



24 October 2025

1. *DIBEN AC ARGYMHELLIAD* | PURPOSE AND RECOMMENDATION

- 1.1. The purpose of this report is to present the annual report for ICT and Digital Services.
- 1.2. There are no recommendations made requiring a decision.

2. *CYFLWYNIAD A CHEFNDIR* | INTRODUCTION AND BACKGROUND

- 2.1. This report discusses the arrangements with, and projects undertaken by:

- Shared Services Resource Service (SRS)
- Digital Division (DSD)
- Devices Team.

- 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 additional members, Blaenau Gwent County Borough Council and Newport City Council, were added to the partnership. The service is known as the SRS.

- 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.

In 2023, SRS merged the previously separate DSD, corporate and education technical resources into single teams covering different technological strands. For Gwent Police, this meant that resources that would previously have been aligned to DSD projects are now available to support other Gwent Police projects.

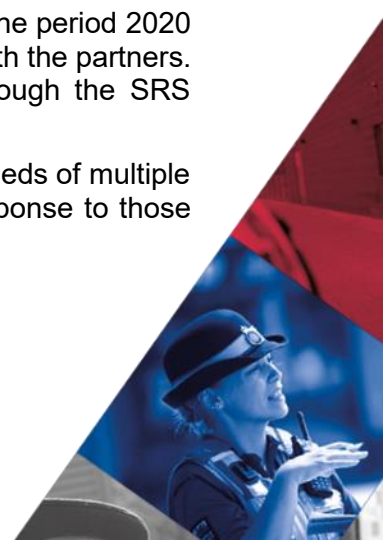
- 2.4. The force Devices Team was established in 2020/21 to provide a core team to manage digital devices that officers and staff use. They manage inventory, stock control, updates and training.
- 2.5. The ICT service is a key enabler to the development and implementation of new processes to support service improvement.
- 2.6. In 2024, the decision was made to bring the ICT function back in-house at the end of the current contract term in July 2026.

3. *MATERION I'W HYSTYRIED* | ISSUES FOR CONSIDERATION

3.1. SRS Strategy

The SRS Strategy (**Annex 1** refers) 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 which meets quarterly.

The strategic direction for the SRS is to focus on consolidating the needs of multiple public sector organisations and brokering shared solutions as a response to those needs. Its strategic aims are:



Strategic Aim #1	INNOVATING WITH EXPERTS: improve services to provide a solid foundation upon which partner organisations can operate.
Strategic Aim #2	MODERNISING THE EMPLOYEE EXPERIENCE: ensure the investment in technology is focused on delivery of the corporate priorities of the partner organisations.
Strategic Aim #3	POWERING UP THE CLOUD: provide a collaborative platform for public sector organisations to share common ground.

The strategy enables greater collaboration across local authority partners and supports the digital strategy which is delivered in partnership with South Wales Police (SWP) through the DSD. This has enabled the implementation of technologies that improve the effectiveness of front-line policing delivery and support functions.

3.2. DSD Digital Strategy

The focus of the Digital Services Strategy 2018-2025 (**Annex 2** refers) is to provide effective services for around 8,000 officers and staff of Gwent and South Wales Police and around two million members of the public across both the Gwent Police and South Wales Police regions. As per the strategy, the joint digital vision can be illustrated as follows:





The strategy has been designed to enable the following:

- An annual business plan for Digital Policing to meet the National Policing Digital Strategy.
- Ensure key pieces of work become projects with owners appointed for work so that there is clear accountability for delivery.
- Communication of digital services to a wider audience and to key stakeholders.

This strategy is owned by the joint Gwent Police and South Wales Police Chief Officer's Digital Services Gold Board and delivered through the Digital Services Division team.

The SRS and DSD strategies provided the framework on which the ICT work plan was established for 2023/24 which has driven the delivery of services.

The current Digital Services Strategy sets out the vision and priorities for DSD between 2018 and 2025, with the next iteration of this strategy currently in draft outlining the vision, priorities and plan for the next five to ten years.

The strategy is delivered through the Digital Services Division, working closely with both South Wales Police ICT and SRS. The Digital Services Division has an establishment of 140 officers and staff from Gwent and South Wales Police, comprising of four delivery branches that include Business Support, Operational Systems, Business Systems and Research/Development and Transformation.

