



 **POLICE ICT**
USER PERSPECTIVES

About us

About CoPaCC

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- **Information and insight** CoPaCC produces thematic reports and expert events covering key issues of policy and practice in the policing and criminal justice sectors
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Introduction and contents

With special thanks to



The first ever survey of police ICT users' experiences and opinions

This annual survey will become a vital tool for police buyers and suppliers



Bernard Rix
Chief Executive of CoPaCC

This latest CoPaCC Report is the first in an annual series examining Police ICT users' views. With the support of three police representative bodies, CoPaCC conducted the first ever national, online survey of police ICT users. The results are essential reading for buyers and suppliers, providing an independent quantification of what police users think about the ICT provided to them.

Having worked as a policing advisor for close to 30 years, I know that the "voice of the police ICT user" has long deserved to carry much more weight. With that in mind, I and CoPaCC colleagues began to design and deliver this national, independent review in January 2017. We set out our plans to the representative bodies soon after, and they formally supported our work four months later. With the continuing support from the representative bodies, this annual survey will give police ICT users a much stronger voice and help to deliver better police ICT.

I am grateful to all of the respondents, as well as the Police Federation of England and Wales

(PFEW), the Police Superintendents' Association of England and Wales (PSAEW) and the Association of Scottish Police Superintendents (ASPS) for their support for this survey, and commitment to those in the future.

We will shortly provide further detailed analyses of this first year's findings, including:

- a full CoPaCC Police ICT Thematic Report, to include further expert insights and analyses of the survey material;
- a suitably anonymised CoPaCC Report containing all relevant free text comments provided by survey respondents; and
- tailored deep insights into the research.

These materials will soon be available to the police representative bodies. Other organisations are invited to contact office@CoPaCC.org.uk to express interest in also receiving these analyses.

Finally, I'd welcome expressions of interest in helping shape our surveys for 2018 and beyond. CoPaCC will continue to work closely with the representative bodies, and we expect to retain the 10 core questions, but there may be benefit in adding others. If you have a view on what these questions might be, do please let me know. ❖

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CoPaCC's Police ICT User Survey's powerful data is already having an impact

UK policing's first ICT User Survey is already having a positive impact thanks to the quality of the data, but it is just the beginning of the journey, according to the police associations that have lent their support to the survey.



Tina Orr-Munro
Associate editor, Policing Insight

Whilst issues around police ICT have been long known, the evidence base surrounding officer and staff attitudes has been limited, prompting this independent survey which has been designed with key figures from the Police Federation of England and Wales (PFEW), the Police Superintendents' Association of England and Wales (PSAEW) and the Association of Scottish Police Superintendents'.

The survey, conducted online earlier this year by CoPaCC, assesses the extent to which police ICT users are satisfied with their current ICT provision and, in particular, identifies those areas they are most and least satisfied with.

CoPaCC CEO Bernard Rix said, "Surveys can only ever be as good as the responses received and we are delighted and grateful that so many police ICT users gave their time to respond to this first annual survey, giving us the most accurate, up-to-date and comprehensive breakdown of user attitudes towards the police ICT provision we've ever had. I am also extremely grateful to the ongoing support and commitment of the three staff associations, who together have helped ensure this survey has reached the furthest corners of UK policing.

"Perhaps unsurprisingly, the overall results reveal most users are in some way dissatisfied with the police ICT provided to them. What this unique data has allowed us to do is drill down further where we find it is not a blanket rejection of ICT by any means. There are clear areas of good practice identified and acknowledged by police ICT users. Whilst there is variation between forces and ranks, the detailed responses provide an important starting point in identifying ways to deliver overall improvement."

The Police Federation of England and Wales was one of the partners who facilitated the independent survey. Deputy Treasurer and PFEW Lead on Digital Policing Simon Kempton says that the Federation became involved in the survey because of its potential to drive improvements and there have already been some early gains.

"Ultimately, it is a positive tool to progress Police ICT and I'm pleased to say the survey results are already supporting us in those improvements.

"We're aware of the huge disparity in the time it takes to fill out the Use of Force Form, ranging from 90 seconds to 20 minutes, depending on the force. The survey has enabled us to identify good practice which we can then share with other forces. I've already been in discussion with the relevant National User Group on this and we're now in contact with several forces who are willing to share their Use of Force Form with other forces. This will cut down on capital expenditure for that force as well as the time taken by individual officers to complete this form. It [the survey] has already had a positive impact, in that respect, with considerable interest at a strategic level.

