

## Performance and Resources Scrutiny Programme 2019

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

<b>Title of Report:</b>	<b>Mobile First Benefits Update</b>
<b>Classification of Paper:</b>	<b>Official</b>
<b>Agenda Number:</b>	<b>7.0</b>
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<b>Report from:</b>	<b>Mobile First PMO</b>
<b>Date of Meeting:</b>	<b>26/09/19</b>
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<b>Date of Approval:</b>	<b>11/09/2019</b>

### 1.0 **Purpose of Report**

Benefits update on 2019/2020 Q1 performance of Mobile First.

### 2.0 **Recommendations**

None

### 3.0 **Executive Summary**

An update on the transactional performance and benefit outcome of Mobile First users. The report will compare 2018/2019 to 2019/2020 to show the uptake in usage across the modules.

### 4.0 **Introduction/Background**

The bridging paper updated on 2018/2019 performance of Mobile First. This report will highlight the change between the two financial years. Essex Finance have been consulted on the benefits dashboard to ensure productivity savings are correct.

The paper will provide a brief update on each module in reference to their benefit performance. This will be in related to business use, any challenges faced by each module and how the team are overcoming them.

**5.0 Current Work and Performance**

Module	Usage 2018/2019 Apr to July	Usage 2019/2020 Apr to July	Usage 2018/2019	Forecast Usage 2019/2020
Athena (Officer)	22,082	25,522 +16%	63,635	76,476 +20%
Athena (IMU)	22,082	25,522 +16%	63,635	76,476 +20%
PNC (Officer)	153,302	316,657 +107%	599,190	949,971 +59%
PNC (FCR)	153,302	316,657 +107%	599,190	949,971 +59%
STORM (Officer)	15,940	21,229 +33%	48,816	63,687 +30%
STORM (FCR)	15,940	21,229 +33%	48,816	63,687 +30%
Use of Force	4,513	5,275 +17%	13,679	15,825 +16%
MG11	314	2,048 +552%	2,736	6,144 +125%

[Fig.1]

The usage table above at Figure 1 illustrates the transactions carried out for the modules live on Mobile First. In only 4 months of 2019/2020 financial year, transactional performance is forecasted to exceed 2018 figures as shown above.

Q1 2019/20										
Benefit	Projected value Transactions	Q1 actual Transactions	Q1 Projected % Hours	Q1 Actual Hours	Variance Hours	Q1 Projected £ £ Amount	Q1 Actual £ £ Amount	Variance £ Amount	Variance %	Trans Measure
Athena (Officer)	4,750	6,110	2,375	3,055	680	£80,750	£104,746	£23,996	30%	per month
Athena (IMU)	4,750	6,110	3,563	4,583	1,020	£67,688	£95,120	£27,432	41%	per month
Athena (Policing Outcomes)	1,000	0	3,042	0	-3,042	£103,417	£0	£-103,417	-100%	per day
Athena (FCR)	1,000	0	3,042	0	-3,042	£51,708	£0	£-51,708	-100%	per day
PNC (Officer)*	1,400	2,564	4,258	7,800	3,542	£144,783	£267,445	£122,661	85%	per day
PNC (FCR)*	1,400	2,564	6,388	11,700	5,313	£108,588	£221,101	£112,513	104%	per day
STORM (Officer)	650	161	1,977	491	-1,486	£67,221	£16,834	£-50,387	-75%	per day
STORM (FCR)	650	161	1,977	491	-1,486	£33,610	£9,278	£-24,333	-72%	per day
Stop & Search	417	0	125	0	-125	£4,250	£0	£-4,250	-100%	per month
CRASH	800	0	0	0	0	£0	£0	£0	0%	per month
Compact (Initial)	625	0	1,875	0	-1,875	£63,750	£0	£-63,750	-100%	per month
Compact (Recurring))	417	0	625	0	-625	£21,250	£0	£-21,250	-100%	per month
Sudden Death Form	200	0	150	0	-150	£5,100	£0	£-5,100	-100%	per month
Community Resolution	467	0	350	0	-350	£11,900	£0	£-11,900	-100%	per month
Cannabis Warning	75	0	56	0	-56	£1,913	£0	£-1,913	-100%	per month
Use of Force	1,000	1,283	750	962	212	£25,500	£32,984	£7,484	29%	per month
MG11	400	490	300	368	68	£10,200	£12,600	£2,400	24%	per month
<b>Total</b>			<b>30,852</b>	<b>29,450</b>	<b>-1,403</b>	<b>£801,627</b>	<b>£760,107</b>	<b>£-41,520</b>	<b>-5%</b>	

