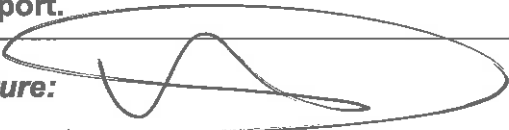


**POLICE AND CRIME COMMISSIONER (PCC) FOR LINCOLNSHIRE  
REQUEST FOR DECISION**

REF: 010 / 2017  
DATE: 22 March 2017

<b>SUBJECT</b>		<b>FCR TELEPHONY INFRASTRUCTURE</b>
<b>REPORT BY</b>	<b>COMMERCIAL PARTNERSHIP MANAGER</b>	
<b>CONTACT OFFICER</b>	<b>Amy Johnson – IT Contracts Manager – Commercial Partnership Team</b>  <b>Tel 01522 947160</b>	
<b>EXECUTIVE SUMMARY AND PURPOSE OF REPORT</b>		
<p>The telephony technology within the FCR does not provide the reliable and robust platform that is required. It has reached its end of life and is no longer supported by the manufacturer. The system needs to be replaced to effectively manage the current demand, deliver business benefits and become an enabler for future challenges and opportunities.</p> <p>The purpose of this report is to seek approval to replace the existing telephony infrastructure within the Force Control Room (FCR) at the capital cost of £659,960 and annual revenue costs of £98,310.88. However, due to the existing novated contracts, the actual increase of annual revenue costs is £37,313.</p>		
<b>RECOMMENDATION</b>	<p><i>That</i></p> <ol style="list-style-type: none"> <li><b>1. The PCC approves the replacement of the current aging telephony infrastructure</b></li> <li><b>2. The PCC approves the release of £660,000 from the approved capital programme (this requirement is included within the existing capital funding)</b></li> </ol>	

<b>POLICE AND CRIME COMMISSIONER FOR LINCOLNSHIRE</b>	
I hereby approve the recommendation above, having considered the content of this report.	
<b>Signature:</b> 	<b>Date:</b> 22/3/17

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

**A1. INTRODUCTION AND BACKGROUND**

1.1 As the gateway for public access, the Force Control Room (FCR) performs a critical function in managing the provision of policing services. It receives telephone contact, both 999 emergency and 101 non-emergency calls, receives

information, assesses the nature of the incident and identifies and allocates the most appropriate resource and response to resolve it. If managed effectively it protects the public from harm, maximises the safety of staff, increases public confidence and satisfaction and promotes the reputation of the Force and its partners.

- 1.2 During the last six months there have been two complete system failures of the FCR telephony system and one occasion when another failure was narrowly averted.
- 1.3 This threatens serious disruption to the service delivery and would have resulted in an impact on performance indicators which would be noticeable to stakeholders. This would have the potential to cause reputational damage to the Force and adversely impact public confidence.
- 1.4 Following a significant number of options available, replacing the telephony within the FCR has been identified as a required action in response to the risk of further system failure.
- 1.5 The Director of ICT for the Force has undertaken a detailed and comprehensive review of commercial telephony systems to inform the detailed business case which has been considered in detail. The process has been assisted with learning from the experience of other Forces and the communication industry.
- 1.6 A business case has been developed to replace the telephony infrastructure within the Force Control Room. The replacement of this infrastructure is encompassed with the ESN programme and once the telephony is replaced, this will enable the installation of the Direct Network Service Provider (DNSP) and ICCS (control room system) providing the force with the necessary infrastructure to be ESN ready.
- 1.7 This business case identifies the risk to the force of keeping the existing solution which is currently unsupported due to its age, in addition to the benefits, set up and ongoing revenue costs
- 1.8 Risks

The risks of not replacing the existing solution are included in the business case and include:-

- The current solution is past end of life and is therefore becoming difficult to support and the older it gets the risk of failure increases.
- The risk of any potential system failure is mitigated by a standby capability and geographical split-site support for full disaster recovery. This solution ensures that no data (including call backs) is lost during any system failure and that full reporting is preserved. Additionally, it is proposed that further resilience will be provided by the retention of a limited telephone line capability as a fall-back.
- Risks to service delivery and organisational reputation.

