

## **Report to the Police, Fire and Crime Panel – 15 July 2019**

### **Update on Information Technology Contract with Boeing Defence UK**

Report of the Staffordshire Commissioner

#### **1. Introduction**

- 1.1 The report updates the panel on the current delivery of improvements through the strategic partnership based contract with Boeing Defence UK (BDUK) for IT services.

#### **2. Recommendation**

- 2.1 That the Panel note and comment on the contents of the report.

#### **3. Background**

##### **Contractual**

- 3.1 The Police and Crime Commissioner (PCC) entered into a strategic partnership based contract with BDUK on 1<sup>st</sup> April 2016 (Decision OPCC/D/201516/027 refers). The contract was estimated to have a value of £110 million over 10 years, inclusive of revenue and capital funding.
- 3.2 The Decision Form also set out that as compared to a continuation of the previous in-house IT service, savings of between £500,000 and £1 million per annum would be achieved, dependent on usage of IT resources. The demand from the service for resources and support does mean that the annual costs of all IT support are higher now than they were at the time the contract was let.
- 3.3 It should also be noted that the decision to outsource IT services followed two independent reviews into the efficacy of the previous in-house service, both of which concluded that it and the infrastructure and systems that it was responsible for were in need of significant improvement and modernisation.
- 3.4 Contract management responsibilities rest with the Chief Constable through his s151 Officer and his Head of Commercial Management.

##### **Delivery to Date**

- 3.5 The BDUK contract has been in place for three years of the maximum ten available. Core services provided by BDUK fall into the following categories: -
- Server, storage and core infrastructure
  - Service delivery

- End User services
- Networks
- Security
- Portfolio Management

Each service category is broken down into further sub-categories and then into specific service activities for which there is an indicative baseline volume, assumptions and where appropriate, service hours e.g. 24/7, 8am – 5pm etc.

- 3.6 The IT service provided by BDUK is both routine day to day activity and developmental. For example, routine management of a helpdesk facility, triaging and solving problems experienced by individual users through to new technology being introduced, or implementing a national priority at the local level.
- 3.7 At the more strategic end of the business, the Commissioner has, since the commencement of the contract, agreed at the request of the Chief Constable, to support a number of technological and service improvements through Decision Forms. Decision Forms are utilised for key decisions only, for example where the financial value is above the delegated authority that the Chief Constable has. Key decisions are summarised in the table below for the first 3 years of the contract; all of these have been published and are in the public domain, if further information is required.

<b>Year / Ref</b>	<b>Description</b>
<b>2016/17</b>	
OPCC/D/201617/032	Body Worn Video (2 <sup>nd</sup> generation)
<b>2017/18</b>	
OPCC/D/201718/007	ESN Work Packages
OPCC/D/201718/023	WP034 Strategic Back Up Solution
<b>2018/19</b>	
OPCC/D/201819/001	WP035 Single Unified Network
OPCC/D/201819/004	Core Policing Platform Mobilisation (Phase 1)
OPCC/D/201819/005	WP072 Strategic Infrastructure Solution
OPCC/D/201819/006	WP026 National ANPR Solution
OPCC/D/201819/013	Niche Core Policing Platform (Phase 2)

- 3.8 The key decisions taken by the Commissioner and requested by the Chief Constable are either infrastructure-based i.e. stabilising networks, providing storage, or are developmental i.e. providing for service improvement. The most significant developmental project is the development of the Core Policing Platform (Niche), which replaces 12 core systems that are between 8 and 20

years old, with one single integrated record management system. The investment required in both people and resources represents the single largest development in recent years. The first parts of the integrated solution will be delivered in this financial year and change fundamentally the technology used by all officers and staff for the better.

- 3.9 As well as those decisions made, several others are forthcoming in 2019/20 including the rollout of the National Enabling Programme, which again will modernise policing through the tools available to officers and staff.

### **Governance and Assurance**

- 3.10 Given the magnitude and complexity of the partnership based contract, it is necessary to ensure that governance and assurance arrangements are robust. The contract signed in 2016 was developed with significant specialist and legal support to ensure that that the Commissioner and the Chief Constable had advantageous terms and that has continued to be the basis of what is provided and how ultimately the relationship is managed.
- 3.11 The partnership based contract having bedded down during the first 18 months of the term, was subject to an independent internal audit review during 2017/18. The audit focused on evaluating the adequacy of processes in place to manage identified risks and the extent to which controls had been applied. Specifically the audit covered the following: -
- Scope of services provided by BDUK meeting the needs of the Force;
  - Quality of services provided by BDUK meeting the needs of the Force;
  - IT systems aligning to the needs of the Force; and
  - Systems remaining operational in the event of failures or external threats.
- 3.12 The outcome of the internal audit was to give Substantial Assurance to the Commissioner and Chief Constable, the highest level of assurance possible. This was described 'as offering substantial assurance that the areas reviewed were found to be adequately controlled and that internal controls were in place and operating effectively and risks against the achievement of objectives were well managed'. Internal Audit reports are presented to and scrutinised by the statutory Audit Committee, locally this being the Ethics, Transparency and Audit Panel (ETAP) and its sub-group known as the Finance Panel.

### **Future Plans**

- 3.13 Given the contract with BDUK has completed its third full year of delivery, discussions are currently taking place at the most strategic level about progress to date and future plans. The plans must take into account national delivery expectations as well as local expectations, to make sure that the roadmap is clear and that both the client (Staffordshire Police) and the contractor (BDUK) are aligned on those future expectations and the practical delivery of them. The outcome of those discussions that will naturally

reset priorities and scheduled delivery plans and dates, will become clear over the summer.

**Matthew Ellis**

**Staffordshire Commissioner – Police, Fire & Rescue, Crime**

**Contact Officer:** Glynn Dixon, Chief Executive

**Telephone:** 01785 232242

**Email:** [glynn.dixon@staffordshire.pcc.pnn.gov.uk](mailto:glynn.dixon@staffordshire.pcc.pnn.gov.uk)

