efficient police service. | |
| 2.8 | The ICT service is a key enabler to the development and implementation of new processes to support service improvement. | |
| **3.** | **ISSUES FOR CONSIDERATION** | |
| 3.1 | SRS Strategy  The SRS Strategy details the approach agreed for the period 2020 to 2026 and was produced following consultation and engagement with the partners. Progress with the implementation of the strategy is monitored through the SRS Strategic Board that meets quarterly.  The strategic direction for the SRS is to focus on consolidating the needs of multiple Public Sector organisations and brokering a shared solutions as a response to those needs.  The strategy enables greater collaboration across local authority partners and supports the force digital strategy which is delivered in partnership with South Wales Police (SWP) through the Digital Service Division. This has enabled the implementation of modern technology to improve the effectiveness of front-line policing delivery and support functions.  The focus of the strategy over the next period is to improve the user experience and develop automated workflows to enable more efficient working. The implementation of the strategy is presented in a phased plan and includes development regarding the data centre, Microsoft 365 services and telephony. | |
| 3.2 | Digital Strategy  The focus of the digital services strategy is to provide effective services for the 7,000 officers and staff and every member of the public.  This strategy has been designed to enable the following:   * The Digital Policing strategy which has been sequenced into an annual business plan for Digital Policing to meet the National Policing Digital Strategy. * Strategy roadshows that communicate the strategy to a wider audience and to our key stakeholders. * Key pieces of work that have become projects with owners appointed for work and there is clear accountability for delivery.   This strategy is owned by the Joint Gwent Police and South Wales Police Chief Officer’s Digital Services Board and delivered through the Digital Services Division team.  The SRS and DSD strategies provide the framework on which the ICT work plan was established for 2022/23 that has driven the delivery of services. | |
| 3.3 | Deliverables  During the past year, the technology services delivered improvements in performance and customer satisfaction. In addition, a structured governance model operates through the force ICT Delivery Board that enables all ICT requirements to be assessed, evaluated and prioritised. Structured reporting of progress is reported to the forces Scrutiny Executive Board. | |
| 3.4 | The SRS and DSD activities for Gwent Police are prioritised and monitored through the ICT Delivery Board which has overseen the delivery of the force ongoing projects along with the core services already established. The following projects have been delivered in the year.  **Technology projects progressed in 2022/23 are:**   * Digital Communication Services (DCS) implementation. * Disaster recovery (phase 2). * ICT de-commissioning of the old police headquarters. * IT infrastructure planning for relocation of fleet workshop. * IT infrastructure planning for Abergavenny Police Station. * Reconfiguration of yellow phones to new HQ control room. * Integration of audio-visual equipment at new HQ. * Integration of local authority CCTV images to the new HQ control room. * Relocation of Integrated Communication Control Systems from Data Hall 3. * SharePoint upgrade for Microsoft 365 compatibility. * Force Control Room windows upgrade. * Voice analytics. * National Law Enforcement Data Services (NLEDS) & Community Network. * CoreVet version 5 upgrade. * Integration of new patient management system for occupational health services.   **Digital Services Division worked progressed in 2022/23 are:**   * Control room systems design. * National Enabling Programme (NEP) Microsoft 365. * Human and Vehicle Telematics. * Digital Evidence Management System (DEMS). * Printing from Niche to support the Niche property project. * Rollout of new body worn video for police officers. | |
| 3.5 | Service Levels  The following table shows the volume of service calls into the SRS by Gwent Police for the three-year period from 2020/21. Service calls are made directly via telephone or through the self-service online portal.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Service calls | **2020/21** | | **2021/22** | | **2022/23** | | | **Volume** | **% Split** | **Volume** | **% Split** | **Volume** | **% Split** | | Telephone | 17388 | 89% | 19254 | 92% | 17856 | 85% | | Self service | 2092 | 11% | 1592 | 8% | 3150 | 15% | | **Total calls** | **19,480** | | **20,846** | | **21,006** | |   The overall volume of service requests in 2022/23 was higher than those in the previous years because of an increase of workforce numbers through police officer recruitment and increased digital functionality from the development of Microsoft services. There has been an increase in usage of the self-serve portal which has resulted in a reduction in the volume of calls to the SRS.  The table below shows the number of calls that were closed at first point of contact:   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Service calls | **2020/21** | | **2021/22** | | **2022/23** | | | **No.** | **%** | **No.** | **%** | **No.** | **%** | | Closed at 1st Point | 10421 | 53% | 13854 | 66% | 18275 | 87% | | **Total calls** | **19,480** | | **20,846** | | **21,006** | |   The number of calls resolved at first point of contact has consistently exceeded the 70% target throughout 2022/23 with an average percentage of calls resolved at first point of contact of 87%. | |
