

# POLICE MARKET REPORT

a private client newsletter reporting police ICT

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MAY 2017

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## INFORMATION TECHNOLOGY

LINCOLNSHIRE PCC agreed to implement a digital firearms licensing solution at a cost of £130k.

This will automate systems using an online portal for applications and renewals. It will also permit remote access to records by officers using mobile devices. The procurement will be carried out by G4s, the strategic partner.

The report notes there will be a Firearms Department funding increase of £286k in 2017.18. The contact officer on the report is Gail Bradshaw, Commercial Partner Manager, tel. 01522 947093. PCC Decision, 13.03.17

NORTHUMBRIA PCC approved the following:

- HR system – it was agreed to invite tenders for a new system. This will be a joint procurement with Tyne and Wear Fire Service via the CCS framework.
- Storage Area Network – it was agreed to accept a tender from SCC for additional SAN equipment. 30.03.17, 09.03.16

NORTH YORKSHIRE PCC agreed to expand the Digital Forensics Unit with a new service delivery model. A managed service using a virtual model will be procured as part of the relocation from Newby Wiske to Alverton Court. A report notes:

- The preferred option will cut server room power needed from 30.3kw to 9kw. Total capex will be £580k.
- It will align the force with a solution adopted by Yorkshire and Humberside.
- The solution will be scaleable, permitting multiple investigators to work on cases. PCC decision, 16.02.17

NORFOLK PCC and senior officers noted:

- Virtual Courts – it was noted there are plans within the Ministry of Justice to change processes and explore digital options.
- File transfers to CPS – work is underway to resolve absence of digital transfers.
- Custody – a review of this is due for completion in Spring 2018. It will include work with Athena and other digital platforms.
- Athena – Ch. Supt. McCullough said signature pads used in custody operate on a different browser to the rest of the Athena system which is resulting in difficulties. Minutes, 28.03.17

NORFOLK PCC noted the following developments:

- CCTV – technology to assist evidence retrieval, transfer and storage is being reviewed by the 2020 team. A report notes different formats makes viewing difficult and time consuming. It says “the team are looking at how the organisation can best use emerging technologies and skills to manage CCTV from collection, transference and storage through to reviewing and identification.”
- Digital Forensics – the report notes bids to the Evidence Based Policing fund and PCC have been made for software to scan offender devices.
- Information Sharing – Norfolk Public Protection Forum is organising a Centre of Excellence event to work out how information sharing barriers between the force and council Children’s Services can be addressed.
- Cyber Crime – the Norfolk and Suffolk unit now consists of a Det. Sgt, 4 DCs, 4 digital media investigators, 2 fraud investigators, 1 intel adviser and a cyber security adviser. The Child Protection System is managed by the Cyber Unit.
- Accountability Forum, 28.03.17

SUFFOLK PCC noted the following:

- Records Storage – the seven force collaboration team is developing an outline business case for records storage.
- Data Cleansing – a project board is looking at the Genie/Clearcore search application to see if a data quality tool can be built into it for quick RRD decisions.
- Data Quality – this is being examined by the seven forces team to take account of fresh Data Protection regulations due to be fully adopted by May 2018. The impact of GDPR remains uncertain. Guidance is awaited from the Dept of Culture, Media and Sports and the National Police Chiefs Council. Accountability, 28.04.17

SURREY PCC received an update on work as follows;

- Specialist Crime Capabilities Programme (SCCP) – an outline business case is being developed for a new operating model for Surrey and Sussex. Phase One of the new Digital Forensics structure went live in January 2017.
- Digital enablement – a joint mobile data platform went live in January and a standalone interim Body Worn Video solution was implemented in Guildford in December 2016. Work is underway to develop a networked solution. Performance Committee, 31.03.17

ESSEX PCC approved a deed of variation with Northgate on behalf of the nine Athena forces. It follows a remedial plan agreed with Northgate in June 2016 to address deficiencies identified by consultants.

The DoV includes three liquidated damages milestones which Northgate must meet to avoid financial penalties. A report says the DoV formalises the early remedial agreement which is running to plan. PCC Decision, 23.03.17

LONDON Mayor's office agreed to extend support for the CRIMINT intelligence application by twelve months in an agreement with vendor SAS costing £1,063k.

