

**COMMUNITY OUTCOMES MEETING
SUPPORTING VICTIMS AND WITNESSES**

31 JULY 2017

SUBJECT: DIGITAL MOBILE UPDATE

Report of the Chief Constable

<p>PURPOSE OF THE REPORT</p> <p>1. To provide an update to the PCC on Digital Mobile Policing.</p>
<p>RECOMMENDATION</p> <p>2. That the Police and Crime Commissioner (PCC) is satisfied with the continued progress of the project.</p>
<p>POLICE AND CRIME PLAN</p> <p>3. Investing in technology is critical to raise productivity and offset the effect of the financial savings required that lead to a reduction in the number of officers and staff available. The use of technology can reduce crime, increase detections and make people feel safer.</p>
<p>KEY INFORMATION</p> <p>4. The PCC made a one off fund of £20m available to invest in smarter ways of keeping people in West Yorkshire safe across the county, in our communities, on our roads and in our streets.</p> <p>5. It is known that officers are spending almost 10,000 hours a month completing over 22,000 integrated transactions. The provision of mobile hand-held devices allows officers to access various force systems without returning to the police station. The devices continue to be upgraded to include more functions increasing efficiency for officers.</p>



Chief Officer Team Briefing for COM

Title: Digital Mobile Update

CoT Sponsor: ACC Battle

Report Author: CI Ian Williams

Summary

WYP deployed Samsung Note 3 Hand Held devices to all operational officers in 2014. The main functionality was the PRONTO electronic notebook, fully integrated with NICHE and STORM back office systems. This enabled users to complete a number of operational functions without having to return to the station and log on to desk top computers. A cultural change was required to fully implement the solution due to the level of integration and early difficulties with the technology. The device is now widely used by the majority of operational uniformed officers.

REPORT DETAILS

The most frequently used evidential processes for operational officers are now available as integrated links via the PRONTO electronic pocketbook.

The hand held device is widely used to its full capacity by front line uniformed officers and feedback from this section of the workforce is very positive. Non-uniformed roles, whilst extensively using the basic pocket book function in most cases, are not making the most of the integration. However, many of the processes are aimed at increasing the visibility of front line uniformed officers and therefore they will not be used as much by non-uniformed staff.

Current integrated processes include:

- PNB
 - Photo, Text, sketch plan and signature
- STORM
 - Deployed/Assigned
 - Resource/Call lists and searching
 - Log update facility
- Niche
 - Crime and non-crime including VCOPS (Victim updates) Tasking and Initial standards
 - Missing and Found persons
 - Intelligence
 - DASH (DV Risk assessment)
 - Sudden Death
 - Contemporaneous Interviews
 - Statements
 - Vehicle ticketing including two Home Office pilots tracking proportionality
 - Mental Health including officer time spent engaged
- Use of Force
- PNC
- Predictive policing pilot
- CSI fully integrated with national systems

ONGOING WORK AND DEVELOPMENTS

Other work scheduled for 2017 within PRONTO includes:

- Stop and Search (August)
- Improvements to risk assessments including DASH
- Improvements to missing persons
- Improvements to intelligence
- RTC reporting
- Data Protection forms
- Biometric fingerprint search integrated with new Home Office Gateway, PNC and NICHE.

Other work outside PRONTO which is under development includes:

- CORVUS mapping, Integrated Offender Management, Briefing and Neighbourhood Patrol Plans.
- CARM duties bookings, overtime claim, annual leave requests and duties calendar.
- Milestone NPAS downlink and Council CCTV
- Device upgrade and integration with ESN

Utilising knowledge of how long the seven most used processes take to complete, we know that officers are spending almost 10,000 hours a month completing over 22,000 integrated transactions. Patrol officers in particular frequently feedback how vital the device is to their role. Student officers continue to lead the digital revolution and often do not use desk tops even when in the station.

The project received national recognition recently at the Paperless in Public Service Awards, A government sponsored awards event held for the first time in 2017. West Yorkshire Police won the “Workflow and Process” award. There had been over 300 nominations in the ten categories available.

STRATEGIC RISK IMPLICATIONS

The device is due to be upgraded as it will not support the latest Android upgrades which most suppliers are developing against. This device upgrade must be coordinated with the integration of ESN to maximise efficiencies. However, ESN devices are not likely to be available until 2018.

EQUALITY, DIVERSITY AND HUMAN RIGHTS CONSIDERATIONS

Work continues with internal and external groups to identify solutions for staff with specific needs. This includes the potential procurement of software for installation on the devices or in some cases alternative devices.

SUPPORTING DOCUMENTATION

none