

Approved By: Mr Nick Alston, PCC	Classification of Paper: Not Protectively Marked
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Report to: Strategic Transformations Board	Report reference number PCC/0137/15
Date of Decision 27 November 2015	Area of County/Stakeholders affected Whole County - Essex
Title of report Public Contact Programme – Building Block Approach Approval for Capital Funds to purchase and pilot four Contact Points within police and police locations across Essex. new website platform and Content Management System (CMS)	
Report by: Claire Heath	
Enquiries to: Claire Heath	

- 1. Purpose of report**
 - 1.1. To release the first stage of funds to pilot four Contact Points within police and non-police premises across Essex.
- 2. Recommendations**
 - 2.1. The PCC approves the funds with the expectation of strengthened governance for the programme as outlined in his letter to the Chief Constable dated 2nd October 2015.
- 3. Benefits of Proposal**
 - 3.1 'Contact points' are self-service terminals capable of undertaking a number of transactions that would usually be conducted at a staffed front counter. A contact point is in effect, a touch screen device running from the same platform as the Essex Police website. Due to this, it will contain a number of the functions available from the website. However, when located in a police station or suitable shared public space, added capability could be

implemented to increase the out of hour's services for police station front counters.

- 3.2 At the time of writing, there are 25 front counters in Essex with nine open between 8am and midnight. Following a recent review, the number of front counters will reduce to 10 with the opening hours also being reduced. The ambition is for each front counter, operational police stations and some shared services to have a contact point in order to increase accessibility to 24hrs.
- 3.3 This will be completed in a phased approach, with the first phase looking to prove the concept of contact points. Phase one will see two contact points implemented within police station front counters and two in shared council space. These will provide basic functionality due to the tight timescale for implementation and the high costs to deliver the added functionality without first evaluating the basic functionality of the devices.

Phase One

- The trial devices will be implemented no later than 1st April 2016.
- Two contact points will be implemented within police station front counters with a further two installed within shared council space.
- These will provide basic functionality due to the tight timescale for implementation.

Phase Two

- Following a successful trial (Phase One), the project will expand to cover the remaining police stations and other selected council offices.

Future Delivery

The devices offered will be required to be scalable for the future, delivering new functionality when it is ready to be introduced. As such the hardware purchased will be able to be built upon as and when required. The future capabilities of contact points could include, but are not limited to –

- Property management – lockers with lost/found/returned property for collection
- Virtual face to face contact – through a video conferencing system to the contact centre
- Virtual reception – establishes identity of visitor and provides a visitors pass
- Payments – for fines/warrants/services
- Bail return – linking directly to custody

- 3.1. These points, under future delivery will not be included for the proof of concept phase.

4. Background and proposal

- 4.1. The Public Contact Programme (PCP) has been created to improve the quality and responsiveness of non-emergency contact from the public. It aims to achieve this through aligning systems, technology processes and skills to improve access, issue resolution and improve public confidence in the service overall.
- 4.2. This Programme is designed to deliver improvements to that contact through:
 - Offering a Multi-channel approach to public contact.
 - Improving access to police and other agency services
 - Improving resolution at point of initial contact
 - Better alignment of resources with demand.
- 4.3. The PCP will fundamentally change the way non-emergency public contact is handled and in doing so will support a number of organisational imperatives.
- 4.4. A full appraisal of the vision is outlined in the document: The Building Block Approach v0.7 and includes a range of initiatives. This particular funding proposal is aimed at the development and implementation of a proof of concept pilot for four Contact Points.

In summary the Contact Points aim to deliver the following:

- Improved access to police services in staffed and unstaffed police stations and shared public spaces.
 - Meeting public expectations by offering a range of self-service facilities
 - Effective signposting to other agencies to reduce demand
 - Deliver efficiencies and savings by offering a range of self-services
 - Providing potential to further reduce estate and staffing costs
- 4.5. The proposal has been presented to chief officers and formal approval is now being sought from the Strategic Transformation Board to add this part of the PCP to the 2015/16 Capital Programme.
 - 4.6. Funding is for the purchase and pilot of four contact points as described in the attached paper (Contact Points V0.3) presented to Chief Officers on 25 November 2015.