A report says the system remains the main intelligence application used by the Metropolitan Police. MIPS, the planned integrated policing system, was due to take over some of the functions of CRIMINT.

However, no delivery date for MIPS be confirmed and the report adds, with regard to CRIMINT, "we will recommend a longer term contract if this is commercially advantageous". MOPAC decision, 169, 20.03.17

KENT Chief Officers discussed the following:

- Domestic Violence – the Office of National Statistics have published the first set of Domestic Violence graphs. Temp Supt Phillips noted HMIC don't presently use the statistics, but are expected to so in the future. It was agreed analysis of the figures should feed into force strategic assessments.
- SAP – it was agreed to implement the SAP recruitment module, SuccessFactors. Mr Gilmartin, Director of Support Services, said there was a need for a better website recruitment application.
- Cyber Crime - members agreed to discuss establishing a Cyber Crime Management post.
- MOPI Compliance – this will be highlighted for attention in high level operations in the the coming year.
- Digital Hub Structure – DCC Brandon is due to confirm when this will be in place. COGS Minutes, January 2017

STAFFORDSHIRE PCC noted the following:

- Transformation – a business case outlining a preferred operating model was due for consideration in April 2017 alongside a Gateway Review of work carried out to date.
- Vulnerable Victims Alarms – the PCC awarded a contract for personal safety alarms to TecSOS. The devices remotely track users and will replace existing alarms from March 2017.
- Court Video Links – one site at Burton has magistrates court links for victims and witnesses, but talks are underway regarding links to Crown Court cases.
- Intelligence – the PCC said he wants strengthened cross agency intelligence and information, co-ordinated by a "Connected Staffordshire Commission." Early work planned includes a consistent CCTV strategy across the county.
- Child Sexual Exploitation – work is underway to collect, collate and analyse all partner organisation data. A new Missing Children and CSE support service provider is due to be selected in mid May following a tender advertised in December 2017. Police and Crime Panel, 24.04.17

STAFFORDSHIRE PCC awarded a contract for a new Body Worn Video solution to Axon. The solution, already used by West Midlands and West Mercia/Warwickshire, was chosen by Boeing Defence UK, the force strategic partner. The cost is based on price per item used and totals £1352k. Deliverables include:

- personal issue with specialist equipment for firearms and tactical support.
- Cloud based storage.
- Digital Asset Management software capable of additional, alternative uses.
- Compatible with the Microsoft Azure platform used in the force. PCC decision, 31.03.17

STAFFORDSHIRE senior officers noted the following:

- Office 365 – Mark Thompson gave a presentation on software applications due to be rolled out. They include Sharepoint, Video, Yammer, Skype and Delve.
- Target Operating Model – DCC Baker said KPMG are holding workshops on the Ten Golden Principles they propose for the TOM.
- Regional Organised Crime Unit – DCC Baker said work is underway on development of the ROCU and Specialist Capabilities.
- Finance System - system issues are due to be discussed with Capita. Command Minutes, 10.02.17

STAFFORDSHIRE Police and Crime Panel were told £36m will be spent on ICT over the next three years. The report says this will cover core systems, infrastructure, mobile devices, digital recording and cloud based technology. PCP, 26.04.17

NORTH YORKSHIRE PCC was told more details are needed on Case Management Software for priority partnerships and commissioning.

Minutes note “further work is required in relation to the case management system due to the sensitivities around victim data.” Richard Jones, Head of ICT, is reviewing the software as part of an ongoing procurement process. Minutes, Corporate Performance Delivery and Scrutiny Board, 28.03.17

CAMBRIDGESHIRE PCC received the following updates on progress with 2016.17 capital schemes:

- Athena – delivery is now scheduled for January 2018 - £270k will be carried forward from 2016.17
- Digital Forensics - £45k was spent on licences and equipment. A further £12k is allocated for Digital Forensic Unit Kiosk technology. Details are awaited.
- Property Management System - £21k is allocated and further details are due.
- ANPR - £150k – details of project are due. Business Co-ordination Board, 14.03.17

GREATER MANCHESTER PCC received a report on Missing Children. It notes:

- IT Systems – the report says it is “not easy for GMP officers to extract data on missing children from their current IT systems.....work is going on to improve the present systems and look at future requirements.” PCC Forum, 13.04.17

GREATER MANCHESTER PCC received a report on the planned Restorative Justice Strategy, which will attract £1185k in funding over the next three years.

