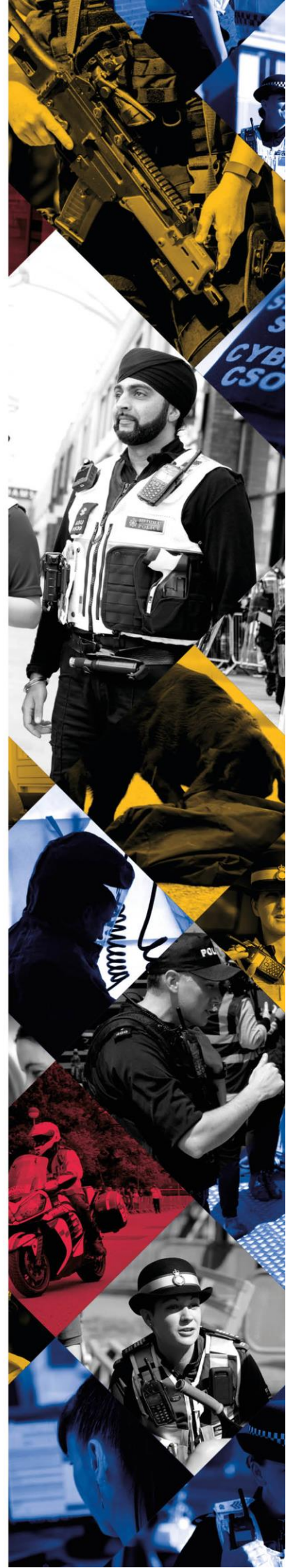# ICT Digital

Annual Report

2021 | 22

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 ICT. 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. There are current sixteen national ICT programmes that the NPTC is overseeing.

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 also 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 new technology to improve the effectiveness of front-line policing delivery and also support functions.

The main focus of the strategy over the next period is to improve the user experience and continue to move to hosted (cloud) services which enables agile 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.

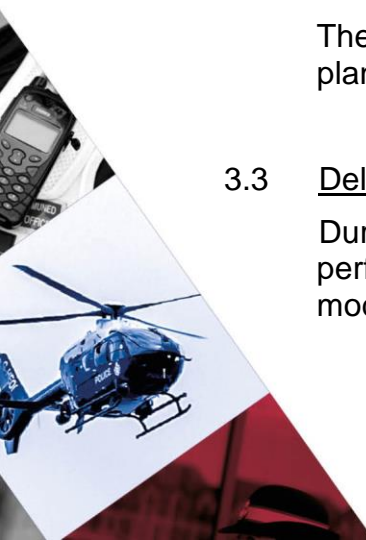This strategy has been designed to enable the following:

- The Digital Policing strategy which has been sequenced into an annual business plan for Digital Policing. Producing annual business plans has enabled the National Policing Digital Strategy to be delivered locally.
- 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 2021/22 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 each month.

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.

Technology projects progressed in 2021-22 are:
- New Headquarters
- Multi-Agency Incident Transfer (MAIT)
- ICCS Infrastructure Upgrade for PSN
- SharePoint Migration – Phase 1
- FCS Windows 10 Upgrade
- National Automatic Number Plate Recognition
- Voice over IP APD Integration
- ViPro Software Implementation
- Telephony Project
- Chorus System Implementation

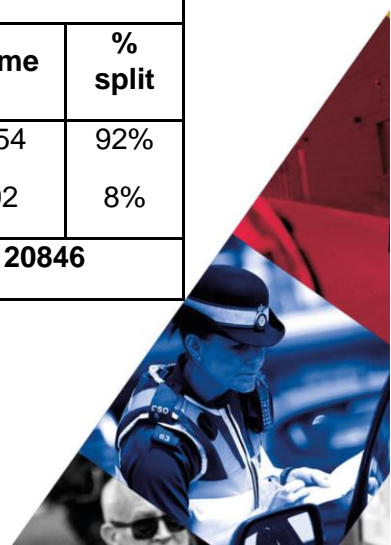**Digital Services Division worked progressed in 2021-22 are:**
- 3F – Device Rollout
- National Enabling Programme (NEP) Microsoft 365
- Human and Vehicle Telematics
- Digital Interview Recording (DIR)
- Digital Evidence Management System (DEMS)
- Printing from Niche to support the Niche property project
- Mobile Data
- Single Online Home
- Knife Crime Application
- Covid Application

The SRS has provided an annual report which is provided at Annex 1.