5. Police and Crime Plan

- 5.1 This proposal supports the PCC's vision and delivery of the following key areas of focus:

- Area 3 / Supporting Victims' of Crime

- Area 8 / Increasing efficiency in policing through collaborative working and innovation

6. Police Operational Implications

6.1. No operational policing implications have been identified.

7. Financial Implications

7.1. The 2016/17 capital bid for contact points, considered by Chief Officers on the 25 November 2015, had a payments profile which included £300k (indicative cost) in 2015/16. This could be used for the purpose of the pilot on the understanding that PCC approval is gained.

7.2. The following table outlines the estimated¹ costs of phase one implementation to gain **proof on concept for four Contact Points (two within police station premises and two within shared public spaces**, such as district council offices (for example, Maldon and Saffron Walden. (£223K capital and £15.6 revenue)

Capital

<i>Item</i>	<i>Price Per Item (£x000)</i>	<i>Quantity</i>	<i>Overall Cost (£x000)</i>
Contact Point Device Free standing self-serve kiosk with fingerprint reader and touch screen display (including 1 year support & maintenance)	12	4	48
Appointment Check In Software (including 1 year support & maintenance)	60	1	60
Environment Security (Cost obtained from James Greenway to ensure from counter meets Op Javelin requirements for 24 hour public access)	20	2	40
Transformation & Business Change / IT Integration Costs ²	75	One-off purchase fee, regardless of the number of devices	75
TOTAL	-	-	223

¹ Estimated from the higher costs of the market research returns October 2015. A full procurement tender process will be required to establish exact costs.

² On-site Support and IT integration associated costs

8. Legal Implications

- 8.1. All legal implications will be met through the procurement process. The Force has conducted market research by issuing a PIN notice to identify that there are suppliers in the market that could produce this service. As part of this market research we asked for budget and product information so it is the Forces belief that this will be in the proposed commercial envelope.
- 8.2. The force will select the best route legally compliant market route which will either be an open procedure via OJEU or a mini competition via a Crown Commercial Services Framework. The tender pack will be flexible enough to allow expansion of the proof of concept as well as allowing for discounts if our demand increases.
- 8.3. The specification is being developed from the market research (taking into account the latest innovation) in consultation with our expert IT advisors (Methods)."

9. Staffing and other resource implications

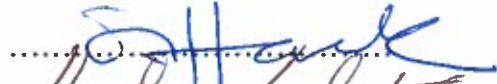
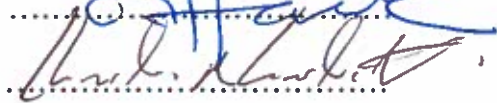
- 9.1. The Essex Police Public Contact programme Board is chaired by ACC Maurice Mason. This board has authority for business decision making in relation to all Programme work streams. Overall ownership for the Strategic Change development falls within the Deputy Chief Constables portfolio of work
- 9.2. The Public Contact Board reports into the Strategic Transformation Board which provides oversight and coordination of all major change programmes.
- 9.3. The development, pilot and evaluation of the Contact Points will be managed by the Public Contact Programme Board.

10. Equality and Diversity implications

- 10.1. There is no anticipated impact on equality from this recommendation. Contact Points will meet and/or exceed all relevant standards. Members of the Essex coalition of disabled people will also be invited to comment on the design and the use of Contact Points.


Report Approval

The report will be signed off by the Chief Executive and CFO and the PCC Solicitor where legal implications arise.

Chief Executive/M.O 
Chief Financial Officer 
PCC Legal Advisor (As necessary)

Decision

I agree the recommendations to this report


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PCC/Deputy PCC

I do not agree the recommendations to this report because

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PCC/Deputy PCC

Publication

Reasons for non-publication (*state 'None' if applicable*)

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Signed/Print name

Report for publication

YES

NO

If the report is not for publication, the Chief Executive will decide if and how the public can be informed of the decision.