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 force's 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 2024/25 were:

- Work undertaken to support decommissioning of PSNfP service.
- Significant effort expended to support de-commissioning of Gwent Police and South Wales Police Citrix services delivering substantial savings to both forces – completed June 2025.
- Upgrades of all Force Control Room systems including STORM (incident recording), Cortex (ICCS) and Telephony services.
- Implementation of SmartSTORM service in Force Control Room.
- Migration of 101 telephone service to SIP service presentation.
- Upgrades of data connection capacity to a number of police stations.
- Review of sound/vision quality of Microsoft Teams Room implementation with a number of improvements identified and implemented.
- Supported environmental improvements in the Force Control Room.
- Supported office refurbishments and service relocations across the force.
- Implemented improvements to the NDQIS interface.
- Supported LEDS service introduction of new modules.
- Supported migration of ANPR to the new LECN network.
- Installed new server for the Gwent Police data warehouse GDS
- Undertook upgrades to PTX service.
- CoreVet version 5 upgrade - completed.
- Commenced roll-out of Windows 11 to laptop/desktop estate.
- Implemented Niche reporting connection for Qlikview.
- Preparatory work to support Taser T10 deployment – on-going.
- Preparatory work on installation of firewalls in police stations to improve security with third-party equipment – on-going.
- Supported work to implement live streaming of drone footage to FCR.
- Supported work to manage the move of ICT Services back in-house (on-going).

Digital Services Division work progressed in 2024/25 included:

- Established and recruited a centralised M365 team, to manage M365 products and services.
- Implementation of the iR3 Mobile App.
- Continued development of new body worn video functionality.
- Development of the FIRMS Learn platform.
- Commenced Home Office Biometrics (HOBs) Project – aiming to go live in 2025.
- Milestone integration including streaming and deployable camera assets.
- Implementation of In Car Videos, which will continue through 2025 (Currently South Wales Police only).

- National Law Enforcement Data Services (NLEDS) including:
 - Connectivity/Integration with National Identity and Access Management (NIAM) system - established
 - Property Module – comprising of 6 entitlements completed
 - Property Enquiry
 - Property Data management
 - Property Delete
 - Property Download
 - Property Download Search Results
 - Property Vehicles Enquiry
 - Drivers Module – comprising of 3 entitlements completed
 - Driver Enquiry
 - Driver Status Search
 - Driver Advance Address Search
 - Vehicles Module – comprising of 10 entitlements **partially completed**. 3 Vehicle entitlements have been completed and a further 7 pending and expected by end July 25
 - Vehicle Enquiry
 - Vehicle Basic Enquiry
 - Vehicle Historic Insurance
 - Local Auditor Module – completed
 - Person Module – comprising of 8 entitlements **partially completed**. 1 Person entitlement completed a further 7 are pending and expected by end September 25.
 - Interest Search (Advanced) completed
 - Interest Search (Basic) completed and subsequently removed following a regional decision not to use Basic.
- Role-Based Access Controls (RBAC) – proof of concept implemented in the development environment but has not gone live as its currently being tested against the LEDS data set.
- Digital Case File – UK lead for development and testing in advance of the 2026 roll out.
- Commenced Process Efficiency Project (PEP) – to develop robotic process automation into policing.
- Facial Recognition Technology, including:
 - Live Facial Recognition (LFR) (South Wales police only)
 - Retrospective Facial Recognition implemented in both forces.
 - Launch of Operator Initiated Facial Recognition (OIFR) App
 - National Mobile Capability
 - Zones of Safety
- Commenced GRS Cloud Migration Project – migration scheduled in 2025
- Golden Hour App Burglary and Robbery implemented
- Incident Response App developed
- Taser Management app and management system fully rolled out in all stations
- Commenced development of the Glas warrants management system
- Re-platforming of the Licensing system
- Commenced Centralised PSD Portal rollout
- Commenced development of PowerApps, including review of TVP NPT app and MET Fraud apps
- Joint Data Analytics Project (JDAP) – initial engagement



- Uniform Stores implemented within South Wales Police (adopted in Gwent Police previously)
- Intranet upgrade to provide Gwent Police with their own intranet product, fully hosted in-house, which has provided both performance and user improvements
- Gwent Op Model changes within force systems
- PERFORM Business Object
- Continued engagement with the National Emergency Services Network (ESN) Project
- Continued training support provided by the DSD Training team with regular visits to stations across both Forces areas

Devices Team work progressed in 2024/25 included:

As of 24/25, Devices team have:

- Refreshed 400 G2 devices, replaced 173 docks, and updated 205 monitors.
- Replaced 106 Dallas keys, and approx. 80 BWV.

Since the beginning of the new financial year, the following have been replaced:

- Laptops lost: 2
- Laptops upgraded: 88
- Phones lost: 3
- USB C chargers: approximately 15
- Docking stations: 125 (CAT inc.)
- Screens: 50

Devices team participate in staff and officer inductions, including transferees and Specials, by providing necessary equipment, troubleshooting any issues, and offering guidance on usage while liaising with SRS if needed. Although the team completed site audits, they have been re-started for the current financial year. Due to frequent unplanned moves, achieving completion remains a moving target.

