**Performance and Resources Scrutiny Programme 2018/2019**

**Report to: the Office of the Police, Fire and Crime Commissioner for Essex**

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| **Title of Report:** | **Mobile First Update** |
| **Agenda Number:** | **2** |
| **Chief Officer** | **Mark Gilmartin** |
| **Date Paper was Written** | **11th October 2018** |
| **Version Number** | **1.1** |
| **Report from:** | **Kent and Essex Police** |
| **Date of Meeting:** | **25th October 2018** |
| **Author on behalf of Chief Officer:** | **Simon Alland** |
| **Date of Approval:** | **12th October 2018 (SA)** |

1. **Purpose of Report**

To provide an update on the progress of the Mobile First programme.

1. **Recommendations**

This report is for the Board to note

1. **Executive Summary**

The report will highlight the progress of Mobile First since the previous meeting in July. It will contain transaction data from officer usage over the past 6 months alongside the productivity hours saved by officers.

**4.0 Introduction/Background**

Mobile First has been live since March 2018 and fully deployed across Essex police from May 2018. Now the officers have been using the devices for the past 6 months this paper will update on the performance of Mobile First against officer transactions using the software solution data.

The usage data forms part of the benefits management strategy for Mobile First tracking usage across the force. The transactional data assists the force in driving business change.

**5.0 Current Work and Performance**

All data with the exception of Athena transactions are from the Mobile First software. The benefits realisation dashboard holds this transaction data, in the future the transaction data will be user generated from an additional audit module.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Apr-18** | **May-18** | **Jun-18** | **Jul-18** | **Aug-18** | **Sep-18** |
| **Athena Mobile** | 5012 | 5489 | 5783 | 5798 | 5354 | 4994 |
| **PNC \*** | 14620 | 41838 | 48675 | 48188 | 50837 | 48733 |
| **STORM** | 1129 | 4190 | 4715 | 5911 | 4672 | 4277 |
| **ePNB** | 2930 | 3600 | 3022 | 2875 | 1091 | 2112 |
| **Use of Force** | 1050 | 1135 | 1176 | 1152 | 1190 | 1027 |
| **MG11** | - | - | - | 314 | 270 | 242 |
| **\*Search Nominal, Vehicle, Address & License** | | | | | | |

The above table shows the number of transactions carried out by officers using their Mobile First device during Q1 and Q2.

The two tables below represent the time equivalent of each of the above transaction against the Benefits Register. Usage has increased in Q2 with a steady increase of transactions, however this could be linked to the summer peak in demand.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Projected 100% value | Q1 realisation 10% | Q1 actual | Q1 projected hours | Q1 actual hours |
| Athena (Officer) | 4500 p/m | N/A | 5428 p/m | 2250 | 2714 |
| Athena (IMU) | 4500 p/m | N/A | 5428 p/m | 3375 | 4071 |
| PNC (Officer) | 1000 p/d | 100 | 521 p/d | 455 | 5256 |
| PNC (FCR) | 1000 p/d | 100 | 521 p/d | 455 | 5256 |
| STORM (Officer) | 650 p/d | 65 | 110 p/d | 197 | 334 |
| STORM (FCR) | 650 p/d | 65 | 110 p/d | 197 | 334 |
| ePNB | N/A | N/A | 92 p/d | - | - |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Projected 100% value | Q2  realisation 20% | Q2 actual | Q2 projected hours | Q2 actual hours |
| Athena (Officer) | 4500 p/m | N/A | 5382 p/m | 2250 | 2691 |
| Athena (IMU) | 4500 p/m | N/A | 5382 p/m | 4036 | 4071 |
| PNC (Officer) | 1000 p/d | 200 | 1606 p/d | 910 | 7387 |
| PNC (FCR) | 1000 p/d | 200 | 1606 p/d | 910 | 7387 |
| STORM (Officer) | 650 p/d | 130 | 161 p/d | 394 | 495 |
| STORM (FCR) | 650 p/d | 130 | 161 p/d | 394 | 495 |
| ePNB | N/A | N/A | 66 p/d | - | - |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Q1 | Q2 | Total | Shifts Saved1 | £ Equivalent2 |
| Officer hours saved | 17965 | 22526 | 40491 | 4499 | £1,376,694 |

1. Officer shift at 9 hours per shift
2. Officer hourly rate at £34

**6.0 Implications (Issues)**

The timescales for delivering the remaining Phase 1 and Phase 2 modules have been delayed due operational attachments returning to division. This has reduced capacity within programme to test app releases and functionality.

To mitigate this issue, LPA SLT have been approach to provide a small number of officers to conduct testing on overtime to drive this forward. To assist with ensuring completion of the phases, the programme phases have been amendment into smaller phases, which will be more achievable given the current resource challenge.

**6.1 Links to Police and Crime Plan Priorities**

As Kent Police and Essex Police to continue transforming their ways of working through the implementation of the integrated mobile software solution, tracking the realisation of the benefits from the Mobile Policing Programme will support unlocking the full range of benefits by driving cultural and performance change.

The strategic benefits anticipated to be delivered as a result of the programme are:

* Financial savings as a result of operating model changes directly enabled by mobile technology
* More time available for value-adding activities due to a reduced requirement to return to police stations
* Better policing outcomes due to real-time data capture and enriched data quality, supporting improved decision-making
* Improved public satisfaction and confidence as a result of interactions with better equipped police officers
* Increased officer satisfaction as a result of improved working practices, greater situational awareness and faster decision-making

These in turn support the Police & Crime Plan priorities of:

* More local, visible and accessible policing
* Crack down on anti –social behaviour
* Breaking the cycle of domestic abuse
* Protecting children and vulnerable people

**6.2 Demand**

Mobile First usage figures are presented to the Strategic Change Coordination Board chaired by DCC Horne and Demand Management board chaired by ACC Mills. This will allow both boards to make strategic decisions, monitoring the hours saved by Mobile First.

**6.3 Risks/Mitigation**

There are no risks on the force risk register that are linked to Mobile First.

**6.4 Equality and/or Human Rights Implications**

Not applicable

**6.5 Health and Safety Implications**

Not applicable

**7.0 Consultation/Engagement**

Mobile First programme team.

**8.0 Actions for Improvement**

Not applicable

**9.0 Future Work/Development and Expected Outcome**

A tasking and briefing module has been purchased from HCL to deliver division tasking and briefing based on an officers device location. The software will push time and geolocation relevant tasking to officers. Currently officers are being briefed with this information every shift, even if the contents of the briefing to not relate to where the officers will be patrolling that shift.

The new solution will know if the officers are on shift and their location, this will in turn reduce the briefing time at the beginning of the shift allowing the officers to deploy quicker. The investment is for £680K for a 4 year contract, if the briefing time reduces by 5 minutes, this will save £1.2million in efficiency saving per year.

**10.0 Decisions Required by the Police, Fire and Crime Commissioner**

No decisions required