

<u>OFFICE OF THE POLICE & CRIME COMMISSIONER</u>	
<u>OFFICE OF THE CHIEF CONSTABLE</u>	
LEAD CHIEF OFFICER:	Nigel Stephens, Assistant Chief Officer - Resources
TITLE:	ICT Services – Mid Year Progress Report
DATE:	21st December 2016
TIMING:	Routine
PURPOSE:	For Consideration
1.	<u>RECOMMENDATION</u>
1.1	The purpose of this report is to present the mid-year report for the Shared Resource Service in the delivery of service to Gwent Police.
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 July 2011; the service is known as the Shared Resource Service (SRS).
2.2	The strategic direction and priorities for the force are directed and monitored through the Staying Ahead Programme Board. The Board is focussed on the delivery of core policing and support services.
2.3	In addition, the service is a key enabler to the development and implementation of new processes to support service improvement in the force.
3.	<u>ISSUES FOR CONSIDERATION</u>
3.1	During the past six months the SRS has developed the service within the agreed financial envelope and delivered an increase in performance. The ICT workplan for Gwent Police is informed by the Digital Strategy approved by the Commissioner on 25 th November 2014. This digital strategy is converted into a SRS Commissioning Document that Gwent Police submitted to the SRS through the SRS Public Board in January each year.
3.2	SRS Board members have developed their organisation's future service requirements within a commissioning strategy. These have been considered in the development of the SRS Business Plan for 2016/17 which enables SRS management to link investment to resource and for Gwent Police this means the following projects are being progressed: <ul style="list-style-type: none"> a) Continued rationalisation of legacy policing systems into Niche to exploit its functionality enabling a rationalisation of processes, systems and also to release cost from the current configuration. b) The completion of implementation of new systems such as ICCS and VOIP telephony. c) Planning for the implementation of the FIRMS Project involving Duty Resource Management and ABW general ledger to deliver up to date

	<p>technology and improvements to service.</p> <p>d) The movement to digitisation through the implementation of phase two of mobile technology and completion of the digitisation of paper records through the scanning programme.</p> <p>e) A range of projects through the Staying Ahead 8 programme including a wide range of estates moves and further collaborations.</p>
3.3	<p>The SRS has developed and signed off a new SRS Partnership Strategy that detail the way forward for the partnership.</p> <p>The agreed approach for the SRS for the next five years is to focus on consolidating the needs of multiple Public Sector organisations and brokering a single solution as a response to those needs.</p> <p>The full strategy document is included in Annex 1.</p>
3.4	<p>Blaenau Gwent County Borough Council formally joined the SRS on June 1st 2016. 28 staff TUPE transferred into the SRS (Torfaen employment) and all IT services were also transferred. There has been no disruption to existing SRS partners and staff are integrated into the teams at the SRS. The staff establishment at the SRS is 158 Full Time Equivalents and over £10 million budget.</p>
3.5	<p>A formal request has been made to the SRS Public Board for Newport City Council to also join the SRS. This will be considered by the Board in November 2016 and, if agreed, will add a fifth partner to the SRS. The Newport proposal has over 40 staff in scope and would add a further £4 million to the SRS budget bringing the establishment to 200 staff.</p>
3.6	<p>The schedule of Projects for 2016-17 is included in Annex 2 covering the SA8 Programme and Project Fusion.</p> <p>The main <u>infrastructure projects</u> are shown below and have enabled improved service delivery to collaborative police service and customers within the force:</p> <ul style="list-style-type: none"> ○ Information Security (PEN test) actions to address a significant number of Public Service Network – Police / code of connection issues following a result of a change in accreditation methods. ○ A number of Mobile Data development for Airwatch/ iPatrol. ○ VOIP rollout to the Force with completion of all sites at 14th October 2016. New service functionality will be implemented in the remainder of the year. ○ STORM Infrastructure to support the new command and control implementation. ○ Procurement and design of the Disaster Recovery provision for Fairwater, Cardiff. ○ Migration from Windows 2003 systems. ○ Barracuda filter hardware upgrade. ○ PSN-P email migration. ○ Hi Tech Crime Unit implementation. <p>These projects support the delivery of service improvement and business</p>

