

**AUTHOR: Gary Thompson**

**SPONSOR: DCC Jon Stratford**

**DECISION NUMBER: 02/2021**  
*(to be completed on approval)*

**SUBMITTED TO: Martin Surl, Police & Crime Commissioner for Gloucestershire**

**SUBJECT:**  
**Summary of papers agreed at Constabulary Governance Board 16 March 2021.**

**EXECUTIVE SUMMARY:**

Constabulary Governance Board met on 16 March 2021 and was attended by the following persons - Chief Constable, Deputy Chief Constable, ACC Local Policing and Public Contact, ACC Crime, Justice and Vulnerability, Detective Chief Superintendent Operational Standards and Performance, Head of People Services and Workforce Development, Chief Finance Officer, Head of Public Affairs, OPCC – Deputy Chief Executive, Chief Constable`s Chief of Staff and Jenny Fullerton.

Apologies were offered by OPCC Chief Executive.

The following papers were discussed and are shared with PCC Governance Board.

For decision:-

- 1. Records Management System – procurement of a new system**
- 2. Digital Evidence and Asset Management System – development of a FBC**
- 3. ISO accreditation of collision investigation process – growth funding required**

For information:-

- 1. PCSO – standardisation of pay grades and honorariums**

**RECOMMENDATION:**

**PCC Governance Board is asked to consider the papers for decision and note the paper presented to CGB and the decisions taken.**

**OUTCOME/APPROVAL BY:**

**Records Management System – procurement of a new system**

The PCC accepted the professional judgement of officers that Niche is the right system for the Force to purchase, but expressed concern around its affordability and that a final decision would not be made today. There are more questions to answer as well as further due diligence, the project is of significant status and we need to be absolutely sure of progression to the next stage.

**ISO accreditation of collision investigation process – growth funding required**

The PCC supported the recommendations, subject to funding being available.

Signature:



Date: 25.03.21

**Police and Crime Commissioner for Gloucestershire**

**Public Access to Information**

*Information in this form and associated reports is subject to the Freedom of Information Act 2000 and the Elected Local Policing Bodies (Specified Information) Order 2011. Where it has been indicated that this is a decision of significant public interest, all of this form except Part Two will be made available on the website of the OPCC.*

*Any information that should not be automatically available on request should not be included in Part One but instead on a separate Part Two form.*

**Is this a decision of significant public interest?**

<p><i>This includes a decision with any impact on the community, expenditure in excess of £50,000, or any decision that would be of obvious interest to the media or the general public</i></p>	<p>Details contained within the matrix for each paper.</p>
<p><b>Is there a Part Two form?</b>  <i>This section should only include information that, if published:</i></p> <ul style="list-style-type: none"> <li>a) <i>would, in the view of the chief officer of the police, be against the interests of national security;</i></li> <li>b) <i>might, in the view of the chief officer of police, jeopardise the safety of any person;</i></li> <li>c) <i>might, in the view of the chief officer of police, prejudice the prevention or detection of crime, the apprehension or prosecution of offenders, or the administration of justice; or</i></li> <li>d) <i>is prohibited by any enactment.</i></li> <li>e) <i>breaches commercial sensitivity</i></li> </ul>	<p>No – no part 2 forms for any papers.</p>

<p><b>ORIGINATOR CHECKLIST (MUST BE COMPLETED)</b></p>	<p><b>Comments including who has approved the report if applicable</b></p>
<p>Has legal advice been sought on this submission if required?</p>	<p>Details contained within the matrix for each paper.</p>
<p>Has the Chief Finance Officer been consulted, if required?</p>	<p>Details contained within the matrix for each paper.</p>
<p>Have equality, diversity and human rights implications been considered, as appropriate?</p>	<p>Details contained within the matrix for each paper.</p>
<p>How is the recommendation consistent with the objectives of the Police and Crime Plan?</p>	<p>Details contained within the matrix for each paper.</p>
<p>Has consultation been undertaken with people or agencies likely to be affected by the recommendation?</p>	<p>Details contained within the matrix for each paper.</p>
<p>Has communications advice been sought on areas of likely media, community, staff or partner interest and how they might be managed?</p>	<p>Details contained within the matrix for each paper.</p>
<p>Have all relevant implications and risks been considered?</p>	<p>Details contained within the matrix for each paper.</p>



## **PART ONE – For publication**

### **1. Records Management System – RMS**

The paper presented to CGB, detailed the work which had been completed since the Outline Business Case (OBC) was presented at the Transformation Board meeting in September 2019 which concluded that further work should be completed to review and understand a number of options for a replacement Core Records Management System.

The paper to CGB recommended that the Constabulary moves from the existing Unifi core RMS to Niche core RMS.