\*Search Nominal, Vehicle, Address & License

[Fig.2]

Figure 2 above shows the benefits dashboard for Q1 2019, and illustrates how performance has been sustained throughout 2018 for the live modules. The full table is available in the linked file below:



Essex Mobile First -  
Benefits Q1 Results

Live modules

**Athena Investigation** submissions have increased on average 800 per month, to reach 6,100 submission per month in the quarter. This is delivering a time saving to the officer and resource saving to the crime bureau, and victims receive a higher quality service from Essex Police.

**PNC** searches have exceeded the target of 1,400 per day with actuals average of 2,564 per day. This is enabling the FCR to work more efficiently, reducing radio traffic and officers are receiving all PNC and Athena information on their device.

**Storm CAD** updates from Mobile First are not as high as expected, but Mobile First has learnt that officers are using what is, in effect, a workaround via Web Storm on their device to update CADs. Web Storm can be accessed via Applications on connEXions. The link needs to remain as desktop users and Specials use Web Storm outside of Mobile First. Our Operational Change Inspector has been visiting the FCR and LPAs to encourage use of Storm through Mobile First and this is slowly improving performance.

**Use of Force** submissions have been consistent since go live of the module in April 2018. Mobile and Desktop users can submit Use of Force forms.

**MG11** submissions have increased month on month, this has been as a result of two interventions from the team. A new application release was deployed in November 2018 to speed input of text to MG11s, and the programme team have actively been visiting LPAs to show the benefit of using MG11 on mobiles.

Forecasted Modules

Stop Search, Compact, Crash, Sudden Death, Community Resolution and Cannabis Warning are in development and are scheduled after the HCL Athena app release. The supplier has delayed the release of these modules as timescale previously given the supplier were not achieved. HCL Athena release into Mobile First is due to go live in October 2019, with the remaining modules schedule for Q4 2019/2020 and Q1 2020/2021. The Tasking and Briefing module has now been agreed by Chief Officers and is expected to be rolled out and in service by March 2020.

**6.0 Implications (Issues)**

At the last meeting an action was set for the Mobile First team as follows:

**“Mobile Policing Update (action 94/18)** A paper to return to the Board in the summer after the implementation of HCL – reflecting identifiable benefits based upon agreed assumptions of time saving.”

The action refers to the PFCC wanting an update of identifiable benefits, which would be taken from the Dashboard and Location (D&L) reporting tool which was expected to have been rolled out by the September board meeting.

However, delivery of the D&L reporting tool has been delayed, and so the means by which the benefits would be identified is not yet available. The tool has been scheduled for delivery in January 2020 after the HCL Athena app delivery, as the benefits from that are seen as a higher priority for the development team for the following reasons:

- Single sign on into core policing apps – one login for Athena, PNC, ePNB and Storm
- Integration into federated search – ability to search nominal, vehicles and address details alongside PNC, DVLA, NFLMS and QAS
- Athena intelligence will be linked to tasking and briefing
- Officers will be able conduct nominal, vehicle and address when completing Intel and Investigation submissions
- IT Services are unable to support the current application
- Athena mobile application can be developed further by HCL when connected to Web Services
- Individual Athena performance can be monitored by supervisors

In respect of being able to provide a benefits report using the HCL D&L tool, whilst the capability to do so should be delivered in January 2020, it is requested that further time be granted to deliver the report of identifiable benefits using the D&L tool.

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

Our vision – supporting our policing vision by empowering officers to become more local, visible and accessible through the use of mobile technology.

The roll out of mobile devices has allowed officers to spend more time out of the station, on patrol, investigating crime and engaging with local communities, residents and businesses.

## **6.2 Demand**

Not applicable

## **6.3 Risks/Mitigation**

Not applicable

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

Not applicable

**6.5 Health and Safety Implications**

Not applicable

**7.0 Consultation/Engagement**

Not applicable

**8.0 Actions for Improvement**

Not applicable

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

The Mobile First programme team will continue to engage with LPAs and FCR commands to sustain usage in the force. This enables the team to hear feedback from users across the force.

Monthly newsletters to our Ambassador network will continue to delivery key messages to Ambassador on tips, new functions and provides a feedback loop to the programme team.