Briefing for Police and Crime Commissioner

Topic: Information, Communication Technology (ICT) Strategy

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Purpose of briefing

To appraise the new Commissioner of the local version of the ICT Strategy, the specific Digital, Data and Technology Strategy.

Background

The Force updated their ICT strategy to align with and reflect the national ICT strategy, and to also optimise learning and activity within force. A strategy was developed, and in common with all other Force strategies, it was summarised as a Plan On a Page. It covered six broad priority areas and linked directly to the national ICT strategy:

1. Actively support delivery of the Policing Vision 25 and National DDT Strategy;
2. Business as Usual (BAU). Ongoing provision of reliable & trusted ICT Services;
3. To continue to provide a Cost Effective and Affordable ICT service;
4. To implement National ICT Projects;
5. To meet local demand for Core Systems and Applications; and,
6. Collaboration.

In recent years there has been significant investment in staffing levels within ICT and Information Management to assist the Force to make the necessary progress in these areas, and to keep pace with the changing nature of the Force's work and ways of working.

There is a close linkage between ICT, HR (e.g. digital learning), Estates improvements and service delivery. The purpose of the ICT strategy is to include close working between these various disciplines.

ICT has its own chapter within the Force Management Statement to give it prominence and forms part of ongoing discussion at Force Threat and Risk where delivery is monitored.

ICT is directed under the Business Innovation and Development Command, which consists of three branches as follows:-

- Information Communication Technology (ICT)
- Information Management (IM)
- Business Change (BC)

The three teams work together to deliver national, force and local level programmes and projects. All teams also have business as usual activities in support of normal running of the force.

Achievements 2020

2020 was a challenging year for the police working environment, however the BID Command along with others across the force have risen to these challenges and successfully delivered to support ongoing business operations through the Covid 19 lockdown period and beyond. Some of the team's achievements during this period are listed below.

- Sepura radio roll out programme across the force
- National Enablement Program – delivery of Microsoft 365, National Monitoring Centre, Single National Identity Management Solution, and delivering mobility devices to operational officers/staff.
- Mobility – delivery of mobile phone devices as per NEP to deliver real time intelligence to frontline staff and create efficiencies in processes by reductions of double keying
- Workforce mobility for working from home – over 360 additional laptops and remote access provided along with 3 additional access points and increased bandwidth to support additional demand.
- CPS / Virtual Courts IT provision
- Video conferencing – Providing over 33 meeting rooms across the estate with Microsoft 365 Teams enabled equipment and providing that start of a core Enterprise voice infrastructure to start the migration away from legacy telephone solution.
- Red Sigma – Gap analysis and prep for migration to web sigma, migration and onboarding for the force plus continued support moving forward including BWV issue resolution and back record conversion.
- Red Sigma – ERP Property requirements / Premises searched requirements / Use of Force requirements written
- ERP – Review of existing system and implementation of improvements to assist with ongoing property backlog review
- DEMS – BWV review and risk assessment for deletion of records (ongoing to inform wider DEMS work)
- Custody Image review – review of custody images and retention of records (ongoing)
- ANPR in-car project – Cleveland vehicles installed and fitted in the last two weeks – Durham cars being fitted as we speak.
- ANPR Video library upgrade completed
- Origin upgrade – preparatory work in readiness for testing phase
- Information Management Review – commenced
- ESN Project – Coverage mapping ongoing to provide a greater understanding of limitations of signal strength
- Star Traq redesign and implementation including penetration testing
- Meadowfield L&D equipment installed in new classrooms
- Covid-19 – Supporting the business in terms of IT equipment and support / increasing remote access provision – IT support across 3 hubs (Peterlee/Bishop Auckland/HQ)
- Force website review in consultation with Cumbria and position paper.
- Four test and release cycles to PoliceWorks delivering new functionality and bug fixes
- Significant progress made on developing Video Witness replacement – RS PIC (Person Image Capture)
- Substantial progress made on writing requirements for new Case and Custody system

- Digital Investigations – new solution installed to help achieve ISO compliance and deliver over 800TB of usable storage.
- Wireless upgrades – Wireless technology has been rolled out to all our stations providing staff with the ability to work flexibly and to provide connectivity for staff and guests.
- SARC – New SARC facility setup at Chester-le-street Magistrates court.
- CCTV – new CCTV solution delivered to Peterlee Custody.

Decisions Needed

Updates come to the Executive Board each quarter and the requests may require approval for key decisions.

It should be noted that Single Online Home platform and Emergency Services Network (ESN) replacement will be key decisions that will come forward in the next few years.

Partnership Involvement

Single Online Home and ESN both come under the auspices of national collaborative working arrangements.

Police Involvement

The Force are central to the delivery of the strategy through their BID Command. The OPCVC commissions its ICT support services from the Force by virtue of the Policing Protocol.

People to Meet

C/ Supt Jonathan Blackwell

Head of ICT, Paul Guy.