Public Contact Programme Board

AGENDA ITEM 7.3 SUMMARY SHEET

Title	Public Contact Programme – Contact Points
Author	Public Contact Programme – Claire Heath
Sponsor	<p>ACC Maurice Mason / Chief Supt Andy Prophet</p> <p><i>(Note: All COMG agenda items must have a Chief Officer sponsor)</i></p>
Background Information	<p>On Wednesday 2nd September 2015, chief officers were presented with ‘The Building Block Approach’ by the Public Contact Programme. This business case made recommendations to lay the consistent foundations across Essex and Kent in order to maximise the potential for major structural alignment of control rooms and contact centres across both forces as well as improving the quality and responsiveness of non-emergency contact from the public</p> <p>The same day, chief officers approved a business case to reduce the number of police station front counters from 25 to 10 as well as the daily opening hours. These papers are intrinsically linked with the reduction in front counter staffing leading to the opportunity to digitalise the services providing extended accessibility.</p> <p>‘The Building Block Approach’ introduced self-serving Contact Points as one of the four key areas for development.</p> <p>Self-service is widely used in the private sector and has increased the public’s digital confidence. Digital Leads in the banking industry for example, are advocating the use of self-service technology with staff numbers reducing as popularity increases.</p> <p>This paper describes the rationale, benefits and financial requirements associated with contact points. It gives options for piloting two or four contact points and rolling out an additional six / eight if the results of the pilot are successful.</p> <p>Chief officer approval is sought to move to a formal procurement stage to pilot two or four contact points depending on the selected recommendation.</p>

	<p>Three recommendations are presented for Chief Officer consideration:</p> <ul style="list-style-type: none"> Recommendation One Essex Police purchases four contact points, so that the proof of concept can also be tested in shared public spaces, such as district council offices (for example, Maldon and Saffron Walden. (£223K and capital and £15.6 revenue) Recommendation Two Essex Police continues to develop biometric sign on for the proof of concept contact points. 																				
<p>Finance Implications</p>	<p>Each of the recommendations contain their own capital and revenue costs:</p> <p>The 2016/17 capital bid for Contact Points, being considered by Chief Officers on the 25 November 2015 has a payments profile which includes £300k (indicative cost) in 2015/16. This could be used for the purpose of the pilot on the understanding that OPCC approval is gained at the Strategic Transformation Board on the 27 November 2015.</p> <p><u>Recommendation One – Piloting two contact points</u></p> <p>Capital</p> <table border="1" data-bbox="493 1122 1393 1962"> <thead> <tr> <th><i>Item</i></th> <th><i>Price Per Item (£x000)</i></th> <th><i>Quantity</i></th> <th><i>Overall Cost (£x000)</i></th> </tr> </thead> <tbody> <tr> <td>Contact Point Device</td> <td>12</td> <td>2</td> <td>24</td> </tr> <tr> <td>Appointment Check In Software (including 1 year support & maintenance)</td> <td>60</td> <td>1</td> <td>60</td> </tr> <tr> <td>Environment Security</td> <td>20</td> <td>2</td> <td>40</td> </tr> <tr> <td>Transformation & Business Change</td> <td>75</td> <td>One-off purchase fee,</td> <td>75</td> </tr> </tbody> </table>	<i>Item</i>	<i>Price Per Item (£x000)</i>	<i>Quantity</i>	<i>Overall Cost (£x000)</i>	Contact Point Device	12	2	24	Appointment Check In Software (including 1 year support & maintenance)	60	1	60	Environment Security	20	2	40	Transformation & Business Change	75	One-off purchase fee,	75
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Contact Point Device	12	2	24																		
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Costs ¹		regardless of the number of devices	
TOTAL	-	-	199

Revenue

<i>Item</i>	<i>Price Per Item (£x000)</i>	<i>Quantity</i>	<i>Overall Cost (£x000)</i>
Device Support	2.4	2	4.8
Appointment Support	6	Annual fee, regardless of the number of devices	6
TOTAL	-	-	10.8

Recommendation Two – Piloting four contact points

An additional £24k capital and £4.8K revenue to the above

Recommendation Three – Future Developments for Biometrics, including bail sign on

