

LEICESTERSHIRE POLICE AUTHORITY

PAPER MARKED

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Meeting **POLICE AUTHORITY**

Date **26 JANUARY 2010 – 2.00 PM**

Report of **CHIEF CONSTABLE**

Subject **MOBILE DATA AND IR3**

Purpose of Report

1. The purpose of this report is to update the members of the Police Authority in respect of the introduction of mobile data technology and iR3 Automatic Resource Location and Fleet Management System within the force and the value for money of these initiatives.

Background To MDT and iR3

2. In 2008 the Home Office supported a regional initiative which resulted in the provision of £2.1m of funding for the installation of 300 mobile data terminals in vehicles and 700 BlackBerry terminals for use primarily by PBO's and PCSO's. The roll out of these terminals commenced in January 2009 and is largely complete. Their use is designed to increase police visibility and reduce bureaucracy. Tracking and periodic NPIA evaluation of the business benefits is being undertaken and the Force is continuing to drive the use of the terminals in order to achieve the projected benefits.
3. iR3 is an Automatic Resource Location System, for vehicles and personnel. It consists of polling units attached to the majority of Force vehicles that enables them to be monitored in terms of location and mileage completed which can be represented in either the Contact Management Centre (CMC) live, or by use of historical data through the Force Intranet. The introduction of iR3 (then designated ORB), commenced in the spring of 2007. This was originally focussed upon Fleet Management and improved operational deployment through the CMC. The development subsequently included an operational element relating to a "Waymarker" system and briefing tool. This enables crime and anti social behaviour "hot spots" and locations where police presence needs to be targetted eg the address of a CRO nominal; to be designated and patrol activity at those points recorded and monitored. Additionally, the Force is incrementally facilitating the representation of GPS enabled polling data (APLS or Automatic Personnel Location System), through the mapping system in CMC.

MDT – The Current Position

4. The MDT gives access to real-time intelligence and information, live crime recording, updating records and administrative tasks, whilst on the move. From January – November 2009 (latest figures), 2976 crime reports were created using an MDT. Officers are mainly using MDT's to run intelligence checks via the CIS system and in November 2009 39359 CIS transactions, including viewing of nominal records, were undertaken via an MDT. Individual performance figures are circulated to Areas and Departments each month in order to promote usage.
5. The latest figures for October 2009 show that the total number of BlackBerry transactions for that month was 41,064. Most of these were email transactions. The average number of transactions per used device per day was 7.5. The VANTAGE Command and Control system has now been installed on BlackBerry devices, giving officers and staff access to greater information and will lead to the improved use of the diarised system operated by CMC for negotiated response to members of the public. It is anticipated that this will result in an increase in non email transactions. Usage figures of BlackBerry devices are circulated to Areas, again to promote usage.
6. It is appropriate to recognise that the introduction of mobile data in organisations can and has in this force presented considerable challenges, often cultural. The use of mobile data has seen significant uptake in force, but this has been uneven, in relation to progression over time. This is understood to have been caused by:
 - Cultural behaviour of frontline officers and supervisors
 - User error when using MDTs / BlackBerrys
 - Mythology surrounding the use of MDTs / BlackBerrys
 - Relatively new technology – officers unsure how MDTs / BlackBerrys work
 - Service Provider coverage (MDTs)

BCU and Departmental leadership, the regular review of performance data at PDG, formation of user groups, re - formation of the Programme Board, and better intranet website advice, are all focussed upon the improvement of these figures and achievement of further business benefits.
7. In terms of developments with MDT/BlackBerry, Leicestershire Constabulary is pursuing with NPIA, to be selected as a pilot force for the use of an e signature through the MDT terminal. This will enable a witness statement to be taken electronically and considerably streamline the file creation process. This could then be extended to a range of other applications. It is also planned for access to CIS to be provided through the BlackBerry terminal.
8. Evaluations have and are being undertaken by NPIA. Evaluation 1 indicated that there was evidence from the three forces where the data could be baselined, that the use of mobile devices has increased time out of station. Whilst appreciating issues of cause and effect this was estimated in the range of 15 to 36 minutes per officer per shift. The results of the second evaluation, which specifically includes Leicestershire Constabulary, are currently awaited.

9. The main business benefits achieved to date relate to the increased visibility of officers, linked to the NPIA evaluation estimates above and the improved availability and access to information at the point of need for patrolling officers and staff. The additional business benefits anticipated around reduced bureaucracy, improved public confidence and improved service delivery are expected to grow more significantly as use of the technology develops.
10. The Leicestershire Constabulary MDT solution has recently won two prestigious awards: The GC Awards 2009, Transformation Category Winners (East Midlands Collaboration.) and medallists for the Best Mobile Data Project Category in the UK IT Industry Awards 2009.

iR3 – The Current Position

11. Polling units have now been installed in the majority of Force vehicles. The recent creation of a link between Tranman (the existing fleet management computer system) and iR3 means that the Fleet Manager and his team have the fleet management data to enable improved vehicle service scheduling to be undertaken based upon actual mileage rather than time. This commenced in December 2009. Initial feedback has been positive and it has been estimated that this will produce savings of £80,000 pa.
12. The force is currently undertaking a review of the vehicle fleet in order to identify opportunities to reduce the fleet size and make savings. The target is to reduce the size of the current fleet by 40 vehicles by the end of the current financial year. This review is being facilitated by the provision of data from the iR3 system which enables the Force to readily identify vehicles and the degree of usage over time. A reduction in fleet size of 40 vehicles is predicted to lead to a saving of £200K - £350K pa.
13. Vehicles allocated callsigns and GPS enabled Airwave terminals allocated to PBOs and PCSOs are now displayed on the CMC mapping system. The incremental use of this latter facility has the potential to better engage neighbourhood staff who traditionally walk their beats and enable the Force to attend incidents more quickly or with fewer officers. The fuller use of the mapping facility, linked to the existing Command and Control system, now assists operators in selecting the most suitable resource for deployment. Reports to PDG in December 2009 in respect of the previous three months showed a trend of improved response times to Grade 1 incidents, supported by good anecdotal evidence. This will continue to be monitored.
14. One of the most significant elements of iR3 has been the ongoing development of the “Waymarker” system. This has shown considerable operational utility and has thus far been the greatest benefit derived from the iR3 system. It allows the recording of anti-social behaviour, crime or other areas of note, the direction of officers to patrol these “Waymarker” areas and the ability to subsequently analyse and publicise police activity. This has had significant impact in relation to specific reports of anti social behaviour and crime with good community feedback. In respect of “Waymarker” activity this is reinforced by a Key Performance Indicator regime which is now regularly reported to PDG.

15. iR3 has been favourably commented upon within the Flanagan Report, by HMIC in its Policing Pledge Inspection and has recently won an ACPO Policing Excellence Award. The benefits of iR3 together with MDT are strongly advocated by the the Force as part of our overall drive to improve policing and in particular as a mechanism to address some of the issues highlighted by the Pilkington Inquest.

Recommendation

16. It is recommended that the Police Authority notes the content of this report.

Implications

Financial: None
Legal: None
Diversity: None
Risk Management: None

Background Papers

None other than already published

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