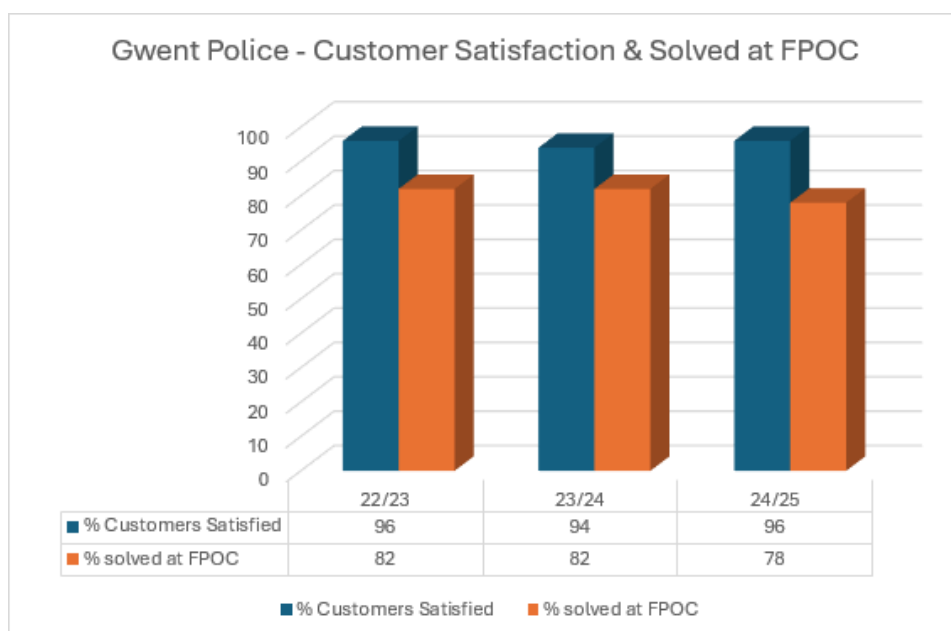
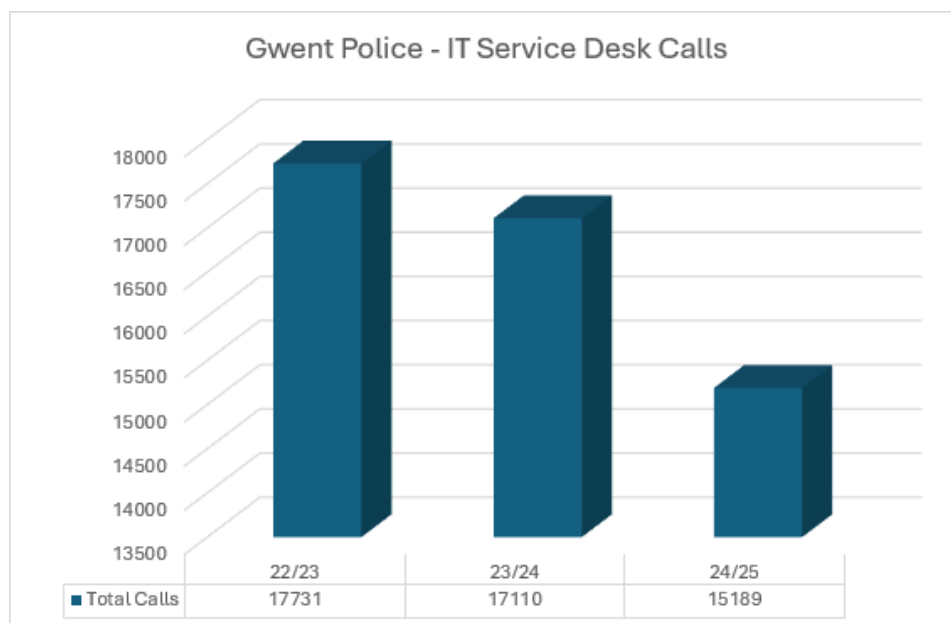
The team receives daily demand from staff and officers for advice and guidance using kit, and with faults. The team have made an attempt at different ways to record walk-ins, but professional judgement would be averaging 8 people per day.

3.5. SRS Service Levels

Requests for day-to-day support or services are raised by staff in the force in two ways:

1. Telephone calls to the Service Desk
2. Via self-service portal or by phone to the Service Desk

The total number of calls raised is recorded alongside customer satisfaction levels and percentage of calls closed at First Point of Contact (FPOC). Figures for the last two years are shown below:



The number of calls resolved at first point of contact has consistently exceeded the 70% target throughout 2024/25 with an average percentage of calls resolved at first point of contact of 78%.