| 3.6 | Audit  The SRS is subject to internal audit scrutiny. The findings are reported to the Joint Audit Committee where findings are considered, and action plans developed to provide improvements to service delivery and controls assurance.  In addition, the SRS implements the Information Security requirements as identified by the Force Information Security Officer.  The reports to the Joint Audit Committee provides scrutiny and has enabled a significant improvement in the prioritisation of this aspect of service delivery.  **Internal Audit – Summary of Findings**   |  |  | | --- | --- | | Change Management | Substantial | | Cybersecurity SIEM/SOC | Full Assurance | | Firewall Security system | Full Assurance | | Virtualisation | Full Assurance | | Microsoft 365 services | Full Assurance | | Finance regulations | Special | | Data centre | Full Assurance | | ISMS | Full Assurance | | IT governance | Full Assurance | | Mobile computing | Full Assurance | | Performance management | Full Assurance | | IT service continuity | Full Assurance |   The delivery of the audit programme along with the audit findings demonstrates satisfactory performance for 2022/23 with 4 findings identified (2 medium, and 2 low) to improve the design of controls and/or operating effectiveness. | |
| **4.** | **COLLABORATION** | |
| 4.1 | The SRS staff are employed by Torfaen CBC and provide services to the five collaborative partners. | |
| 4.2 | The DSD is staffed by both officers and staff of GWP (Gwent Police) and SWP. | |
| 4.3  4.4 | The devices team is staffed by GWP staff.  These teams work together to ensure a co-ordinated approach to programme implementation. | |
| **5.** | **NEXT STEPS** | |
| 5.1 | The following priorities for Gwent Police in 2023/24 are progressing with implementation:   * Design and test the replacement Command & Control System   Implementation of the new IT Network between Gwent Police and South Wales police to replace the current Citrix Access Gateway.  Continued development of Microsoft 365 services including Teams telephony and automated applications.   * Telematics implementation to business as usual. * Disaster Recovery Services.   Relocation of ICT services from Blaenavon Data Hall to New HQ.  Upgrade to the self-serve ICT reporting system.  Upgrade access control systems.  Development of Azure SQL environment.  Implementation of the Niche property system.  Mobile phone refresh programme. | |
| 5.2 | Preparedness   * There are also a range of additional projects required through the force through the Change Programme and estate transition. | |
| **6.** | **FINANCIAL CONSIDERATIONS** | |
| 6.1 | The table below shows the budget and actual values for the financial year 2022/23:   |  |  |  |  | | --- | --- | --- | --- | | **Section** | **Budget** | **Expenditure** | **Variance** | | **£** | **£** | **£** | | SRS Collaboration | 4,149,675 | 4,306,165 | -156,490 | | Airwave | 727,960 | 660,637 | 67,323 | | Devolved Force Budgets | 1,754,902 | 1,627,788 | 127,114 | | National ICT Services | 1,195,252 | 1,256,151 | -60,899 | | DSD | 1,881,465 | 1,765,363 | 116,102 | | **Total** | **9,709,254** | **9,616,103** | **93,151** | | |
| 6.2 | The financial performance shows an underspend of £93,151. The variances across the technology budgets have been addressed through the budget setting process. | |
| 6.3 | The budget requirements were reviewed and reset at budget setting for 2022/23. | |
| **7.**  **8.** | **BUSINESS BENEFITS**  The DSD board receives business benefits that map the return on investment. The latest report includes the following notable projects:   1. Digital Evidence Management System. 2. National Enabling Programme. 3. Telematics. 4. Facial recognition.   **GOVERNANCE** | |
| 8.1 | Governance  The governance arrangements for the service include the following:   1. The SRS Strategic Board meets quarterly and the Police and Crime Commissioner along with the Chief Constable determine strategic direction on the delivery of services for the collaboration. 2. The SRS Governance & Finance Board meets quarterly to consider governance issues such as audit findings, financial performance and personnel issues. 3. The SRS Business & Collaboration Board meets quarterly to consider service and system alignment opportunities. 4. The ICT Delivery Group is a force-based forum and meets monthly to priorities, monitor progress and taking account operational, financial and service benefits. 5. The Digital Service Division governance structure reports monthly to Chief Officers. 6. The Information Security Liaison Board meets quarterly and monitors progress with the Information Security programme. | |
| **9.** | **PERSONNEL CONSIDERATIONS** | |
| 9.1 | The area of technology has a dynamic employment market, and the SRS has experienced challenges in retention of staff which has been considered by the SRS Strategic Board. | |
| **10.** | **LEGAL IMPLICATIONS** | |
| 10.1 | There are no legal considerations arising from this report. | |
| **11.** | **EQUALITIES & HUMAN RIGHTS CONSIDERATIONS** | |
| 11.1 | This report has been considered against the general duty to promote equality, as stipulated under the Joint Strategic Equality Plan and has been assessed not to discriminate against any group. | |
| 11.2 | 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. | |
| **12.** | **RISK** | |
| 12.1 | Risks are managed through the individual estate programme and reported through the force governance structures. | |
| **13.** | **PUBLIC INTEREST** | |
| 13.1 | In producing this report, has consideration been given to ‘public confidence’? **Yes** | |
| 13.2 | Are the contents of this report, observations and appendices necessary and suitable for the public domain? **Yes** | |
| 13.3 | If you consider this report to be exempt from the public domain, please state the reasons: **not applicable** | |
| 13.4 | Media, Stakeholder and Community Impacts: **None** | |
| **14.** | **REPORT AUTHOR** | |
| 14.1 | Nigel Stephens; Assistant Chief Officer – Resources | |
| **15.** | **LEAD CHIEF OFFICER** | |
| 15.1 | Nigel Stephens; Assistant Chief Officer – Resources | |
| **16.** | **ANNEXES** | |
| 16.1 | None. | |
| **17.** | **GOVERNANCE BOARD AND CHIEF OFFICER APPROVAL** | |
| 17.1 | I confirm thisreport has been discussed and approved at a formal Chief Officers’ meeting.  Meeting chaired by:  **CC Pam Kelly**  Meeting date:  **15.08.2023**  I confirm this report is suitable for the public domain. | |
| **Signature:** An electronic signature on a white background | | **Date: 21.08.2023** |