The project will work with consenting offenders, prisons and local partners to reduce re-offending and improve victim satisfaction. Partners will include youth offending teams, fire, National Probation Service and local prisons. The report notes:

- Scope of scheme - A three stage process model for RJ is outlined covering Case Identification, Case Management and Outcomes. It will expand out of court disposals via a link to custody suites. Project delivery will be phased with partners across Greater Manchester. This will help establish resource implications, though supporting technology is not touched on in the report.
- Victims - an independent service provider to support victims will be procured to work in parallel to the RJ initiative.

The contact named on the report is the Alison Connelly, Criminal Justice Partnerships Manager, [Alison.connelly@gmpcc.org.uk](mailto:Alison.connelly@gmpcc.org.uk) on behalf of Ch. Supt. Chris Sykes, Head of Local Policing and Criminal Justice. PCC Forum, 13.04.17

GWENT PCC received details of Agresso ERP development covering three partner forces; South Wales, Gwent and Dyfed-Powys. Milestones for the year ahead include:

- ERP System – the Finance and Procurement model of the Business World, ERP system is due to go live in Gwent by the end of July 2017
- Hosting – Dyfed Powys will consider a new hosting arrangement once their system is aligned with South Wales and Gwent.

The report author is Paula Corfield, Head of Procurement. 21.03.17

DEVON AND CORNWELL senior managers discussed Transformational Change Programme governance, the ICT managed services contract and Body Worn Video for firearms officers. A separate meeting was attended by Deloitte Consultant Vavara Sidorova. Minutes, Executive Board, 21.02.17, 07.02.17

BRITISH TRANSPORT Chief Constable noted the new Target Operating Model project is due to start this summer. It will be led by Graeme Kyle, Head of Transformation. PA, 28.03.17

THAMES VALLEY noted the following on project slippage:

- Enterprise Document Management System – this will replace Livelink across Thames Valley and Hampshire. The TVP contribution will be £981k and most of the project spend will be in 2017.18
- Web Options Strategy – this is a collaborative intranet, internet and knowledge management solution and permit enhancements to contact management. Work is underway with the Police IT Company on the project and current spend of £99k will extend into 2017.18
- New Projects – these include Forensic Science ICT projects and schemes relating to Protective Monitoring. These have been re-phased into 2017.18

Level 1 meeting, 31.03.17

NORTHAMPTONSHIRE PCC noted the following;

- IT problems – Phil Eaton, Tri-Force Head of IT, explained future measures planned to reduce IT outages. He added “this was complex issue in terms of making an assessment of the core issues due to the intermittent nature of the issues and the old technology to which it applied.” Minutes, Accountability Board, 20.03.17

## COMMUNICATIONS

BRITISH TRANSPORT Police Authority were told a business case is being drafted to pilot cloud based CCTV.

The proposal could link CCTV from Train Operating Companies to proposed regional BTP Counter Terrorism hubs. Funding will be contributed by three TOCs – Northern, TransPennine Express and Virgin Trains East Coast. The initiative is supported by the Rail Safety and Standards Board and Network Rail.

A report says a virtual hub is proposed “feeding in CCTV from multiple sources and operational settings, whilst also allowing all parties, including BTP, to draw down on that footage for maximum operational cross network advantage.”

“The emphasis of the pilot will be on the back office and distribution of imagery to all participants. This hopes to demonstrate the efficiencies and collaboration which is possible through the rail industry pooling its considerable CCTV assets.”

“The virtual CCTV hub will allow more informed decision making across operational scenarios such as fatality classification, infrastructure monitoring, live time scene assessment of vulnerable people in precarious positions and visual support to CT [counter terrorism] teams engaging a suspect.” Police Authority, 28.03.17

LINCOLNSHIRE PCC agreed to commit £721k to fund a replacement ICCS and Direct Network Service Provider for the force control room.