	<p>benefits across the force and are programmed to deliver within the timescales specified by the force.</p> <p>The benefits of the projects are captured within the Staying Ahead Programme that confirms business benefits and efficiencies.</p>
3.7	<p>The main <u>application development projects</u> are shown below and have enabled improved service delivery to collaborative police service and customers within the force:</p> <ul style="list-style-type: none"> ○ The digi comms service was transferred to the SRS in March 2016. The SRS has employed two junior developers to support the programme of work and the service improvements are being realised. ○ The Welsh Interpreter Translation Service application has been enhanced delivering considerable efficiencies in time and cost to provide the service to all Welsh Public Sector partners. ○ The enhancements to the Evidential Property system have reduced police officer time in managing evidential property. ○ Cleartone and Webstorm upgrades have improved system performance and operational delivery. ○ iTrent extracts for STORM Command & Control to inform shift resource availability. <p>These projects support the delivery of service improvement and business benefits across the force and are programmed to deliver within the timescales specified by force requirements.</p> <p>The benefits of the projects are captured within the Staying Ahead Programme that confirms both business benefits and efficiencies.</p>
3.8	<p>The SRS <u>desktop team</u> has also supported many SA8 Estate and Equipment changes including:</p> <ul style="list-style-type: none"> • Safety camera unit • Pontypool Station rewiring moves • FCR STORM implementation • Mobile handset rollouts (Note 4) • Witness Care • Voip Implementation.
3.9	<p>The police systems are delivered to performance levels based on operational priority and monitored through the Business Continuity Group. The performance levels are classified as Platinum, Gold, Silver and Bronze standards.</p>
3.10	<p>The governance arrangements for the service include the following:</p> <ol style="list-style-type: none"> a) The SRS Board meets monthly to consider strategy and alignment / rationalisation opportunities and monitors performance, finance and human resource issues. The Police and Crime Commissioner is the Board Member with responsibility for the strategic decisions on the delivery of services for the collaboration. b) The Force ICT priorities are set and monitored by the Assistant Chief

	<p>Officer – Resources on a fortnightly basis.</p> <p>c) The ICT JOINS Group is a joint team of South Wales Police, Gwent Police and Dyfed Powys Police senior ICT managers that prioritise and implement services to support collaborative services such as firearms, scientific support, Holmes, CLIO, MISPER, NICHE and FIRMS. The Assistant Chief Officer – Resources chairs this group.</p> <p>d) The Chief Officer Team receive reports on a half yearly basis.</p> <p>e) The Strategy & Performance Board receive reports on a half yearly basis.</p>
3.11	<p>The SRS is subject to audit scrutiny by both internal and external audit and reported to the SRS Board and the Joint Audit Committee.</p> <p>Annex 4 shows the latest update report the SRS Board received.</p>
3.12	<p>The SRS Management considers the audit recommendations and confirms actions for resolution which are reviewed by audit and also provided to the Joint Audit Committee.</p>
3.13	<p>The SRS supports the delivery of the Information Security requirements upon the force which requires compliance with the Code of Connection for access to national IT networks and services. The SRS has supported the delivery of the new Public Service Network – Police requirements and also the ISO27001 accreditation requirements for the Ty Cyd 1 datacentre.</p>
4.	<u>NEXT STEPS</u>
4.1	<p>The SRS is engaged in the Staying Ahead process and has developed an efficiency programme to progress further improvements and enable strategic alignment of policing services.</p>
4.2	<p>The collaborative provision that currently exists between South Wales Police and Gwent Police will be revisited to ensure a suitable technical solution is established to support the developing collaborative provision.</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 ICT maintenance cost for both national and local force systems and the third is for force services, including telephony.</p>
5.2	<p>The financial position relating to the SRS provision is provided at Annex 5 and reflects a forecast surplus this financial year of £63,000 for Gwent Police.</p>
6.	<u>PERSONNEL CONSIDERATIONS</u>
6.1	<p>The SRS has 158 members of staff, employed by Torfaen CBC providing service to the collaborative partners. The harmonisation process relating to terms and conditions for staff who TUPE transferred from Gwent Police was completed on 30 June 2016 and three partners staff are now on a single set of terms and conditions. Blaenau Gwent remain on Blaenau Gwent terms and conditions.</p>

7.	<u>LEGAL IMPLICATIONS</u>
7.1	Legal implications are addressed in the Memorandum of Understanding.
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.
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 – SRS Partnership Strategy
12.2	Annex 2 – Schedule of Projects
12.3	Annex 3 – Key Performance Indicators
12.4	Annex 4 – SRS Audit Report
12.5	Annex 5 – Financial Position