Suffolk Police and Crime Commissioner

Making Suffolk a safer place to live, work, travel and invest

ORIGINATOR: CHIEF CONSTABLE	PAPER NO. AP13/50

SUBMITTED TO:	ACCOUNTABILITY AND PERFORMANCE PANEL – 31 OCTOBER 2013

SUBJECT:	COLLABORATION UPDATE – JOINT ICT

SUMMARY:

1.   It has been agreed that meetings of the Accountability and Performance Panel will receive update reports on the collaboration programme. Each report will focus on a particular department/ area of collaboration.

2.   This report will focus on the collaboration within ICT.

RECOMMENDATION:

1.   The Accountability and Performance Panel is asked to note the content of this report.

1. KEY ISSUES FOR CONSIDERATION:

1.1. From May 2011 the two separate Norfolk and Suffolk ICT Departments have been brought together under the Joint Director of ICT. This transition has led to fundamental changes to the technologies employed across the two counties to deliver a single ICT infrastructure and supporting service and the savings required by the Joint Business Support Review. The technical changes have resulted in significant stream-lining of the way that ICT services are delivered, coupled with savings in external contracts and the ability for all business support departments to work more efficiently with more joined-up ICT systems and applications. There has been some impact on staff in accustomising to technical and cultural changes.

Joint ICT

1.2 Specific Initiatives Progressing:

- Migration to the new Microsoft operating platform along with the Windows 7 and Office 2010 deployment has been completed.

- Provision of a single Storm (Command and Control) system. (Due to be implemented November 2013)

- Single shared file structure to support collaborative and local departments is being progressed and should be complete early in the February 2014.

- Delivery of a revised mobile platform (Panasonic Toughbook's) to support the front line which will include an off line capability for regularly used forms and witness statements. Technical architecture meetings with consultants are now complete and the project plan is being built. It is expected that the solution will be in place before the start of the new performance year.

- Work to support the procurement and technical delivery of the ERP (Enterprise Resource Planning) system. The Project Board have agreed the delivery date for the system will be April 2015, therefore work packages and resources are being identified to achieve that date with the supplier.

- Preparation for the delivery of the Athena solution. The Athena Project is currently delayed therefore the implementation date for the system is not clear at this time but it is expected this will be resolved within the next few weeks.

- Continued delivery of single systems to support collaborated units, such as;

  o Socrates (Forensics)
  o Charter (Source Handling)
  o i2 (Analytics)
  o E-borders (Intelligence)
  o ACCs Maps (Roads Policing)
  o AP Forensics (Finance)
  o Apollo (Special Branch)
  o Transearch (Property Management)
  o Vigilance Pro (PSD)
  o Privasoft (Information Management).

- Continued support for the Estates Programme.

- Continued support for Strategic Change Programme.

- Continued support for business as usual functions and annual technical refresh programme.

Current Performance Issues

1.2   No significant issues.

Issues as a result of collaboration

1.3   Issues exist on a cultural level around the adoption of new technologies and new ways of working. This has been further exacerbated by the introduction of productivity and performance management to ensure a consistent approach to ICT service delivery across the two counties. These issues are being worked through with the engagement of HR and Learning and Development departments.

Current risks and actions undertaken to mitigate them

1.4   The current risk to the department is the inability to attract good technical staff to fill vacancies. Not only do we have internal discrepancies (historically inherited) surrounding the level of pay for staff in the same roles but the constabularies are some way off the pace with other public sector organisations and the private sector with regard to pay levels for some (not all) technical staff. We are working with HR to resolve the issues presented and are hopeful that the job evaluation and standardisation of grades across the two forces will go a long way to rectify the problems being experienced. As an interim measure contract staff are being engaged at a higher cost but only for short periods of time to deliver defined work packages.

2.   FINANCIAL IMPLICATIONS:

2.1   In line with the Joint Business Support Review baseline budget for Financial Year 2009/10 ICT has made cashable savings of £2.9m, exceeding the target set by the BSR of £1.4m. It is expected that ICT will make further savings in this financial year through the on-going consolidation of ICT systems which leads to reductions in Licence costs and Maintenance/Support contract costs.

3.   OTHER IMPLICATIONS AND RISKS:

3.1   No changes are needed to the PCC risk register.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	No
Has the PCC's Chief Finance Officer been consulted?	No
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	N/A
Have human resource implications been considered?	Yes
Is the recommendation consistent with the objectives in the Police and Crime Plan?	N/A
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	N/A
Has communications advice been sought on areas of likely media interest and how they might be managed?	No
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	No