

**POLICE AND CRIME COMMISSIONER (PCC) FOR LINCOLNSHIRE  
REQUEST FOR DECISION**

**REF: 14/2016**


**DATE: 19 July 2016**

<b>SUBJECT</b>	<b>IMPLEMENTATION OF A "BOOK ON – BOOK OFF" FACILITY WITHIN THE DUTY MANAGEMENT SYSTEM</b>
<b>REPORT BY</b>	<b>COMMERCIAL PARTNERSHIP MANAGER</b>
<b>CONTACT OFFICER</b>	<b>Gail Bradshaw, Commercial Partnership Manager Tel 01522 558185</b>
<b>EXECUTIVE SUMMARY AND PURPOSE OF REPORT</b>	
<p>The purpose of this report is to obtain approval to release funding to implement the "book on – book off" facility on the t-police duty management system.</p> <p>The majority of police officers currently use 'assumed duties' as part of the decision taken during the implementation of the t-Police system in April 2014. This creates additional inputting requirements for Sergeants who must manually record overtime. The implementation of "book on – book off" will deliver a number of benefits.</p> <p>The cost to implement the "book on – book off" method, including a telephony system so officers and staff do not have to physically attend a police station, has been calculated to be £133,500, with an on-going revenue cost of £2,800.</p> <p>As this change generates significant benefits in terms of efficiency of process, it is proposed that the one off cost be funded from the Performance and Productivity Reserve.</p>	
<b>RECOMMENDATION</b>	That the allocation of £133,500 from the Performance and Productivity Reserve is approved to enable the implementation of "book on – book off" in the t-police duty management system.

**POLICE AND CRIME COMMISSIONER FOR LINCOLNSHIRE**

I hereby approve the recommendation above, having considered the content of this report.

**Signature:**



**Date:**

19/7/16

## **A. NON-CONFIDENTIAL FACTS AND ADVICE TO THE PCC**

### **A1. INTRODUCTION AND BACKGROUND**

1. In 2014 t-Police went live across Lincolnshire Police delivering an integrated Oracle based HR, L&D and Finance system along with a Duty Management system.
2. One of the main benefits of the t-Police system was the ability to manage attendance, including time recording and automated payment for any overtime accrued. The t-Police solution and the transformation offered were predicated on the use of "book on – book off" to record working hours in real time. However, as part of the initial roll out of t-Police a Force decision was taken to utilise 'assumed' bookings within Crown DMS, removing the attendance management / time keeping element of the intended benefits.
3. The use of assumed duties most closely replicated the Forces previous practice, and was chosen in part because of the reluctance to have officers 'book on' to record their time and attendance. However the implementation of assumed duties caused wider issues beyond the failure to achieve the intended benefits, most notably the lack of input through 'bookings' resulted in supervisors and sergeants being required to manually update the hours worked by their team members, a far more laborious activity than recording a booking.
4. In January 2015 the t-Police project was re-scoped as many of the original deliverables related to the implementation and ongoing benefits realisation need to continue. This revised scope included the undertaking of a trial of "book on – book off" and the production of a business case. As the original decision was to progress with assumed duties, the implementation of "book on – book off" is additional to the original scope so a business case was produced to provide a basis for the commissioning of this project.
5. In February 2016 the t-Police project board took the decision to support the business case for the implementation of "book on – book off" force wide. Full details of the intended benefits are included in the business case these include:
  - Potential to significantly reduce overtime costs from improved time management;
  - Reduction in requirement for officers to record overtime saving around 80hrs in officer time per month;
  - Increased visibility of resources that are on duty / available in real time;
  - Greater accuracy and visibility of hours worked for the individual and their managers, including greater accuracy for the application of payment and holiday rules;
  - Allows for identification of trends in working hours – provides business intelligence that will support the development of future shift patterns;
  - 'Standard use of the product' allows for faster resolution times and the reduction of specific testing activity;
6. It should be noted that the costs included in the business case were indicative and these have now been agreed at £133,500 and not the £146,675 as stated in the business case.
7. The implementation will be project managed by G4S and benefits will be tracked as part of the project progression by the T-Police Project Board.