Capital

¹ On-site Support and IT integration associated costs

<i>Item</i>	<i>Price Per Item (£x000)</i>	<i>Quantity</i>	<i>Overall Cost (£x000)</i>
Operating System (including unlimited users, Biometric Sign On, RMS integration, Kiosk UI with 1 Year Support & maintenance)	245	One-off purchase fee, regardless of the number of devices	245
Enrolment Device	5	1	5
TOTAL	-	-	250

Revenue

<i>Item</i>	<i>Price Per Item (£x000)</i>	<i>Quantity</i>	<i>Overall Cost (£x000)</i>
Operating System Support	20	Annual fee, regardless of the number of devices	20
Enrolment Device Support	1	1	1
TOTAL	-	-	21

(Note: Identify source of funding - if relevant)

Resource Implications	There are minimal implications for resourcing. There will be a requirement for staff familiarisation with the device for promotional and assistance purposes but again this will be minimal.
Equality Impact Assessment	There is no anticipated impact on equality from the recommendations within this business case. Careful consideration will be given to the accessibility of contact points especially for people with disabilities. <i>(Note: Issues identified must be covered in sufficient detail in paper)</i>
Assessment of Risk	The Public Contact Programme risk register contains all of the project risks as well as their mitigations. <i>(Note: State level of risk and whether it is a new risk or whether the risk is already identified on Force or Dept. Risk Register)</i>
Consultation	<ul style="list-style-type: none"> Consultation with the Head of Estates, Strategic Change Team leads

[NOT PROTECTIVELY MARKED]

	<p>for Finance and HR.</p> <ul style="list-style-type: none">• Detailed knowledge about the “Vision” of the Public Contact programme to provide more channels to access non-emergency services• The practice of other forces.• College of Policing.• OPCC• Workshops with Essex Coalition of Disable people, women’s faith groups and the PCC Youth Forum <p><i>(Note: If relevant include Finance, HR and Staff Associations. Any change business case must include Evolve Team recommendations)</i></p>
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Strategic Change Team

Contact Points

Front Counter Self-Service Terminals

Author – T/Inspector Frazer Low

Version .03

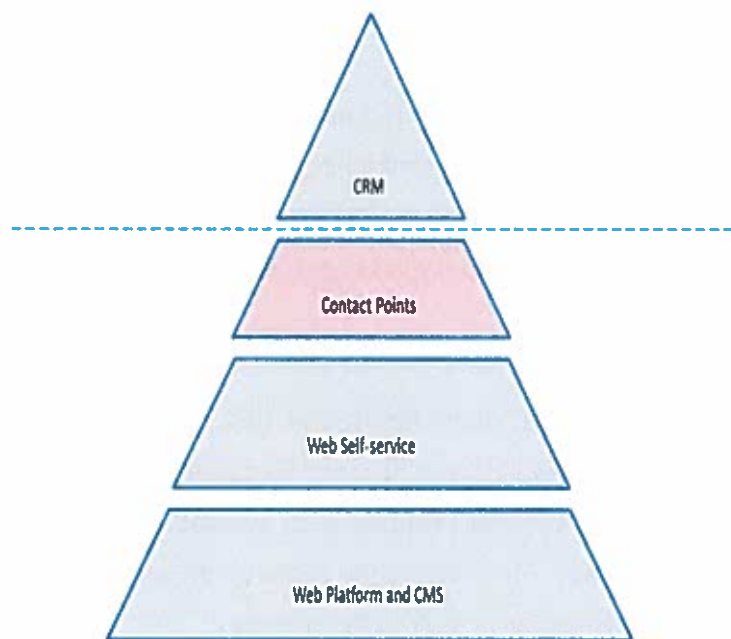
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1.0 Introduction

On Wednesday 2nd September 2015, chief officers were presented with 'The Building Block Approach' by the Public Contact Programme. This business case made recommendations to lay the consistent foundations across Essex and Kent in order to maximise the potential for major structural alignment of control rooms and contact centres across both forces as well as improving the quality and responsiveness of non-emergency contact from the public.

The same day, chief officers approved a business case to reduce the number of police station front counters from 25 to 10 as well as the daily opening hours. These papers are intrinsically linked with the reduction in front counter staffing leading to the opportunity to digitalise the services providing extended accessibility.