The ICCS buy is a precursor to replacements for the existing command and control, and telephony systems. A report says it is understood ESN will be ready for January 2018 and it is proposed to work towards October 2017 as an ESN ready date.

The report also gives ESN capital cost estimates for control room and handset devices as follows:

	2016.17 £'000	2017.18 £'000	2018.19 £'000	Total £'000
	350	1070	1320	2740
Project management	100	490	336	926
ICCS		655		655
DNSP		66		66
Devices		286	803	1089

Talks with suppliers regarding a replacement ICCS note the following;

- Capita – the DS3000 ESN ICCS is the preferred option. The Control Works command and control system is used by neighbouring Derbyshire. The

report adds “if this were the route Lincolnshire were to adopt when a considering a new command and control system, this would allow potential inter-connection possibilities.” Capita, who provide the existing force NSPIS command and control, gave an interim cost estimate of £786k with annual support costs of £124.6k.

- SAAB – SAAB cannot meet the ICCS delivery deadline of October 2017 because they are committed to work with three other forces – Cheshire, Warwickshire and West Midlands - with their SAFE (Situational Awareness for Enhanced Security) command and control product. The report says “discussions are ongoing with representatives from SAAB around SAFE
- APD – Lincolnshire have received indicative costs of an upgrade totalling £803k, but the figure is dependent on detailed scoping.
- SopraSteria – this option was not explored in detail because “it lacks the available features of other products and no tangible roadmap is available.”

The contact officer on the report is Steve Hempton, ESMCP Project Manager, tel 01522 947249 Decision, 06.03.17

SUFFOLK PCC received a report on the control room and public web access. It notes:

- Control Room Telephony – a supplier has been agreed for a replacement system.
- Resource Management – a shift re-organisation is due this year along with updates to the STORM command and control system.
- Web Contact – online payments functionality for firearms was due to go live in April 2017. Scoping of “Web Chat for Local Policing” and “Online Complaints and Appreciations” has also been carried out.
- Sexual Assault Referral Site (SARC) – this was moved onto the secure force website, which is due to be enhanced after online payments goes live.

NORTHAMPTONSHIRE PCC agreed to procure Blackberry DTEK50 devices as an interim mobile option in the run up to ESN.

A discussion noted the Blackberry costs substantially less than the Samsung and will permit a smoother transition to ESN. Phil Eaton noted the existing force mobile units are blackberries. Minutes, accountability board, 20.03.17

LINCOLNSHIRE PCC approved a Force Control Room telephony upgrade. The capital cost estimate is £659,960 with annual revenue costs of £93,310. There have been two complete telephone system failures within the last six months. G4s, the strategic partner, will complete the procurement. Decision, 22.03.17

NORFOLK ACC gave a report on mobile devices and body worn video. It notes:

- Mobile Apps – the following were used in a trial: Athena, Webstorm, PNC, Compact Misper, Skype, Translation, E-mail, PNL, Blackberry Messenger, National Domestic Referral, Pocket Sergeant, Twitter and Facebook. Deployment of Samsung handhelds is being scoped. Cost estimate is £1.2m for 2017.18.

- Body Worn Video - Cost estimates are £1m for phase 1 with a further £1.8m for phases 2 and 3. A Digital Asset Management (DAMs) solution is included in the phase one costings.
- Drones – a feasibility study is underway with a view to piloting the technology. Accountability Forum, 28.03.17

SURREY PCC received a performance update which notes:

- Control Room – crime reporting from a public online system was due to go live by the end of March 2017.
- Queue Busting Technology – this improvement is planned to cut call abandonment rates. Performance Committee, 29.03.17

GWENT PCC awarded a contract for supply and maintenance of an ANPR system and associated Managed Access Point Name (APN). The procurement was carried out via the CCS Traffic Management Technology 2 Framework and will augment existing fixed site ANPR cameras. Total cost will be £360k over seven years. Three suppliers were shortlisted.  
PCC decision, 27.03.17