3.6. **Audit**

The SRS is subject to internal audit scrutiny. The findings are reported to the force's Joint Audit Committee where findings are considered and if required 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 – 2024/25

Active Directory (follow-up)	Full Assurance
Application Integration Service	Full Assurance
Business Management	Full Assurance
Gwent Police Audit – Data Centre	Moderate Assurance
HALO (follow-up)	Full Assurance
Information Security Management System	Substantial Assurance
IT Disposal	Substantial Assurance
IT Service Continuity Management	Substantial Assurance
Mobile Computing	Full Assurance
Software Asset Management	Full Assurance
Solarwinds – Network Service Management	Full Assurance

4. CYDWEITHIO | 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 Gwent Police and South Wales Police.
- 4.3. The Devices Team is staffed by Gwent Police staff.
- 4.4. These teams work together to ensure a co-ordinated approach to programme implementation.

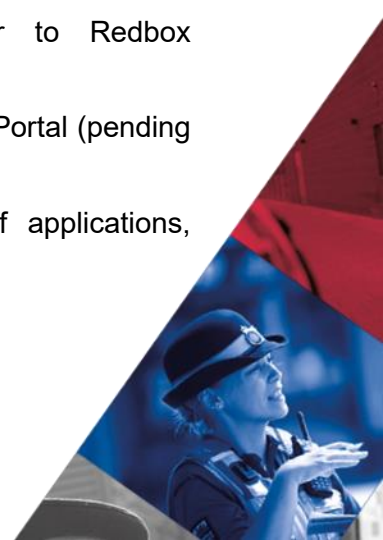
5. CAMAU NESAF | NEXT STEPS

- 5.1. The ICT priorities for Gwent Police in 2025/26 are:
 - Implement STORM – Niche integration
 - Commence rollout of Xplan Access Control system to force premises.
 - Move LECN network to new underlay option.
 - Exploitation of the new IT network between Gwent Police and South Wales Police (JOINS2).
 - Replacement of the current ISDN supplied EISEC with a future-proof version.
 - Undertake testing related to Disaster Recovery scenarios.
 - Work on migration of ICT service to in-house provision in 2026.
 - Upgrade to the self-serve ICT reporting system.
 - Complete deployment of equipment to support Taser T10 implementation.

- Deploy firewall equipment to police stations.
- Roll-out Network Access Control across the force estate.
- Provide support to deployment of Digital Information Screens across force estate
- Deploy and support updated version of Evoko Home - Room Information system.
- IT support for the Estates Team to meet the Estates Strategy.
- Supporting efficiency improvements through the use of the M365 Power Platform.
- SORCE server upgrades for The Beat.
- Address any issues raised through IT Health Checks.

Digital Services Division

- Implementation of the iR3 Briefing Module
- Upscaling the implementation of Robotic Process Automation (RPA) under the Process Efficiency Project (PEP).
- Continued engagement to increase utilisation of the Text Redaction software.
- Continued development of functionality within Body Worn Video, including remote activation.
- Continue transition to NLEDS and decommissioning of PNC
- Rollout of National Mobile Capability FRT vans
- Cloud assessments and considerations for existing systems (i.e. Business World and GRS).
- Pilot an Audio, Visual and multimedia Redaction Management solution, funded by the Home Office
- Continued engagement with the Joint Data Analytics Project.
- Home Office Biometrics (Electronic Fingerprint solution).
- Ongoing support of the LEDS Role-based access controls (RBAC) and possibly wider implementation of RBAC – options paper currently pending sign-off
- Continued work on Microsoft365 (365) plug-in for The Beat, as well as delivering further version upgrades and performance improvements to the intranet
- Undertake GRS migration to the Cloud
- Replacement of Redbox Voice Recording solution prior to Redbox decommissioning in 2026
- Citizen First Programme – Implementation of Salesforce Victim Portal (pending approval of the Business Case)
- Continue maximising opportunities within the M365 suite of applications, including SharePoint Online and Co-Pilot



5.2. Preparedness

There are also a range of additional projects required by the force through the Change Programme and estate transition.

