



**Lancashire  
Constabulary**  
police and communities together

<b>REPORT TO : STRATEGIC SCRUTINY MEETING – 7<sup>TH</sup> JANUARY 2016</b>
<b>REPORT BY: SUPT RICHARD ROBERTSHAW</b>
<b>TITLE: ICT STRATEGY 2014 - 2018 UPDATE</b>

**1. Summary**

- 1.1 This report advises the Commissioner on progress against the ICT strategy for 2014/18.

**2. Decision Required**

**3.**

- 3.1 The Commissioner is requested to note the report.

**3. Information**

- 3.1 The Commissioner approved the ICT strategy for the Constabulary in 2014. A series of 5 objectives were agreed with actions under each objective. Progress against these objectives can be seen in Appendix A attached.
- 3.2 The ICT Strategy is challenging, complex and intensive. In the short/medium term it is likely to require additional capability and capacity to enable its delivery. This is an area of risk which is being monitored. However, it is highly likely that this will be an area of additional growth in the forthcoming budget.
- 3.3 The Commissioner has specifically asked for finer detail in this report in relation to toughbooks, Samsung devices and body worn video implementation and the update is set out below.

**Samsung Rollout**

- 3.4 The project to replace the Constabulary's end of life PDAs with a modern 'fit for purpose' product (Kelvin Connect Samsung Note 4 Galaxys) remains on track and has consistently attracted very positive feedback from front line staff who have been equipped with the Samsungs.
- 3.5 In February 2015 a Proof of Concept was conducted in West Division. This involved 45 officers, with a combination of Immediate Response, Road Policing and Neighbourhood officers. The terms of reference were broadly to ascertain

whether the product has sufficient functionality to support the Constabulary's future operating model.

- 3.6 The proof of concept ran until May 2015 and the evaluation of the PoC was extremely positive with all groups of staff who were involved being strongly supportive of a full force wide rollout. This feedback allowed for the Commissioner to approve a full rollout, with the staff within scope all uniformed front line operational officers (based on supporting HR data the total initial size of the rollout was 2192 officers).
- 3.7 In September 2015 the force wide rollout commenced, with the main training phase scheduled to finish on 4th December 2015. The functionality of the Samsungs provides users with the ability to obtain and send emails, read and update incident logs, obtain Police National Computer (PNC) details, obtain and input intelligence, use of the telephone for text and call to victims, use of the internet, including social media, and a plethora of forms which negate the need for paper copies. The device management system allows the devices to be remotely tracked in the event of a device being lost, and the ability to remotely wipe the device, ensuring data integrity for the organisation.
- 3.8 From the 1st December 2015 changes in force deployment policy are scheduled to be implemented, from this date it will be mandated that where practicable, Samsung equipped staff will use the devices for a number of route functions, including:
- Reading and updating incident logs
  - Obtaining directions
  - Routine contact with members of the public
  - PNC checks where safe and appropriate
- 3.9 Additionally there is a clear expectation, unless there are compelling reasons not to, that Samsung equipped, staff will provide all members of the public who may wish / need to contact them in the future, appropriate contact details (either a phone number or an e-mail address). It is envisaged this will reduce calls to Contact Management and provide an enhanced level of service to the public of Lancashire.
- 3.10 As of the 4th December, 2024 staff have been issued and trained with a Samsung. Staff who have not been trained but were within the scope of the rollout fall into a number of categories, the main ones being, maternity, sickness and restricted officers. These officers will be trained as and when they return to full duties.
- 3.11 Feedback from officers who have received the devices is extremely positive, with the available management data indicating that usage on a daily basis is consistently high.
- 3.12 The cost of this Samsung initiative has been budgeted at approximately £5 million over a 3 year period. This cost is made up of a number of different elements, the main ones being:

