

<u>OFFICE OF POLICE AND CRIME COMMISSIONER</u> <u>OFFICE OF CHIEF CONSTABLE</u>	
LEAD CHIEF OFFICER:	Nigel Stephens, Assistant Chief Officer - Resources
TITLE:	Annual Report – ICT Services
DATE:	14th September 2017
TIMING:	Routine
PURPOSE:	For consideration
1.	<u>RECOMMENDATION</u>
1.1	The purpose of this report is to present the annual report for the Shared Resource Service in the delivery of ICT services.
2.	<u>INTRODUCTION & BACKGROUND</u>
2.1	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 since 4 th July 2011; the service is known as the Shared Resource Service (SRS).
2.2	The strategic direction and priorities are determined by the OPCC and Force and the SRS provides the delivery mechanism for services to enable a modern and efficient police service.
2.3	The ICT service is a key enabler to the development and implementation of new processes to support service improvement.
3.	<u>ISSUES FOR CONSIDERATION</u>
3.1	During the past year the SRS has developed the ICT service and delivered improvements in performance and customer satisfaction. The ICT workplan for Gwent Police is informed by the Digital Strategy approved by the Commissioner on 25 th November 2014 and recently developed by ACC Ackland in April 2017. This digital strategy is reflected in the Gwent Police Commissioning Plan that is submitted each year to the SRS to inform the ICT work programme.
3.2	<p>The schedule of projects completed during 2016/17 is detailed at Annex 1a and the plans for 2017/18 provided at Annex 1b. The main infrastructure projects are shown below and have enabled improved service delivery to collaborative and force customers:</p> <ul style="list-style-type: none"> ○ The implementation of the new STORM command and control system. ○ ICCS Upgrade to Cortex V7 and the transfer of Airwave infrastructure from resilient rooms to Ty Cyd 1 to support the roaming delivery of services. ○ The VOIP system has been implemented and rolled out across the OPCC and force. ○ Disaster Recovery Development (Fairwater)

	<ul style="list-style-type: none">○ Development of the WITS website which enables booking and payment of interpreter resources for Welsh Public bodies.○ New Internet was developed and recently launched. <p>These projects support the service improvement and business benefits across the force and the benefits of the projects are captured within the Staying Ahead Programme.</p>																																																
3.3	<p>The SRS has delivered services to support the delivery of the Estate Strategy including:</p> <ul style="list-style-type: none">• Newport Custody Unit• Consolidation of services from Mamhilad to HQ• Transfer of the Camera Safety Partnership to HQ.																																																
3.4	<p>Service Levels</p> <p>The police systems are delivered to performance levels based on operational priority and monitored through the Business Continuity Steering Group. The performance levels are classified as Platinum, Gold, Silver and Bronze standards. Performance reports are issued weekly and the summary of calls for service is provided in the table below:</p> <p>Table: Service Desk Calls</p> <table><tr><th rowspan="2">Narrative</th><th colspan="2">2015/16</th><th colspan="2">2016/17</th></tr><tr><th>Number</th><th>%</th><th>Number</th><th>%</th></tr><tr><td>Telephone Calls</td><td>14,118</td><td>78</td><td>13,444</td><td>71</td></tr><tr><td>Self Service Calls</td><td>3,979</td><td>22</td><td>5,422</td><td>29</td></tr><tr><td>Total Calls</td><td>18,097</td><td>100%</td><td>18,866</td><td>100%</td></tr></table> <p>There were 18,866 requests for service in the year of which 29% were requested through self service with the remainder being telephone calls for service. All requests are logged on the helpdesk portal and users can monitor progressed of the service response.</p> <p>The classification of the top 5 calls total 5,031 and make up 25% of total calls in the year and these are shown below.</p> <p>Table: Top 5 Calls by Classification</p> <table><tr><th>Classification</th><th>2015/16</th><th>Classification</th><th>2016/17</th></tr><tr><td>ORIS (Command & Control)</td><td>2,103</td><td>NICHE</td><td>1,688</td></tr><tr><td>Modify Account</td><td>994</td><td>Modify Account</td><td>955</td></tr><tr><td>Windows Operating System</td><td>939</td><td>Windows Operating System</td><td>914</td></tr><tr><td>Password Reset</td><td>840</td><td>ORIS (C&C)</td><td>754</td></tr><tr><td>Niche</td><td>806</td><td>Password Reset</td><td>720</td></tr></table> <p>The de-commissioning of the ORIS system crossed the two financial year and is reflected in the reduction in calls for service and has been replaced by a new Command & Control system that is stable and has low demand on</p>	Narrative	2015/16		2016/17		Number	%	Number	%	Telephone Calls	14,118	78	13,444	71	Self Service Calls	3,979	22	5,422	29	Total Calls	18,097	100%	18,866	100%	Classification	2015/16	Classification	2016/17	ORIS (Command & Control)	2,103	NICHE	1,688	Modify Account	994	Modify Account	955	Windows Operating System	939	Windows Operating System	914	Password Reset	840	ORIS (C&C)	754	Niche	806	Password Reset	720
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	<p>helpdesk.</p> <p>The Niche system is the main operating system and the calls for service relate to both performance and role profile changes which occur when officers move post and require a modification in access rights. The increase in 2016/17 relates to the reporting arrangements having been streamlined through the SRS helpdesk where in previous years calls were being taken direct by the NICHE administrative team.</p> <p>The other categories which include modification of accounts, windows operating systems and password resets are a reflection of business as usual where users (including starters) require changes to access rights in various systems, require passwords changes or where Windows automatic updates affect the performance of machines.</p>
3.5	<p>Audit</p> <p>The SRS is subject to internal and external audit scrutiny. The findings are reported to the Joint Audit Committee and the findings of these reports are considered, accepted and action plans developed to provide improvements to service delivery and controls assurance.</p> <p>In addition, the SRS implements the Information Security requirements required of both the Datacentre for which ISO27001 accreditation was secured and the Public Service Network compliance was confirmed both in March 2017.</p>
3.6	<p>Governance</p> <p>The governance arrangements for the service include the following:</p> <ul style="list-style-type: none"> a) 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. b) The SRS Governance & Finance Board meets quarterly to consider governance issues such as audit findings, financial performance and HR issues. c) The SRS Business & Collaboration Board meets quarterly to consider service and system alignment opportunities. d) The Force ICT resource planning is reviewed fortnightly and includes the monitoring of progress and consideration of priorities taking account operational, financial and service benefits. e) The ICT JOINS Group is a joint team of South Wales Police, Dyfed Powys and Gwent Police senior ICT managers that prioritise and implement services to support collaborative services such as firearms, scientific support, NICHE and Mobile Data. f) The Chief Officer Team receive reports on a half yearly basis. g) The Strategy & Performance Board receive an annual report.
3.7	<p>SRS Strategy</p> <p>During 2016/17 the SRS approved an SRS Strategy that details the approach for the period to 2020. This is provided at Annex 2.</p> <p>The strategic direction for the SRS for the next five years is to focus on consolidating the needs of multiple Public Sector organisations and brokering</p>