- During the last six months there have been two complete system failures of the FCR telephony system and one occasion when another failure was narrowly averted. This threatens serious disruption to the service delivery and would have resulted in an impact on performance indicators which would be noticeable by stakeholders. This would have the potential to cause reputational damage to the Force and adversely impact public confidence. The risk has been assessed, recorded and there is concerted activity to mitigate it.

## 1.8 Benefits

Again, the benefits of replacing this infrastructure are included within the business case and include:-

- Replacing an existing system that has issues with reliability and functionality and has reached its end of life, thus mitigating the risks to service delivery and organisational reputation
- Improving 999 and 101 call response times
- Achieving compliance with Next Generation 999
- Improving customer satisfaction rates
- Increased control of call for service demand
- Quantifying, understanding and reducing the abandoned call rate
- Enhancing the production of FCR performance statistics and reports
- Improving the feedback provided to customers
- Reducing the system's Total Cost of Ownership (TCO) with lowered system complexity, and inclusive costs for maintenance, support, system improvements and software upgrades
- Delivering efficient FCR workload distribution and resolution
- Increasing citizen engagement, choice and responsiveness

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

2.1 The replacement of the current telephony infrastructure within the FCR supports the Police and Crime Commissioner's strategic aims of:-

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

2.2 The replacement of the current telephony infrastructure within the FCR also supports the Chief Constable's policing plan for 2015 - 2017:-

- *We will respond to and resolve calls for service according to risk*

## B. FINANCIAL CONSIDERATIONS

- 3.1 The cost for replacing the current system is £ 659,960 with ongoing revenue of £37,553.94. Work has been carried out to understand what existing contracts will not be renewed if the preferred option is agreed and these total £57,022 and have been deducted from the increased ongoing revenue costs.

	<b>Amount Required</b>	<b>Amount Available</b>	<b>Balance Required</b>	<b>Proposal</b>
Capital Set-up	£ 659,960	Nil	£ 659,960	To release capital funding in order to replace the telephony infrastructure from the existing capital programme.
On-going Revenue	£ 37,553	Nil	£ 37,553	To be included as a part year cost pressure in 2017/18 M&M ICT budget

- 3.2 The implementation of this system will also create a uniformed platform across the force that will allow IP telephony to be rolled out throughout all stations in the future.
- 3.3 In addition there will be a saving of circa £50K made against the implementation of the Book on Book Off system (14/2016) in that the same infrastructure can be used.

## C. LEGAL AND HUMAN RIGHTS CONSIDERATIONS

- 4.1 In accordance with the Service Delivery Agreement with our Strategic Partner, the Partner shall design, procure, provide, install and implement all new ICT. As our ICT provider they are responsible for providing technical solutions and dealing with all ICT suppliers direct.
- 4.2 The procurement of this solution will therefore 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.

## 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 the new infrastructure will be managed within existing governance arrangements for management of the Strategic Partner. It will be monitored through the commercial partnership service review meetings on a monthly basis alongside ensuring effective disaster recovery processes are in place.

**F. RISK MANAGEMENT**

7.1 The current telephony infrastructure is detailed on the force risk register. During the transition ICT will monitor and manage both systems in parallel in order to reduce if not remove all risks associated. 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><b>Is the publication of this form to be deferred? No</b></p> <p><b>If Yes, for what reason: N/A</b></p> <p><b>Until what date: N/A</b></p>
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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? Yes</b></p> <p><b>If Yes, for what reason: Part 2 includes further details of the solution and other information which is considered commercially sensitive.</b></p>
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**ORIGINATING OFFICER DECLARATION**

	Initial to confirm
<p>Originating Officer: The Commercial Partnership Manager recommends this proposal for the reasons outlined above.</p>	
<p>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.</p>	 
<p>Monitoring Officer: The PCC's Monitoring Officer has been consulted on this proposal</p>	

Chief Constable:  
The Chief Constable has been consulted on this proposal

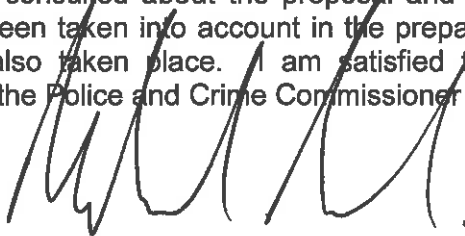


## OFFICER APPROVAL

### **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:** 27/3/17