'The Building Block Approach' introduced self-serving Contact Points as one of the four key areas for development:



Self-service is widely used in the private sector and has increased the public's digital confidence. Digital Leads in the banking industry for example, are advocating the use of self-service technology with staff numbers reducing as popularity increases.

The PCC and members of the Strategic Transformation Board asked the Public Contact Programme to scope the feasibility and cost of self-service kiosk type devices. The decisions

of chief officers and any next steps regarding the recommendations will be presented to members of the Strategic Transformation Board on 27 November 2015.

This paper describes the rationale, benefits and financial requirements of piloting either two contact points in front counter locations (or four - if the decision is taken to extend the pilot to public spaces). It gives a financial summary for rolling out an additional six/eight contact points if the results of the pilot(s) are successful.

Chief Officer approval is sought to move to a formal procurement stage to pilot either option one or options one and two below:

- **Option 1 – pilot two contact points within Police Station front counter environments**
- **Option 2 – pilot option one above plus two contact points in shared public space (e.g. Maldon and Saffron Walden District Council Offices).**

2.0 Self-Services Contact Points

'Contact points' are self-service terminals capable of undertaking a number of transactions that would usually be conducted at a staffed front counter. A contact point is in effect, a touch screen device running from the same platform as the Essex Police website. Due to this, it will contain a number of the same functions, but with added capability to increase the out of hour's services for police station front counters.

Police station front counter attendance within Essex accounts for around 10% of non-emergency contact. Essex Police have around 22,000 visitors¹ to front counters each month. These face to face contacts are for a 'transactional' purpose such as producing documents, collecting property or signing on for bail. The transaction requires physical attendance of the visitor but does not require a member of staff to be present.

Contact points would provide a self-service functionality for members of the public to resolve their enquiries without the requirement for staff intervention. The device would have the capability to record transactions such as crime reporting, lost/found property recording, incident reporting, and accessibility to a wide range of advice/external services as well as being able to record attendance at the police station for an appointment.

¹ Based on footfall data from February and July 2014

The device also seeks to address the current system of bail and immigration sign on. The current process requires a simple signature in a book, there is no verification of the person conducting the sign on and the process for identifying a breach is inconsistent. Although this has been in place for years, advancement in biometric devices means this process could significantly improve.

The introduction of self-service facilities in police stations (and other appropriate public service buildings such as local councils if the demand was present) will support the Estates Strategy to allow the remaining front counters to provide longer opening hours and support the development of more effective and efficient non-emergency contact handling. This supports the principles of the National Vision for Policing 2016, the National Contract Management Strategy whilst reflecting Essex priorities in the PCC's Police and Crime Plan.

Self-service facilities are used across many industries and sectors and have become the usual expected standard of service provision, from using a self-service check out at a supermarket to paying in a cheque at a bank kiosk. Hospitals and doctors surgeries have also adopted this approach utilizing appointment check in and information points facilities. Public familiarity with self-service alternatives is high and ever increasing.

Contact points with front counters will promote the use of self service and get victims, witnesses and members of the public familiar with the services that can be accessed from any device at any location online. The system will be accessible to all and will assist in 'de-queuing' at the front counters.

The range of possibilities for contact points are vast with a phased approach being advised at the early implementation through to the future possibilities and functions.

3.0 Market Research

Currently only Cheshire Police have implemented something similar to this technology. Cheshire stated that in general, the public view continues to be positive around Police Contact Point usage on police buildings. The functionality is only website based so the use is restricted to the same self-service options available from home.

Merseyside are currently developing a biometric solution and the Metropolitan Police have recently trialled a bail management solution that they are looking to roll out across the force.

In October 2015, a procurement intention notification (PIN) was released to suppliers asking for their interest in providing contact points as well as the financial costs associated. Two suppliers responded and gave indicative costs for the devices and likely development costs for the various services.

As contact points are a relatively new concept to policing and the transactional services are bespoke, full costs cannot be established at this point. The research however did give an idea of the device costs and some early services that can be provided. The following chapters set out the most cost effective approach to a phased implementation. This will not only ensure costs are kept to a minimum, but it will also ensure that there is public take up and use and that concept is absolutely right before full roll out.

