| ORIGINATOR: DCC PAUL MARSHALL | PAPER NO: NS13/15 |

| SUBMITTED TO: | NORFOLK AND SUFFOLK COLLABORATION PANEL |

| SUBJECT: | CCR INTEROPERABILITY (JOINT STORM COMMAND & CONTROL SOLUTION) |

SUMMARY:

1. This paper updates the Panel with regards to the implementation of the joint STORM solution and supporting interoperability within the Norfolk and Suffolk Contact & Control Rooms (CCRs).

RECOMMENDATION:

1. This is an update paper and the Panel are asked to note the contents.

DETAIL OF THE SUBMISSION

1. KEY ISSUES FOR CONSIDERATION

Background

1.1 Norfolk and Suffolk Constabularies are pursuing an ambitious collaborative programme, which includes the joining of support functions and operational teams including the Protective Services Command.

1.2 A key requirement of joint working in Protective Services is to enable the deployment and management of joint Specialist Operations teams between Norfolk and Suffolk.

1.3 The delivery of this requirement is through the implementation of Contact and Control Room (CCR) interoperability, by means of a joint STORM MA (Multi Agency) command and control system. This will enable the interoperability of joint Specialist Operations Units in both Norfolk and Suffolk along with a full command and control facility to see and deploy joint resources in both CCRs.

1.4 The business case recommending the implementation of STORM MA was approved in December 2011 with DCC Marshall taking the role of project executive and chair of the project board. The board consists of members of Norfolk and Suffolk CCR commands, ICT, Strategic Change, HR, Unison and Finance.

1.5 Although Multi Agency versions of the STORM solution have been implemented previously within the emergency services, a single instance with true sharing of data and resources across borders had not been previously delivered by the suppliers.

1.6 It was also agreed that although the solution would be joint, the CCRs would remain separate. Delivering a joint ICT solution across two separate CCRs with differing management structures, performance targets and resource models has proved to be challenging from both a technical and organisational viewpoint.

1.7 The main project dependencies are delivery from the supplier Steria and internal delivery from ICT, for aspects such as data migration, Microsoft infrastructure, Airwave and associated communications aspects.

1.8 As the Norfolk CCR was already using STORM for Command & Control, it was decided to implement the new joint solution into Norfolk as stage 1, with Suffolk's implementation as stage 2, building on the lessons learned and, where possible, adopting the same procedures and working practices.

Current Position

1.9 The Norfolk go-live for the joint STORM solution was delivered as planned on Tuesday 26 March 2013. The project board then directed that Norfolk CCR 'back office' team and joint ICT resources be made available to work with the Suffolk project team, to enable detailed planning for the Suffolk implementation including the roll-out of WebSTORM for operational officers and staff.

1.10 Suffolk CCR officers and staff received 9 weeks of initial STORM training during March 2013. The trainers received positive feedback from staff attending the courses, and also from Norfolk CCR trainers who assisted with the training.

1.11   Since then, detailed work between Steria, ICT and the project team has been on-going to deliver the joint STORM solution into Suffolk with a planned go live date in November 2013. This has included configuration which makes best use of the technology and enables effective working within the resource model of the Suffolk CCR.

1.12   The new joint 'test' and 'training' environments were also delivered by ICT in September. The 'test' environment is being used for functional and performance testing, prior to the Suffolk go live. The joint 'training' environment will be used to support the delivery of the Suffolk CCR 'top up' training commencing 15th October.

1.13   NCALT training for WebSTORM was made available to all Suffolk officers and appropriate staff week commencing 23rd September to enable all appropriate officers and staff to receive their training in good time.

1.14   Proof of concept testing has been successfully carried out on the interface between Airwave and STORM to support interoperability. Some outstanding issues remain and further technical work and testing is required prior to go live.

1.15   Population of the Alarms element for Suffolk is underway, in readiness for go live.

Conclusion

1.16   Although the timelines remain tight, the project is on track and confidence remains high for the Suffolk go live date of 19th November 2013.

2.   FINANCIAL IMPLICATIONS

2.1   As previously highlighted the delivery of the joint STORM solution and interoperability for Norfolk and Suffolk has proved to be technically complex. The current overspend on the project is £78.5k which equates to +9.8% of the overall budget. The costs relate to additional hardware and licences not captured in the baseline estimates in the business case, along with additional system enhancements to enable joint working.

2.2   This overspend is not expected to increase further.

3.   OTHER IMPLICATIONS AND RISKS:

3.1   There are a number of risks associated with the implementation of any complex operational system. The key risk for the implementation of STORM into Suffolk is the potential dip in performance in the Suffolk CCR during implementation and the first few weeks after go live, as staff and officers get used to using the new system.

3.2   To mitigate this, performance targets for 999 calls remain a priority and colleagues from the Norfolk CCR will support Suffolk trainers with 'floor walking' to offer help and support to the CCR staff in the critical first few weeks.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	No, this is an information paper.
Has the PCC's Chief Finance Officer been consulted?	Yes, the Chief Finance Officer is consulted in regular updates with the Suffolk ACO on such projects.
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	Yes, due to the impact of change on the Suffolk CCR, a Unison representative is a member of the project board and highlights any such issues.
Have human resource implications been considered?	Yes, in particular delivery of training for officers and staff within the CCR has been managed carefully to minimise operational impact.
Is the recommendation consistent with the objectives in the Police and Crime Plan?	Yes, both Police and Crime Plans refer to the need to consider opportunities to improve efficiency and effectiveness.
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	Yes, Suffolk CCR who are most affected are fully engaged and have been consulted with throughout the project.
Has communications advice been sought on areas of likely media interest and how they might be managed?	Yes, Corporate Communications are leading communications delivery.
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	Yes.