An impartial assessment

Mr Kempton said that the survey's independence is key to its integrity.

"My role, on behalf of the Police Federation, was very clear and complementary to CoPaCC's in driving interest from the members and buy in other stakeholders to improve ICT in policing.

"CoPaCC's role has been to develop the survey and to analyse the returning data, entirely independently of the Federation. This circumvents questions that the Federation has tweaked the survey to suit its agenda.

He added that the annual nature of the survey will be its strength.

"Retaining those same questions will allow us to benchmark our progress, but hopefully we will also be able to introduce some flexibility to reflect any changes. For example, we're looking at Artificial Reality Training for custody sergeants. If that goes mainstream, it would be pertinent to include that in future surveys. I see this survey as the beginning of the journey.

The Superintendents' Associations for England and Wales and Scotland also both backed the survey, adding that its power lay in its ability to drive forward change.

Police Superintendents' Association of England and Wales Vice President Chief Superintendent Paul

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Survey analysis

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Griffiths says the annual survey will complement the effort of the police service to improve technology.

“Consulting officers on their views and attitudes is always a very powerful starting position. I hope this independent survey will highlight Police ICT good practice, as well as areas to improve. Sharing good practice across forces can save time and improve consistency and efficiency of service – and that is where data collection can be so powerful.

“The annual approach of the Police ICT User Survey will start to build up a volume of feedback that could really enhance and support future developments – continually striving to ensure all officers have the right technology to deliver the best possible service.”

ICT capability

Chief Superintendent Ivor Marshall, President of the Association of Scottish Police Superintendents (ASPS) also welcomed the survey's results and findings. He described the survey as a significant piece of work that would 'enable policing services in the UK to accurately take stock of where they currently are with their ICT capability'.

“The Association of Scottish Police Superintendents (ASPS) has been fully supportive of this study in order that we can fully understand the true 'as is' picture of ICT provision for superintending ranks. The results make for interesting reading, especially the force specific information and the benchmarking data which shows the class leaders and those from whom we can learn and develop best practice. (See feature: The Scottish Experience)

“Importantly, this type of survey will be useful in tracking improvements and the delivery of ICT programmes over time which is a key aspect of demonstrating organisational transformation and operational effectiveness and efficiency.”

Robert Leach, Acting CEO of the Police ICT Company added: “As a detailed survey of the users of ICT across UK Police Forces this provides additional useful data on how police officers feel about the technology they use day to day, and some of their frustrations. I am sure the findings will prove interesting and useful to policing and other stakeholders.”❖

Police ICT: User Perspectives

A CoPaCC Survey of officer experiences using police ICT

This report represents a concise overall summary of the survey results. If you find this unique frontline view on force ICT investment, integration, useability, reliability, accessibility, training and support valuable then please look out for the detailed follow up report to be published early 2018. The follow up report will deep dive the results and in particular the large volume of qualitative responses and will feature in-depth analysis from key stakeholders and commentators providing valuable in-depth comparisons and learning.

CoPaCC also offers the opportunity for exclusive 1-1 briefings and provide insights customised to the requirements of particular police forces and suppliers:

1-to-1 briefings available for police forces and suppliers

Contact Bernard Rix for details:

office@CoPaCC.org.uk

Don't miss the forthcoming CoPaCC thematic follow-up report featuring deep-dive results and analysis

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Police Scotland's ICT needs investment and transformation

CoPaCC's Police ICT User Survey results revealed superintendents in Scotland expressed some of the highest levels of dissatisfaction with aspects of their ICT provision. Chief Superintendent Ivor Marshall, President of the Association of Scottish Police Superintendents (ASPS), takes a closer look at what the results mean



Chief Superintendent Ivor Marshall
President of the Association of Scottish Police Superintendents (ASPS)

The survey shows that superintendents in Scotland are generally quite dissatisfied with the ICT that they are provided with to enable them to do their job. This accords with the anecdotal comments that I get from my colleagues on a regular basis. Superintendents in Scotland also perceive that underinvestment in ICT means that Police Scotland is lagging behind other forces. It is also clear from the survey that there are issues about integration of systems and a lack of mobile data devices that are essential for superintendents to work in an agile and flexible way to meet the varied demands of their roles. Mobility has become a critical issue for superintendents in Scotland due to the significantly increased scale and scope of roles in the national service.