BRITISH TRANSPORT Police Chief Constable noted the revised ESN ready for service date is now April 2018 with the transition phase for all forces due to start in October 2018 following operational trials. BTPA, 31.03.17

SUSSEX PCC approved an upgrade and support agreement with BT Redcare for the I-Witness CCTV system. Decision, 27.02.17

SCOTTISH Parliament Justice Committee members will take evidence on proposals to deploy body worn cameras on June 15<sup>th</sup>. They will discuss the i6 programme review on May 18<sup>th</sup>. Minutes, 20.04.17

## COLLABORATION

NORTH YORKSHIRE PCC agreed to move the fall back control room to Harrogate police station. A report notes:

- Durham offered to share their fall back site at Bishop Auckland, but limited Airwave capacity would make despatch difficult.
- West Yorkshire, which have 60 positions for call takers but only 5 for despatch. Cleveland facilities at Middlesbrough were ruled out because of travelling difficulties.
- Ambulance and Fire – talks with Yorkshire ambulance and N Yorks Fire established both have no spare capacity. The Fire service share a fall back arrangement with Devon and Cornwall Fire and Rescue.

The existing FCR has 10 command and control APD cortex workstations. It will be moved from Newby Wiske, which is being decommissioned as part of a move to a new force HQ at Alverton Court, Northallerton.

The cost of the FCR move will be around £350k. This is around £300k higher than earlier thought, due to changes proposed for the fall back set up and payments to Airwave. ICT contacts on the report are Sudeep Chatterjee, Glen Mallows and Mike Walker. PCC decision, 29.03.17



WEST YORKSHIRE PCC gave an update on Blue-light collaboration work, conducted by the Tri-Services Collaboration Board established last year. It notes:

- Current work – options are being assessed for Occupational Health and Driver Training.
- Future – scoping work is due to begin on shared procurement. Other possible future options include HR, Estates, Training, Finance/payroll, Business Services, Legal Services and Scientific Support. Police and Crime Panel, 05.05.17

WEST YORKSHIRE Police and Crime Panel received a report on rehabilitation delivered by the West Yorkshire Community Rehabilitation Company (WYCRC).

WYCRC is managed by Purple Futures, a joint public private venture, run by Interserve, which provides probation services and rehab services on behalf of the Ministry of Justice in West Yorks, Humberside, Lincolnshire, North Yorks, Cheshire and Greater Manchester.

The report notes WYCRC is undergoing an estates refresh. Staff are equipped with mobile working ICT as part of work to monitor attendance, compliance and achievements. PCP, 05.05.17

KENT Chief Officers Group received a report from Det Supt Fotheringham on a tactical delivery plan to support vulnerable victims in partnership with local authorities. The Chief Constable said it was “a brilliant piece of work which was unique nationally.” COG minutes, 03.01.17

STAFFORDSHIRE PCC awarded a contract to Prederi Ltd to compile a business case for PCC control of Fire and Rescue Services. It will be considered by ministers later this year. The project budget is £91,764. PCC Decision, 04.04.17

#### OJEU

#### TENDERS SOUGHT

HOME OFFICE – 11.04.17 – Prior Info Notice – biometric matcher platform and ancillaries as part of Home Office Biometrics programme. Purpose is to deliver match and verify biometric info against central datasets. Cost estimate £24.6m

HOME OFFICE – 05.04.17 - ESN LTE Handhelds and accessories – the estimated total value is £210m. Devices for trialling need to be submitted for accreditation by April 2018. The initial agreement will be for three years. Deadline is 19.05.17.

DEVON AND CORNWALL – 05.04.17 - CCTV, access control, alarm and cell call value £450k. Three years. Deadline 10.05.17. [denise.pike@devonandcornwall.pnn.police.uk](mailto:denise.pike@devonandcornwall.pnn.police.uk)

#### CONTRACT AWARDS

NORTHUMBRIA – 12.04.17 – video identification system for retrieval and viewing in digital exam suites- Kinesense, Dublin, value £163,500k

POLICE SCOTLAND – 05.04.17 - maintenance extension for legacy Cyborg payroll. Value £175k. Vendor Sumtotal Ltd. ENDS