The introduction of Niche will provide a number of benefits and remove a number of risks associated with Unifi – not least the fact that with the exception of Police Scotland, we are the only force in the whole country now using the Unifi system.

The introduction of Niche RMS will provide a transformational change to Gloucestershire's delivery of policing. It will be a single Core RMS solution for managing records with the removal of legacy systems and will provide opportunities to collaborate and a number of `work-around` solutions involving additional databases and add-ons, will no longer be necessary.

#### **Costs involved in the proposal**

The paper presented to CGB detailed the costs involved in moving to Niche RMS as follows:-

- The initial licensing costs are £715k - there is a budget in the Transformation Programme for £750k to support this
- The FBC also identifies implementation costs of £940k and project staff costs of £1,039k (it is anticipated that additional staff will be required in years 1 and 2 only, to assist with the implementation process).
- It is proposed that these costs are funded from the Transformation Programme contingency meaning that £1.979m will be required.
- The balance on the Transformation Programme contingency is currently £2.176m.

Full details of costs and comparative costings are provided in section 6 of the attached FBC. When comparing like for like costs over an 8 year period, Niche is assessed as costing a total of £3,265k compared to Unifi at £2,922k – a total increase of £343k.

If Niche RMS is implemented, there will be savings from year 3 on the annual revenue budget of around £220k per year compared to the current Unifi costs but it should also be noted that by remaining with Unifi, there will be undetermined development costs which will be required and these are assessed as being substantial. This is likely to push the cost of 8 years for the Unifi system to more than the anticipated cost for Niche.

Adoption of Niche RMS presents a significant opportunity to put right some of those issues that officers and staff face on a daily basis, namely, a records management system that lacks integration and which in some aspects is inefficient and prevents the Constabulary from delivering on statutory requirements in relation to victim care and crime recording.

The FBC represents a substantial investment in a new RMS but will be a single Core RMS solution for managing records with the removal of legacy systems and provide opportunities to collaborate. The project will work to deliver a solution that reduces the need for additional databases and add-on solutions, significantly reducing ineffective business processes.

### **Decision at CGB**

The paper was discussed in depth and CGB approved the recommendations:-

- Adoption of Option 3 to move to a new Core RMS as outlined in the FBC, namely Niche Core RMS.
- Approved the scope and project approach to Core RMS delivery.
- Acknowledged that there will need to be an incremental approach to funding, resource requirement and benefit identification which will be further developed as the project progresses.
- Approved the funding of Option 3 Niche Core RMS over an 8 year period.

### **Recommendation for PCC Governance board**

The paper is now remitted to PCC Governance Board for discussion and approval of the following recommendations, to:-

1. Support the decision made at CGB
2. Approve the required budget to allow implementations of the recommendations.

## 2. Digital Evidence and Asset Management System - DEAMS

DEAMS was discussed in parallel with the previous paper in relation to core RMS as the two are linked.

CGB was told that in November 2019 the Transformation Delivery Board approved the Outline Business Case (OBC) for DEAMS to proceed to Full Business Case (FBC) as the system would provide a centralised platform for storage of digital material from a wide range of existing Constabulary systems.

Moving to an integrated system for the storage of digital material was considered to be an essential requirement for the Constabulary not only to ensure that we comply with the data management and retention legislation, but also to ensure that we provide the best possible service to victims. With ever increasing amounts of digital information being made available from Constabulary systems (such as Storm, CCTV, Digital Interview Recordings, 999 calls, 101 calls and Body Worn Video), a centralised system was considered essential.

### Costs involved in the proposal

The paper presented to CGB detailed the costs involved in DEAMS as follows:-

- Year 1 – one off implementation costs for £150k. The Transformation Programme includes one off funding for DEAMS for £200k. It is proposed to use this for the implementation costs and return £50k to the contingency.
- Year 1 – annual revenue costs of £205k. These will be added to the revenue budget for 2021/ 22 which will increase the savings target by £205k.
- From Year 2 onwards we will increase the annual revenue costs by £5k per year to allow for the cost of additional storage.

### Decision at CGB

The paper was discussed in depth and CGB approved the following recommendations:-

- Approval of option 2 - to proceed to development of the FBC and approve the budget estimated by SWPPD (**see Appendix B Gate 1 document**) and to continue with the mini competition to allocate the most suitable supplier to meet our business requirements for a DEAMS system
- Approval of the budget required as detailed above – estimated at £1m over 4 years with exact costings to be confirmed in the FBC.

### Recommendation for PCC Governance board

The paper is now remitted to PCC Governance Board for discussion and approval of the following recommendations, to:-

1. Support the decision made at CGB
2. Approve the required budget to allow implementations of the recommendations.

### **3. Forensic accreditation of Collision Investigation**

The Forensic Science Regulator has determined that the manner in which road traffic collisions are investigated will be subject to ISO accreditation. This requirement is mandatory.

