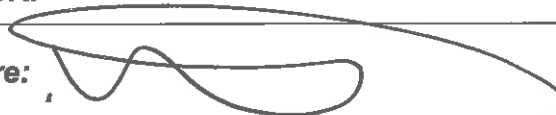


**POLICE AND CRIME COMMISSIONER (PCC) FOR LINCOLNSHIRE
REQUEST FOR DECISION**

**REF: 009 / 2017
DATE: 13 March 2017**

SUBJECT		Transformation of Firearms Licensing
REPORT BY	Commercial Partnership Manager	
CONTACT OFFICER	Gail Bradshaw Tel 01522 947093	
EXECUTIVE SUMMARY AND PURPOSE OF REPORT		
<p>The purpose of this report is to seek approval to implement a transformation of the Firearms Licensing department which consists of a digital solution, at the cost of £130,000, and an increase in resources for 2017/18 at the cost of £286,525.</p>		
RECOMMENDATION	<p><i>That</i></p> <ol style="list-style-type: none"> 1. The PCC approves the implementation of the digital transformation solution 2. The PCC approves the provision of additional resources for 2017/18 	

POLICE AND CRIME COMMISSIONER FOR LINCOLNSHIRE	
I hereby approve the recommendation above, having considered the content of this report.	
Signature: 	Date: 13/3/17

A. NON-CONFIDENTIAL FACTS AND ADVICE TO THE PCC

A1. INTRODUCTION AND BACKGROUND

- 1.1 The performance of the Firearms Licensing department has been of concern for a period of time with regard to the level of service provided to the public in the timeliness of processing of new applications and renewals for the licence holders and accessibility for the public to be kept informed of the progress of their applications. Additional resources have been provided but despite this performance is still not considered to be at an acceptable level. The level of these concerns is escalating in light of a known increase in workload projected for 2017. If no positive action is taken now, performance will only deteriorate further due to the increased workload.
- 1.2 Significant progress has now been made in the development of a digitised system which will alleviate a lot of manual, resource intensive processes which will enhance the performance of the department and therefore reduce the level of potential risk currently identified.

- 1.3 The new technology has been operating in a test environment for a period of time and has also been demonstrated to key operational Force representatives and the OPCC. These demonstrations have provided assurance that the technology will enable the processing of applications and renewals to be more efficient and it will also provide the required management information to the Force to address the concerns of risk management. The system will automate all the process checks required therefore saving time and, with the provision of mobile devices, will allow the Firearms Enquiry Officers to have access to up to date information rather than having to return to police stations to access systems and collect paper files.
- 1.4 The transformation also includes the provision of an on-line portal which will enable the public to make applications and payments electronically thereby speeding up the application process right from the beginning, and enable them to review the progress of their application.
- 1.5 Whilst the digital transformation will ultimately reduce the staffing levels required there is a requirement for an interim increase for 2017/18. This is as a result of the projected increase in renewals (due to the 3/5 year cycle) and the impact of change whilst the digital solution is tested, implemented and fully embedded. This will ensure there is no detrimental impact on the service to the public whilst the solution becomes fully operational.

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

- 2.1 The transformation of the Firearms Licensing department supports several elements of the Police and Crime Plan and the PCC's priorities.
- *Community safety and prevention in partnership – working together to prevent crime* - by ensuring appropriate resources are available for the administration of Firearms Licensing to ensure only those who need legitimate access to firearms has such access, but that they are also secured and managed effectively
 - *Listening, responsive and accountable – Making sure the people of Lincolnshire have their say in shaping our priorities* – there has been significant communication to the PCC with regard to the time taken to issue licences which impacts on individuals rights to pursue activities which require a firearms licence or to the rural community for which the use of firearms and shotguns are required to manage their day to day business
 - *Policing that works – Effective policing, there when you need it and offering value for money* – the ultimate digital solution will release resources to focus on other areas of service provided to the public. It will also provide up to date and immediate management information to enhance police responses to incidents involving firearms
 - *Protecting and supporting victims and the vulnerable – making sure the whole criminal justice system works for those that really need it* – this solution will ensure the timely decision making in relation to the issue or revocation of firearms licences thereby protecting the public, but also providing an auditable record of decision making should any challenge be made to a revocation.

B. FINANCIAL CONSIDERATIONS

3.1 The financial provision for the cost of the digital solution and the additional resources will be contained within the overall PCC's existing budget.

C. LEGAL AND HUMAN RIGHTS CONSIDERATIONS

4.1 The procurement of this solution will be via our Strategic Partner and will be in compliance with the original procurement of the Partner and is allowed for within the Service Delivery Agreement which includes for the development of future business cases and transformation.

D. PERSONNEL AND EQUALITIES ISSUES

5.1 The PCC requires all providers / contractors to have policies in place to demonstrate their commitment, and meet all applicable legislative requirements in relation to personnel and equality issues.

E. REVIEW ARRANGEMENTS

6.1 The delivery of this transformation will be managed within existing governance arrangements for management of the Strategic Partner along with the Firearms Licensing Strategic Board chaired by the Deputy Chief Constable. A review of the additional resource requirements will be monitored in line with demand via monthly management boards and service review meetings undertaken by the Commercial Partnership Team and a review of benefits will be undertaken 6 months post implementation.

F. RISK MANAGEMENT

7.1 Any identified risks will be managed through the existing Risk Register and Risk Management process operating within the Organisation.

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

Is there a part 2 form? Yes

If Yes, for what reason: Part 2 includes further details of the solution and other information which is considered commercially sensitive.

ORIGINATING OFFICER DECLARATION

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

OFFICER APPROVAL

Chief Executive

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.

Signature: 

Date: 6/3/17