Prior to any development and implementation, a full tender process will be undertaken.

4.0 Contact Points Phase One

With the proposed reduction in police station front counters due to take place from 1st April 2016, alternative access to services are recommended to maintain our levels of service and offer members of the public with alternative ways to contact Essex Police. It is proposed that two contact points are purchased initially to test the concept as well as introducing self-service technology to visitors. Due to the high level of one-off capital costs, which are irrespective of the number of devices purchased, it is also recommended that consideration is given to purchasing a further two devices to pilot in public spaces such as Saffron Walden and Maldon

The contact point devices would be placed at two different parts of the county, one within a staffed front counter and the other within an unstaffed front counter. The devices, attached to the wall, similar to a shopping centre information point, would be procured initially to provide the following self-service functions –

- Online crime reporting }
- Lost/found property reporting } Provided through the Essex Police website
- Signposting to other agencies }
- Appointment check-in (register attendance for an appointment)

The first three functions will be provided directly through the Essex Police website to ensure familiarity and to encourage use from a desktop, tablet or mobile device.

Appointment check-in would be the first development specific to contact points. Footfall data shows that appointment attendance alone accounted for 3,291 visitors during the two month period, around 15% of all attendance.

Using readily available technology, visitors would use the contact point to register their attendance which would notify the staff member or officer of their arrival. The system however could be developed further to send updates to the person visiting. For example, an officer requires a person to attend to make a statement – the officer enters brief details on to a system which not only updates the contact point of the upcoming attendance, it also sends an email or text confirmation of the appointment to the person attending as well as local information such as nearest parking. In turn, they can respond to this is they can no longer make the appointment which will flag directly to the officer or staff member.

This basic function would 'de-queue' front counters by a significant number and also improve customer service by providing direct contact and reminders of appointments.

Option One - Essex Police buys a minimum of two contact points (touch screen self-service kiosks) to prove concept, one in a remaining staffed front counter and one in an unstaffed front counter. (£199k capital / £10.8 revenue)

Option Two - Essex Police considers purchasing four contact points, so that the proof of concept can also be tested in shared public spaces, such as district council offices (for example, Maldon and Saffron Walden.(Option One plus an additional £24k capital and £4.8k revenue)

Recommendation One

Essex Police purchases four contact points, so that the proof of concept can also be tested in shared public spaces, such as district council offices (for example, Maldon and Saffron Walden.(£223K and capital and £15.6 revenue)

5.0 Contact Points Biometric Sign-On

Following the roll out of the pilot contact points, further work would then be undertaken to develop a biometric sign on functionality. Signing on accounted for 1,806 visits during the

footfall analysis period. The current process of bail/immigration sign on requires a simple signature in a book; there is no verification of the person conducting the sign on and the process for identifying a breach is inconsistent. Although this has been in place for years, advancement in biometric devices means this process could significantly improve.

The signing on process is in place to monitor a person's location. This could be as part of bail conditions, a sex offender's notification or immigration. The process can be an important part of offender management and the necessity to ensure accuracy is required.

Biometric data is captured at various points, including following arrest for a recordable offence, being summonsed or at initial registration for immigration purposes. This data is then stored on file. The contact point would look to use this data to match it against a fingerprint being provided at the time sign on is required. This would verify the person signing on was in fact the correct person as well as being able to provide early identification of a breach.

Although similar technology is in use within other organisations, this has never been developed specifically for police purposes. The system will also need to read from current police systems as well as PNC and as such, design and implementation will take longer than the initial phase one proof of concept. It would however be produced as soon as possible for the terminals.

Recommendation Two

Essex Police continues to develop biometric sign on for the proof of concept contact points.

6.0 Security

The self-service nature of contact points allows for increased accessibility wherever they are placed. This means that front counters can open longer, something banks have been doing for years, providing the environment is secure and the main building cannot be accessed.

Estates are already looking at refreshing the front counter environment in order to make it more consistent across the county. It is estimated that each front counter will cost around £20,000 to fully secure if open 24 hours.