## **A2. LINKS TO POLICE AND CRIME PLAN AND PCC'S STRATEGIES/PRIORITIES**

The implementation of "book on – book off" supports the Police and Crime Commissioner's strategic aims of:-

- The police and services being there when you need them
- Providing a fair deal for the people of Lincolnshire

The implementation of "book on – book off" also supports the Chief Constable's strategic aim of:-

- We will continue to make the best possible use of our resources to provide an Efficient as well as an Effective service

The roll out of "book on – book off" will support the reduction of time spent by supervisors and sergeants in completing the administrative functions of recording overtime which will result in the increase of the amount of time for which sergeants are operationally available. This is estimated at approximately 80 hours per month (collectively) and also a projected cash saving in overtime payments.

## **B. FINANCIAL CONSIDERATIONS**

A 6 week review of overtime worked during the trial was completed, allowing for a comparison of overtime worked on assumed duties and overtime worked on "book-on, book-off" duties. The results of this review indicated that the use of "book-on, book-off" did not increase the overtime worked and that it actually reduced the overtime costs.

Additional savings could also be expected for Police Staff such as PCSOs.

The current Balance on the Performance and Productivity Reserve is £350k, it is proposed that the one off costs of this project are met from this reserve with ongoing revenue costs of £2,800 being treated as a cost pressure within the Chief Constable's budget.

## **C. LEGAL AND HUMAN RIGHTS CONSIDERATIONS**

*[This should include the legal powers the PCC has for making the decision]*

The proposals described in this paper respond to the requirements of the Police Reform & Social Responsibility Act 2011.

## **D. PERSONNEL AND EQUALITIES ISSUES**

None.

**E. REVIEW ARRANGEMENTS**

As part of the project closure an assessment of the benefits realised will be completed.

On-going budget monitoring will enable the spend of overtime budgets to be assessed to provide assurance that the benefits continue to be realised.

**F. RISK MANAGEMENT**

The realisation of benefits from the t-police project is included on the Force Risk Register.

**G. PUBLIC ACCESS TO INFORMATION**






Information in this form along with any supporting material is subject to the Freedom of Information Act 2000 and other legislation. Part 1 of this form will be made available on the PCC's website within one working day of approval. However, if release by that date would compromise the implementation of the decision being approved, publication may be deferred. An explanation for any deferment must be provided below, together with a date for publication.

<p><b>Is the publication of this form to be deferred?</b>    No</p> <p><b>If Yes, for what reason:</b></p>  <p><b>Until what date:</b></p>
--

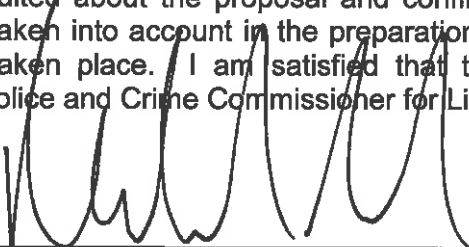
Any facts/advice/recommendations that should not be made automatically available on request should not be included in Part 1 but instead on the separate part 2 form.

<p><b>Is there a part 2 form?</b>    No</p> <p><b>If Yes, for what reason:</b></p>    
--

## ORIGINATING OFFICER DECLARATION

	Initial to confirm
<b>Originating Officer:</b> The Commercial Partnership Manager recommends this proposal for the reasons outlined above.	
<b>Financial advice:</b> The PCC's Chief Finance Officer has been consulted on this proposal. The CC's Chief Finance Officer has been consulted on this proposal.	 
<b>Monitoring Officer:</b> The PCC's Monitoring Officer has been consulted on this proposal	
<b>Chief Constable:</b> The Chief Constable has been consulted on this proposal	

## OFFICER APPROVAL

<p><b>Chief Executive</b></p> <p>I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. Consultation outlined above has also taken place. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner for Lincolnshire.</p>	
<p><b>Signature:</b></p> 	<p><b>Date:</b> 12/7/16</p>