On a positive note, it is good to know that superintendents have confidence in the reliability of the information held on systems, that access to a computer at work is fairly easy and that assistance from support facilities is readily available.

ASPS has consistently held the view that there needs to be proper investment in a transformation programme for ICT in Police Scotland. The amalgamation of eight police forces and two support agencies in Scotland in 2012 under the Police and Fire Reform (Scotland) Act was a massive undertaking with many challenges in bringing systems and platforms together. Five years on, many challenges still exist as the national service still balances so called 'business as usual' service delivery alongside reform activities whilst also trying to develop a longer-term transformation agenda to equip the service for future demands.

ICT is a key enabler for change particularly in terms of service integration and consistency of delivery across the entire country. Furthermore, ICT is critical in terms of driving through the efficiencies that Police Scotland needs to make the significant savings required to ensure the service operates within budget. The imperative for major savings fell out of the original business case for force mergers in

Scotland in 2011 with assumptions that operating costs would be considerably reduced. Alas, the investment that was needed to create the change environment was not put in place and some key national ICT projects failed or did not deliver.

It is essential that the service understands future ICT requirements as well as working to integrate and operate systems in the here and now to keep the service functioning. It is the classic change conundrum of 'running the business' and 'changing the business' at the same time and that needs proper investment and strong leadership.

In fairness to the Police Scotland Force Executive, this is now fully recognised. There has been considerable effort put into developing an all-encompassing 10-year strategy under the title Policing 2026. The importance of ICT in service integration and transformation is woven through the strategy and is not simply an internalised agenda but focuses on improving service delivery to the citizens and communities of Scotland.

Expectations are high. There has been a lot of consultation with the public, with stakeholders, with police support staff and with all officers. Proper investment in ICT needs to happen and delivery of better systems and better equipment is essential. Negotiations with the Scottish Police Authority and the Scottish Government have been positive and it is hoped that further transformation budget can be found, especially in the wake of the recent decision by the Government in Westminster to allow Police Scotland to reclaim VAT.

Current indications are good. Programmes and projects are being commissioned and resourced with realistic timescales. Considered thought is going into what can be delivered in the next three years to help the service evolve whilst at the same time paving the way for further enhancements and developments in the medium to longer term. Which is why the CoPaCC ICT User survey is timely and useful. We have a good picture of where we currently are and, all being well, future CoPaCC surveys will enable us to independently check and verify that we are making progress, transforming the service and making policing fitter and stronger for the future. ❖

Fragmented, unreliable and difficult to use

The first ever survey of police ICT users' experiences has highlighted a lack of integration of different policing systems, resulting in a widespread loss of efficiency that will ultimately affect the ability of police forces to maintain their service in the face of austerity measures. Training and usability issues, no doubt exacerbated by these same market forces, could also have contributed to users' concerns about the reliability of information on ICT systems



Sam Langton

Doctoral researcher at Manchester Metropolitan University

Background

The inability of public sector organisations to keep pace with rapid developments in ICT has been a concern for users, and the government, for some time. Those working with police forces in the UK will have heard the innumerable criticisms that users have with the systems currently in place, many of which may have a direct impact on the efficacy and efficiency of the service provided to the public. And yet, substantive research in this area is lacking, and the evidence-base detailing users' concerns is limited.

Early this year, CoPaCC conducted a survey of ICT users from the 43 police forces in England and Wales, as well as Police Scotland, in the first concerted effort to get the ball rolling on tackling this issue. The survey was designed and supported with the assistance of the Police Federation of England and Wales (PFEW), the Police Superintendents' Association of England and Wales (PSAEW) and the Association of Scottish Police Superintendents (ASPS).

The primary aim of the survey was to formally assess the extent to which users of police ICT systems in the UK are satisfied with their experiences. The secondary aim was to disentangle the overall picture, and establish whether there were areas of satisfaction in which users had particular grievances.