7.0 Finances

The 2016/17 capital bid for contact points, being considered by Chief Officers on the 25 November 2015, has a payments profile which includes £300k (indicative cost) in 2015/16. This could be used for the purpose of the pilot on the understanding that OPCC approval is gained at the Strategic Transformation Board on the 27 November 2015.

Option One

The following table outlines the estimated² costs of **phase one implementation to gain proof on concept within police station front counters**

Capital

<i>Item</i>	<i>Price Per Item (£x000)</i>	<i>Quantity</i>	<i>Overall Cost (£x000)</i>
Contact Point Device Free standing self-serve kiosk with fingerprint reader and touch screen display (including 1 year support & maintenance)	12	2	24
Appointment Check In Software (including 1 year support & maintenance)	60	1	60
Environment Security (Cost obtained from James Greenway to ensure from counter meets Op Javelin requirements for 24 hour public access)	20	2	40
Transformation & Business Change / IT Integration Costs ³	75	One-off purchase fee, regardless of the number of devices	75
TOTAL	-	-	199

² Estimated from the higher costs of the market research returns October 2015. A full procurement tender process will be required to establish exact costs.

³ On-site support and IT integration associated costs

Revenue

<i>Item</i>	<i>Price Per Item (£x000)</i>	<i>Quantity</i>	<i>Overall Cost (£x000)</i>
Device Support	2.4	2	4.8
Appointment Support	6	Annual fee, regardless of the number of devices	6
TOTAL	-	-	10.8

The software detailed in the finance section above applies to any number of contact points and as such, the cost remains the same whether two or ten contact points are purchased.

The additional cost to purchase a contact point is £12k capital and £2.4k revenue per device.

For additional information, the cost to install a Contact Point in every police station front counter (minus the two proof of concept devices meaning eight additional devices) would cost £96k capital and £19.2k revenue. Each front counter environment would also have to be improved for security purposes which are estimated at a total capital cost of £160k.

Option Two

The table below shows the costs for piloting between two and six Contact Points. (Two contact points in front counter locations and two in public shared spaces) is highlighted in the table.

Number of Contact Points approved to pilot	Capital	Revenue	Additional Costs to pilot 2 plus	
			Capital	Revenue
2	199	10.8	-	-
3	211	13.2	12	2.4
4	223	15.6	24	4.8
5	235	18	36	6
6	247	20.4	48	8.4

Phase Two Development

The following table outlines the estimated⁴ costs of phase two development adding the **biometric sign on process** to the devices, once proof of concept at phase one has been achieved (**recommendation two**) -

Capital

<i>Item</i>	<i>Price Per Item (£x000)</i>	<i>Quantity</i>	<i>Overall Cost (£x000)</i>
Operating System (including unlimited users, Biometric Sign On, Records Management System integration, Kiosk Unique Identifier with 1 Year Support & maintenance)	245	One-off purchase fee, regardless of the number of devices	245
Enrolment Device	5	1	5
TOTAL	-	-	250

Revenue

<i>Item</i>	<i>Price Per Item (£x000)</i>	<i>Quantity</i>	<i>Overall Cost (£x000)</i>
Operating System Support	20	Annual fee, regardless of the number of devices	20
Enrolment Device Support	1	1	1
TOTAL	-	-	21

8.0 Contact Points Phase Two Development

The proof of concept contact points will be continually reviewed following their implementation to establish usage and further developmental opportunities. From there, a decision will be made regarding their on-going installation and wider roll out.

⁴ Estimated from the higher costs of the market research returns October 2015. A full procurement tender process will be required to establish exact costs.

The software detailed in the finance section applies to any number of contact points and as such, the cost remains the same whether two contact points are purchased or ten.

Additional functionality would then require additional software to be added to the devices at extra cost.

The future capabilities of contact points include, but are not limited to –

- Property management – lockers with lost/found/returned property for collection
- Virtual face to face contact – through a video conferencing system to the contact centre
- Virtual reception – establishes identity of visitor and provides a visitors pass
- Payments – for fines/warrants/services
- Bail return – linking directly to custody

9.0 Next Steps

The Chief Officer decision will be presented at the Strategic Transformation Board on the 27 November 2015 with a formal request to approve funds if appropriate.