3.6 <u>Service Levels</u>

The following table shows the volume of service calls into the SRS by Gwent Police for the three-year period from 2019/20. Service calls are made directly via telephone or through the self-service online portal.

Service Calls	2019/20		2020/21		2021/22	
	Volume	% split	Volume	% split	Volume	% split
Telephone	15,275	80%	17388	89%	19254	92%
Self Service	3,819	20%	2092	11%	1592	8%
Total Calls	**19094**		**19480**		**20846**	

The volume of calls in 2021/22 were slightly higher than those in the previous years and the new self-service helpdesk system is providing an improved customer experience and reporting mechanism.

The table below shows the number of calls that were closed at first point of contact:

Narrative	2019/20		2020/21		2021/22	
	No.	%	No.	%	No.	%
Closed at 1st Point	11850	62%	10421	53%	13854	66%
Total Calls	**19094**		**19480**		**20846**	

The number of calls resolved at first point of contact has taken a stepped improvement through 2021/22 as covid issues declined and vacancies within the SRS were filled.

3.7 <u>Audit</u>

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.

<u>Internal Audit – Summary of Findings</u>

Business Management	Substantial
Data Centre	Full Assurance
IT Governance	Full Assurance
Service Continuity	Full Assurance
Application Integration Service	Substantial
Identity & Access Management	Substantial
IT Disposals	Moderate

Mobile Computing	Substantial
Performance Management	Substantial

The delivery of the audit programme along with the audit findings demonstrates good performance for 2021/22 with 23 findings identified (14 medium, and 9 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 and SWP.

4.3 The devices team is staffed by GWP staff.

5. NEXT STEPS

5.1 The following priorities for Gwent Police in 2022/23 is the completion of the following projects with implementation:

- Microsoft 365 services.
- SharePoint.
- Telematics.
- Disaster Recovery Services.
- Completion of the force control room at the new headquarters.
- Mobile phones, Laptops and Body Worn Video refresh.

5.2 Preparedness

- Emergency Services Mobile Communications Programme.
- There are also a range of additional projects required through the force through the Change Programme and also estate transition.
- Control Room Systems.

6. FINANCIAL CONSIDERATIONS

6.1 The table below shows the budget and actual values for the financial year 2021/22:

	Budget £	Expenditure £	Variance £
SRS Collaboration	4,625,473	3,902,768	722,705
Airwave	763,042	523,233	239,809
Devolved Force Budgets	1,514,590	2,579,780	- 1,065,190
National ICT Services	1,026,146	1,183,964	- 157,818
DSD	1,838,691	1,658,077	180,614
Total	**9,767,942**	**9,847,822**	**- 79,880**

6.2 The financial performance shows an overspend of £79,880. The variances across the technology budgets have ben addressed through the budget setting process.

6.3 The budget requirements were reviewed and rest at budget setting for 2022/23.

7. GOVERNANCE

7.1 Governance

The governance arrangements for the service include the following:

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 personnel issues.

c) The SRS Business & Collaboration Board meets quarterly to consider service and system alignment opportunities.

d) The ICT Delivery Group is a force-based forum and meets monthly to priorities, monitor progress and taking account operational, financial and service benefits.

e) The Digital Service Division governance structure reports on a monthly basis to Chief Officers.

f) The Information Security Liaison Board meets quarterly and monitors progress with the Information Security programme.

8. PERSONNEL CONSIDERATIONS

8.1 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.

9. LEGAL IMPLICATIONS

9.1   There are no legal considerations arising from this report.

10. EQUALITIES & HUMAN RIGHTS CONSIDERATIONS

10.1   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 particular group.

10.2   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.

11. RISK

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

12. PUBLIC INTEREST

12.1   In producing this report, has consideration been given to 'public confidence'? **Yes**

12.2   Are the contents of this report, observations and appendices necessary and suitable for the public domain? **Yes**

12.3   If you consider this report to be exempt from the public domain, please state the reasons: **not applicable**

12.4   Media, Stakeholder and Community Impacts: **None**

13. REPORT AUTHOR

13.1   Nigel Stephens; Assistant Chief Officer – Resources

14. LEAD CHIEF OFFICER

14.1   Nigel Stephens; Assistant Chief Officer – Resources

15. ANNEXES

15.1   Annex 1: SRS Annual Report

SPB - ICT Digital
Annual Report 2021-2

16. CHIEF OFFICER APPROVAL

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

I confirm this report is suitable for the public domain.

Signature: *Nigel Stephens*

Date: 10.08.2022