With the continued support of these representative bodies, the survey will now run on an annual basis. Generating a longitudinal dataset for measuring user satisfaction will help forces, police and crime commissioners and

police ICT suppliers monitor change over time, and adjudicate on the success of software changes or policy initiatives. A detailed report of the Police ICT Users' survey results is due to be published by *Policing Insight* in the coming weeks. This article provides a summary of the key findings from the preliminary descriptive analysis.

Data and methods

The survey was distributed in June 2017 via the online survey tool, SurveyMonkey, to members of the three representative bodies. The main part of the questionnaire addressed the satisfaction of respondents on different dimensions of their force's ICT provision, using multiple-choice Likert scales on ten key themes: overall satisfaction, comparison to other forces, investment, mobile technology,

usability, integration with other systems, reliability, accessibility, help facilities and training. After each Likert scale question, respondents were encouraged to substantiate their answer with free text comments. The final section of the questionnaire requested basic demographic and

professional information, namely: job role, rank, age and length of service.

A total of 1437 individuals began the survey, with around 9% of respondents failing to complete the entire questionnaire, leaving a final sample of 1312 across all three representative bodies. These respondents predominantly came from the PFEW (N = 1253) but there was a reasonable response from PSAEW (N = 44). Caution is urged regarding the data from the ASPs due to the sample size (N = 15). Analysis in the report is limited to descriptive visual statistics of the multiple-choice questions and demographic information. Further work will consider the use of sentiment analysis on the open-ended questions.

10 user experience questions

44 police forces represented

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Survey analysis

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Results

Descriptive analysis suggests that, in general, users from police forces across all three representative bodies are unhappy with the provision of ICT. Nevertheless, the overall measure of satisfaction masks variability on more specific dimensions.

Of the total sample, 63% stated that they were either 'Quite', 'Very' or 'Completely dissatisfied' with the overall provision of their force's ICT provision. Only 26% of respondents expressed a degree of satisfaction with overall provision, with 11% remaining neither satisfied nor dissatisfied.

Differences emerged between the three representative bodies. Members of the PSAEW were least critical in the overall measure, and were also consistently the most positive across all other individual dimensions of ICT provision. The ASPS tended to answer most unfavourably, and scored the lowest of the three representative bodies in the overall measure. Irrespective of the representative body, respondents were most critical regarding integration, with 76% expressing some degree of disagreement with the assertion that systems are well integrated.

A similar story emerged when respondents were asked for comparisons, with only 23% expressing any agreement with the statement that their force "compared well" with other police forces. The quality of training was viewed unfavourably, with another 23% stating that they either 'Slightly', 'Strongly' or 'Completely agreed' with the statement that training was of high quality and delivered at the right time.

Interestingly, perceptions about the level of investment in 'high technology' among respondents from the PSAEW were positive, although respondents from the PFEW were less complimentary.

An area where police forces appear to be working well is accessibility. The vast majority of respondents, irrespective of representative body, felt that they could access a computer at work when they needed one. Despite the availability of police ICT, users expressed concern that the main

1312

 participants in the survey

operational policing systems were not easy to use. The spread of responses regarding the reliability of information on police ICT systems indicates only a modest level of satisfaction, adding to existing concerns about the dependability of police data. A dimension where users from the representative bodies appeared most conflicted was the availability and suitability of mobile technology. Those from the PSAEW were extremely positive, and yet both the PFEW and ASPS had mixed opinions.

Users from both superintendent bodies, the PSAEW and ASPS, reported more favourably than the PFEW regarding the help facilities available. More generally, large police forces were more critical about police ICT than smaller police forces. In particular, large forces scored considerably lower when it came to accessibility. Users of the two primary ICT software providers, Northgate Connect and Niche Minerva, scored similarly overall, although there were differences on more specific dimensions, outlined in the full report.

Conclusions

This first step into examining the user experience of police ICT in England, Wales and Scotland has demonstrated the difficulties users face with the current setup. The survey has served to substantiate and disentangle much of the anecdotal evidence that has existed to date. A key dimension that needs

5450+

 detailed user comments

addressing is the integration of different policing systems. This may be resulting in a widespread loss of efficiency that will ultimately impact on the ability of police forces to

maintain their service in the face of austerity measures. This, along with issues relating to training and usability, may explain the concerns surrounding the reliability of information on ICT systems.