6. YSTYRIAETHAU ARIANNOL | FINANCIAL CONSIDERATIONS

6.1. The below table shows the budget and actual values for the financial year 2024/25:

Section	Budget £	Expenditure £	Variance £
SRS			
Collaboration (2M300)	4,468,396	4,349,310	119,086
Airwave (2G111)	899,303	829,700	69,603
Devolved Force Budgets			
(2M301 less National ICT Services)	2,133,434	1,886,899	246,535
National ICT Services (2M301)	1,400,688	1,532,852	(132,164)
DSD (6M300)	2,388,062	2,239,329	148,733
Total	11,289,883	10,838,090	451,793

6.2. The financial performance shows an underspend of £451,793. 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 2025/26.

6.4. Given the nature and investment of the projects undertaken by DSD, business benefits are identified of both cashable and non-cashable natures. A benefits input is covered across the entire project lifecycle from baselining where estimations are made, all the way to project closure where the benefits are analysed whether they continue to deliver. Within the 24/25 financial year at Gwent Police, it's estimated that in the region of £4.1m in non-cashable efficiency savings were realised.

6.5. Much of the non-cashable savings came from the Digital Evidence Management board that delivered NICE Investigate as well as the Reveal K7 body cameras. These are improvements from the previous financial year given the increased uptake of the technology. Both systems, particularly NICE, have offered the force substantial savings to officers in travel time to affected businesses/properties and stations respectively. The Facial Recognition Technology board also delivered a high number of savings through the retrospective element. Having this technology has prevented officers in spending significant time trying to identify those who the system has automatically found. In addition to this, Gwent's usage of the iPatrol mobile application as well as in-house manufactured applications have helped Gwent realise circa £50k in efficiency savings. These applications negate the need for the officer to return to a station and double key collected information and offer information instantly at scene.

6.6. The governance arrangements for the service include the following:

- a) The SRS Strategic Board meets quarterly. This includes the Police and Crime Commissioner, along with the Chief Constable. The board determines 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 personnel issues.
- c) The SRS Business & Collaboration Board meets monthly to consider service and system alignment opportunities.
- d) The ICT Delivery Group is a force-based forum that meets monthly to set priorities, monitor progress and to take account of operational, financial and service benefits.
- e) The DSD governance structure reports quarterly to Chief Officers via the DSD Gold Board.
- f) The Information Security Leadership Board, attended by the five SRS partners, SRS staff and the Force/Security Information Security Officer, meets quarterly and monitors progress with Information Security.

7. YSTYRIAETHAU PERSONEL | PERSONNEL CONSIDERATIONS

- 7.1. 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.
- 7.2. The transition of ICT services away from the SRS will result in the force taking responsibility for recruitment and retention of staff in July 2026.

8. YSTYRIAETHAU CYFREITHIOL | LEGAL CONSIDERATIONS

- 8.1. There are no legal considerations arising from this report.

9. YSTYRIAETHAU CYDRADDOLDEB A HAWLIAU DYNOL | EQUALITIES & HUMAN RIGHTS CONSIDERATIONS

- 9.1. This report has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any group.
- 9.2. 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.

10. RISG | RISK

- 10.1. Risks are managed through the individual estate programme and reported through the force governance structures.



11. *BUDD Y CYHOEDD* | PUBLIC INTEREST

- 11.1. In producing this report, has consideration been given to 'public confidence'? **Yes**
- 11.2. Are the contents of this report, observations and appendices necessary and suitable for the public domain? **Yes**
- 11.3. If you consider this report to be exempt from the public domain, please state the reasons: **not applicable**
- 11.4. Media, Stakeholder and Community Impacts: **None**

12. *AWDUR YR ADRODDIAD* | REPORT AUTHOR

- 12.1. Bethan Barne, Executive Officer to ACC (Organisation)

13. *PRIF SWYDDOG ARWEINIOL* | LEAD CHIEF OFFICER

- 13.1. ACC (Organisation) Nicholas McLain

14. *ATODIADAU* | ANNEXES

- 14.1. Annex 1: SRS Strategy 2020-2026
- 14.2. Annex 2: DSD Strategy

15. *CYMERADWYAETH LLYWODRAETHU A BRIF SWYDDOG* | GOVERNANCE BOARD AND CHIEF OFFICER APPROVAL

- 15.1. This report has been presented to the following board: **Organisational Resources Board**
- Meeting chaired by: **ACC McLain**
- Meeting date: **24/07/2025**
- Actions and amendments arising from meeting: **None**

This report has been presented to the **Scrutiny Executive Board**

Meeting chaired by: **DCC Nicola Brain**

Meeting date: **5 August 2025**

Actions or amendments arising from meeting: **None**

15.2.I confirm this report has been discussed and approved at a formal Chief Officers' meeting.

Llofnod | Signature:

A handwritten signature in black ink, appearing to be 'M. King', written over a faint dotted line.

Dyddiad | Date: 14 August 2025