- Licensing of the Kelvin Connect pronto software that forms the backbone of the platform
  - The cost of the 200Tb EE data bundle
  - Samsung handsets
  - Licensing of additional commercial software required to deliver the solution including Airwatch mobile device management software and Netmotion VPN (Virtual Private Network) connectivity software
  - Supporting ICT infrastructure
- 3.13 In summary the rollout of the Samsungs has gone extremely well from a logistical and technical perspective. The feedback from staff has been very positive, which is a complete contrast to the PDAs devices they have replaced. The priority over the coming months is to put effort and focus into the cultural and process changes that are required to maximise the significant investment that has been made in the initiative.
- 3.14 Additionally the early indications are that the recent additions of mobile Sleuth apps – developed internally by ICT - for missing from home cases, intelligence submission and warrant have been well received and should further enhance the operational usefulness of the Samsungs. Further Sleuth apps that have been identified as operationally useful are currently in development.
- 3.15 Looking forward there is also a desire to bring other groups of staff within the scope of the Samsung rollout, the most prominent of these groups being Special Constables. In order to progress the inclusion of Specials a bid has been submitted in the 2016-17 ICT capital funding programme. The initial scope for Specials will be 100 officers, with the potential to increase this by approximately a further 100 during 2016-17 as officers meet the set criteria.
- 3.16 Following on from this there is potential for the rollout of devices to be expanded to a greater number of officers, this will be considered in line with the force vision of a ‘One Team’ approach. The most likely departments to be included in this will be CID and Early Action. Training for these departments will start in summer 2016. The costs of funding an expansion in the Samsung rollout have been captured in the 5 year ICT capital programme, which has a specific scheme for the Samsung initiative. The capital programme also reflects the probable need for a refresh of both the Samsung’s and associated operating software in 2018/19.

### **Toughbooks**

- 3.17 The Toughbook initiative is well established having been in place in all three territorial divisions for in excess of a year. Following technical enhancements to address issues around connectivity that had been identified in the early stages of the rollout the feedback from users has been positive in terms of the functionality, connectivity and stability of the devices. Numerous enhancements have been made to the platform including the recent rollout of electronic witness statement,

which are a key building block for the Constabulary's planned transition to the DCF (Digital Case File). This transition will occur in 2016 following the implementation of the Connect Case and Custody system in April.

- 3.18 Unlike the Samsungs initiative Toughbooks are not personal issue, i.e. any Toughbook can be used by any member of staff who has a smartcard and VDI (Virtual Desktop Infrastructure) account. This ability to share Toughbooks (which cost approximately £1600 each), is not the case in the majority of forces who have undertaken similar rollouts.
- 3.19 The current position is that all of Immediate Response, who were the focus of phase 1 of the rollout have Toughbook access. In addition numerous other groups have staff, such as large numbers of Specials, Crime Scene Investigators (CSIs) and Neighbourhood Policing (NHP) officers have been incrementally added to the initiative as requests have been made by divisions / depts.
- 3.20 The feedback from divisions is that the Toughbooks that have been rolled out to date are popular with the majority of officers and well used on a daily basis for a wide range of core policing functions including:
- Use of the majority of the core police IT systems
  - E-mail and internet access
  - Taking of electronic witness statements
  - Looking forward to 2016 Toughbook access to Northgate Connect Case and Custody will be of crucial importance as the Constabulary transitions to true digital case file preparation
- 3.21 Whilst there is a degree of overlap in the functionality available on Toughbooks and Samsungs both platforms have their own strengths and they should be viewed as complimentary to each other. The differences between the two initiatives can be summarised as Samsungs being ideal for viewing information and limited inputting of data. The core strength of Toughbook's is that they have a form factor (full sized keyboard and screen) that allows for completion of more complex tasks, i.e. those that involve the entry of a significant amount of data, or viewing and editing of documents such as lengthy witness statements.
- 3.22 The Toughbook initiative is based on a VDI (Virtual Desktop Infrastructure) technology, which in broad terms means that it is cloud based. This has the significant security advantage of no police data being stored on the Toughbook.
- 3.23 There are currently 283 Toughbooks in use across the Constabulary. This represents a total investment of approximately £500K in end devices. The VDI platform the Toughbooks uses has the capacity to scale to whatever total number of Toughbooks the Constabulary may wish to deploy to support its future operating model.

- 3.24 At present Toughbooks are evenly spread across the 3 territorial divisions and certain HQ functions such as CSIs.
- 3.25 The next phase of the Toughbook rollout is currently being planned and will involve the addition of, in excess of, 400 detectives being added to the Toughbook initiative. It is envisaged that there will be a growth of around 75 Toughbooks (this requirement will be funded via the existing 'endpoint replacement' ICT capital programme rather than a new capital scheme).
- 3.26 There are two factors driving this growth, firstly as the Constabulary's 'One Team' initiative is implemented it makes good sense for all team members to have access to mobile working equipment (in this case Toughbooks). Secondly as the Constabulary transitions to Northgate Connect Case and Custody next April, and later in 2016, there is a need to digitise as much of the file building process as possible, including crucially the taking of witness statements. With this in mind the rollout of the extra Toughbooks will aim to be completed prior to the transition to the Northgate Case and Custody.
- 3.27 As with the Samsungs, the future priority of the Toughbook project will focus on the use of the machines, which will enable officer to work more remotely away from police stations. The Toughbook solution should be seen as the ideal complement to the Samsung Smartphone.