Attainment of the ISO17020 Accreditation will mean the Constabulary has a compliant collision investigation service. Requirements to achieve accreditation are being overseen by the Forensic Collision Investigation Network (FCIN) with validation provided by North Wales police, who are the lead force.

The Constabulary is currently working towards 'Scope 1' of a 4 scope process which will span 8-10 years. It will require different aspects of collision investigation being brought into the accreditation process during the various progression through the scope stages.

#### **Costs involved in the proposal**

The paper presented to CGB detailed the costs involved in moving towards forensic accreditation as follows:-

- One off costs of £95k – this will be provided by £75k one off funding which is identified in the Transformation Programme and the other £20k would be provided from the Transformation Programme contingency fund.
- The remaining costs for 2021/ 22 onwards are assessed at £122,664 per year.

To provide a budget for this annual cost, a budget of £123k will be built into the revenue budget from 2021/ 22.

It should be noted that this approach will increase the savings target for the year by £123k.

#### **Decision at CGB**

The paper was discussed in depth and CGB approved the following recommendations:-

- Provision of a budget to cover immediate costs (see section 4 for full details) associated with the Accreditation process for:-
  - 2021/ 22 – £95,000 capital and £122,664 revenue;
- 2022/ 23 onwards an annual requirement of £122,664 revenue per year

CGB noted that funding in future years will also be required to cover the remaining scopes (2 to 4) of the project. These are currently unclear, but indicative costs are listed in section 4 of the CGB paper and these are in line with the revenue requested above.

## **Recommendation for PCC Governance board**

The paper is now remitted to PCC Governance Board for discussion and approval of the following recommendations, to:-

1. Support the decision made at CGB
2. Approve the required budget to allow implementations of the recommendations.

## **Paper for information**

### **1. PCSO – confirmation of pay grading and role specification**

The current Constabulary Police Community Support Officer (PCSO) role profile has not been updated since the introduction of PCSOs in approximately 2004. In 2019 the College of Policing (CoP) published the National Policing PCSO: Operational Handbook. The handbook includes a national PCSO role profile, reforms to designated powers and the inclusion of a level 4 qualification during initial training (PEQF model).

In addition to the core PCSO roles, there are currently 15 PCSOs, performing specialist roles (known as `initiative roles`). A review of the initiative role profiles was conducted in 2018/ 19 with initiative roles being evaluated at a scale 6. It was agreed at this review that this was an interim position until the new CoP profile was published and the reviewed in force.

A review of the Constabulary core PCSO role profile began in 2019. Feedback was sought from incumbent PCSOs, line managers, People Services, Learning and Development and Unison, and benchmarking activities were undertaken with regional forces - including salary and job evaluation comparisons.

The review of the core and initiative PCSO roles was delayed due to Covid and the retirement of the initial sponsor, it was reinvigorated in August 2020 following a letter to the initiative PCSOs. The purpose of this review is to provide a consistent, sustainable and clear organisational position moving forward.

In undertaking the review several factors have been considered including:

- Transition to new CoP role to ensure future sustainability of the role profile taking into account the new PEQF route and qualification
- Ensuring the profile accurately reflects the expectations of the employer, the employee and prospective applicants
- Professionalising the training and providing recognition to the importance of the role(s)
- Entry salary and grading to be comparable regionally and nationally

### **Decision at CGB**

CGB approved following recommendations:-

- **Recommendation 1:** The force adopts the CoP role profile (including the level 4 qualification) at a Scale 4.
- **Recommendation 2:** The force agree that `initiative roles` require PCSO Powers and therefore, should remain on the same role profile as a PCSO who is not aligned to an initiative.
- **Recommendation 3:** Recognition that the initiative PCSOs may undertake work over and above the core profile and the force recompense the initiative PCSO's identified, by means of an annual honorarium (the maximum cost of this recommendation is assessed as £30,290 per year to be met from the Local Policing budget.)
- **Recommendation 4:** A communication strategy is agreed with regards to decisions made.

### **Recommendation for PCC Governance board**

The paper is now remitted for information.

## Summary

PCC Governance board is asked to consider the three papers for decision and to support the recommendations and approve the funding requested from CGB.

One final paper is presented for information.

During the CGB meeting, the consultation matrix from stakeholders was considered at each point in the agenda.

### SPONSORING BOARD MEMBER APPROVAL

**Name:** Jon Stratford

**Job title:** Deputy Chief Constable



**Signature:**

**Date:** 18/03/2021

### CHIEF EXECUTIVE APPROVAL

I am satisfied that relevant advice has been taken into account in the preparation of the report and that this is an appropriate request to be submitted to the PCC.



**Signature:**

**Date:** 22/03/2021