	<p>a single solution as a response to those needs.</p> <p>The partnership has expanded to include Blaenau Gwent CBC (June 2016) and Newport CC (April 2017) and this has prompted exploratory work to consider developing the governance structure and will report in 2017/18.</p>																								
4.	<u>NEXT STEPS</u>																								
4.1	<p>The SRS partner organisation’s commissioning plans are reflected in the SRS Business Plan for 2017/18 and enables SRS management to resource the following priorities for Gwent Police.</p> <p>a. The implementation of new systems such as VOIP (999s), Duty Resource Management, HR admin and general ledger to deliver up to date technology and improvements to service.</p> <p>b. The movement to digitisation through the new Digital Strategy will see significant stepped change in ICT requirements and support.</p> <p>c. The implementation of the new intranet site as well as the development of the internet to provide transactional services to the public.</p> <p>A range of additional projects through the Staying Ahead 8 programme including estate transition and further service collaborations.</p>																								
4.2	<p>The collaborative provision that currently exists between South Wales Police and Gwent Police will be revisited to consider the merits of a further collaborative development and the most suitable technical solution to support this design.</p>																								
5.	<u>FINANCIAL CONSIDERATIONS</u>																								
5.1	<p>The financial resources invested in the ICT services can be categorised into three areas. The first is the SRS which comprises the facilities, staffing and direct non pay expenditure. The second is the force ICT maintenance cost and the third the national ICT maintenance costs.</p>																								
5.2	<p>The 2016/17 actual out-turn position across the ICT related services is a surplus of £930k and this is summarised in the table below.</p> <table><tr><th>Section</th><th>Budget £</th><th>Expenditure £</th><th>Variance</th></tr><tr><td>SRS Collaboration</td><td>3,249,279</td><td>3,099,250</td><td>150,029</td></tr><tr><td>SRS Airwave</td><td>568,573</td><td>567,448</td><td>1,125</td></tr><tr><td>Devolved Force Budgets</td><td>2,695,731</td><td>1,996,849</td><td>698,882</td></tr><tr><td>National ICT Services</td><td>883,044</td><td>802,905</td><td>80,139</td></tr><tr><td>Total</td><td>7,396,627</td><td>6,466,452</td><td>930,175</td></tr></table> <p>The SRS has been focussed on the delivery of savings from the collaborative budgets on staff, facilities and also equipment as the service model is reviewed and improved.</p> <p>The force has implemented new systems in year which has enabled savings on older high cost systems. In addition, a review of all maintenance contracts continues whereby those systems categorised as bronze do not require contracts. Contracts remain in place for Platinum, Gold and Silver systems.</p> <p>The recurring element of these savings has been captured in the Staying</p>	Section	Budget £	Expenditure £	Variance	SRS Collaboration	3,249,279	3,099,250	150,029	SRS Airwave	568,573	567,448	1,125	Devolved Force Budgets	2,695,731	1,996,849	698,882	National ICT Services	883,044	802,905	80,139	Total	7,396,627	6,466,452	930,175
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	Ahead Programme.
5.3	The SRS also engages independent benchmarking exercise using SOCITM. The findings demonstrate the SRS is delivering value for money.
6.	<u>PERSONNEL CONSIDERATIONS</u>
6.1	The SRS has circa 200 members of staff, employed by Torfaen CBC providing service to the five collaborative partners.
7.	<u>LEGAL IMPLICATIONS</u>
7.1	There are no legal implications.
8.	<u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u>
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.
9.	<u>RISK</u>
9.1	There are no risks arising from this report and risks relating to the SRS are reported to the SRS Board.
10.	<u>PUBLIC INTEREST</u>
10.1	This document can be disclosed to the public.
11.	<u>CONTACT OFFICER</u>
11.1	Mr Matthew Lewis, Chief Operating Officer, SRS.
12.	<u>ANNEXES</u>
12.1	Annex 1 - Schedule of Projects 2016 and 2017
12.2	Annex 2 – SRS Strategy 2016-2020