#### **Body Worn Video (BWV)**

- 3.28 In 2014 the constabulary purchased 150 Rs3-sx body worn video. These cameras were split between each of the three territorial divisions and this effectively provided for 2 out of the 3 Immediate Response briefing bases to be equipped. Due to the "hybrid" configuration in terms of our IT needs certain other hardware needed to be purchased as well as other IT infrastructure needs. The approximate spend on this project was £115,000.
- 3.29 In March 2015 a further 100 cameras were purchased to equip the remaining 3 briefing bases in each division for Immediate Response. However the number of locations grew to 4 due to an operational necessity of equipping both Morecambe and Fleetwood. The approximate spend on this part of the project being £83,000. As is the case with Toughbooks the cameras are not personal issue, but rather held as a pool of resources and booked out on an individual basis by the officer. This operating model maximises the investment that has been made in the BWV initiative. High level scoping of future requirements has identified a desired growth of an additional 60 cameras and associated IT infrastructure etc, would address all of the Immediate Response needs. This includes some of the hybrid NHP/Response models the Constabulary has recently implemented.
- 3.30 The training package involves watching two training videos that are held centrally and a 10 minute familiarisation package which is cascaded down by trained divisional Single Points of Contact (SPOCs). The training has been very well

received as it's quick, gives the officers what they need to know and does not abstract them from their duties for a protracted period. The training has been recognised by the provider on a national footing and they have suggested to other forces that they follow the precedent set by Lancashire for their training.

- 3.31 A number of divisional SPOCs have been subject to enhanced training, this has enabled them to start cascading advanced features. This will essentially mean that officers can manage the footage that gets burnt onto disc for submission to the Crown Prosecution Service (CPS), reducing requests into the Criminal Justice System (CJS) for this to be done by other departments.
- 3.32 The Constabulary has a comprehensive policy that covers usage and retention of the footage and this is compliant with the recommendations made by the Home Office and the College of Policing. Additionally a privacy impact assessment has also been completed to ensure usage of BWV is in line with national legislation. This position has been further enhanced by a recent Memorandum Of Understanding (MOU) that has been agreed between the Constabulary and CPS. The purpose of this MOU has been to ensure that the CPS is satisfied the Constabulary's use of BWV is consistent with the CPS's guidance and processes.
- 3.33 It is impossible to accurately quantify exactly how much footage has been taken in Lancashire since the BWV initiative went live. However, the last set of usage data for October 2015 shows the following:

***1st Oct 2015- 31st Oct 2015***

Total recordings: 512

Non-evidential: 348

Evidential: 164 (32% of the total recorded)

- 3.34 This effectively means that officers have recorded 164 items of footage in October that they feel the Constabulary needs to retain, as it either supports a prosecution, or may be utilised in other processes such as a complaint, or be useful for a separate legal process such as a Coroner's investigation.
- 3.35 It is now currently the case that Lancashire constabulary has 250 cameras at the following locations.
- EAST-* Greenbank, Burnley, Colne
- SOUTH-* Preston, Chorley, Skelmersdale
- WEST-* Lancaster, Blackpool, Morecambe, Fleetwood.

- 3.36 There are approximately 1000 officers currently trained in the use of BWV and this number is growing steadily. The approximate investment made in the BWV initiative to date is £200K.

3.37 Appendix B provides a number of examples of how BWV has been used as evidence.

#### **4 Implications**

4.1 If the infrastructure and systems adopted by the Constabulary are not stable and fit for purpose, this could have a detrimental consequence on the operational performance of the Constabulary.

#### **5 Links to Police & Crime Plan**

5.1 The ICT strategy and its implementation are critical enablers. Their impact is directly related to the delivery of an efficient and effective police force; it impacts directly on visibility and the CJS. Its implementation has benefits across all elements of the Police and Crime Plan and directly contributes to delivering Frontline policing.

#### **6 Reasons why Restricted**

6.1 N/A

#### **7 Background Documents**

7.1 Lancashire Constabulary ICT Strategy 2014 – 2018  
Appendix A – Progress against ICT Strategy Objectives  
Appendix B – Examples of BWV Evidence

#### **8 Contact for Further Information**

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