Subsequent surveys will aim to improve the representativeness of the sample by seeking to involve further representative organisations and encouraging more respondents from the PSAEW and ASPS to come forward with their views.

3

 police associations provided support

Police Superintendents'
Association of England and Wales



ASSOCIATION OF SCOTTISH POLICE SUPERINTENDENTS
Representing the Operational Leaders of the Police Service of Scotland

Look out for the full report

The full report, with more detailed descriptive and visual analysis, will be published shortly on policinginsight.com

Methodology

HOW THE ICT SURVEY WAS CARRIED OUT

The Police ICT Users' Survey was prepared on Survey Monkey (www.surveymonkey.com) and distributed by email in late June 2017 to their membership by three key policing representative bodies, namely:

- The Police Federation of England and Wales (PFEW);
- The Police Superintendents' Association of England and Wales (PSAEW); and
- The Association of Scottish Police Superintendents (ASPS).

The online questionnaire was formulated following discussion with these three representative bodies, and comprised of 15 questions, which are presented here (*right*). There was also a final free text response opportunity for additional comments

As an incentive to participate, the survey included an offer of an entry into a prize draw to win an Apple iPad, for which respondents needed to provide their force email address.

The email addresses provided were used only to validate that respondents worked for a UK police force, and for the purposes of notifying the prize draw winner.

SURVEY QUESTIONS

The 10 questions about users' police ICT experiences

Apart from the first question, respondents are asked for their level of agreement with each statement

- 1 "How satisfied (or dissatisfied) are you with your force's overall provision of ICT to help you do your job?"
- 2 "From what I have seen and heard, my force compares well with other forces: we are ahead of the game when it comes to technology"
- 3 "My force invests widely in high technology products to enable me to do my job"
- 4 "If I need it, my force can provide me with a mobile data device (eg smartphone, laptop or tablet) that is fit for purpose"
- 5 "The main operational policing systems that I rely on are easy to use"
- 6 "The different policing systems are well integrated. I don't often have to input the same information repeatedly, or log on to several systems separately"
- 7 "The information held on the systems I use can always be relied on"
- 8 "When I need access to a computer at work, I can always find one"
- 9 "If something goes wrong or I need assistance, I can easily access a help facility whenever I need to"
- 10 "The training I received to use systems has been of a high quality and delivered at the right time"

The 5 questions about respondent demographics

- 1 Please tell us which police force you are employed by
- 2 What is your rank?
- 3 What is your primary role?
- 4 How long have you been employed as a police officer?
- 5 Please indicate your age

QUESTION FORMATS

User experience questions

- Multiple choice requesting a satisfaction/dissatisfaction or agreement/disagreement rating between 1 and 7 (ie "Completely satisfied" to "Completely dissatisfied" or "Completely agree" to "Completely disagree")
- Free text response

Demographic questions

- Multiple choice options

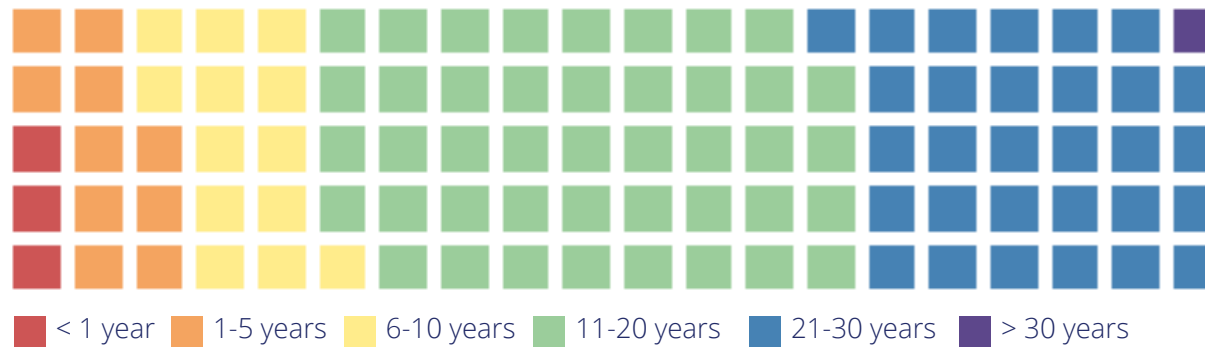
Final free text response for additional comments

Survey response demographics

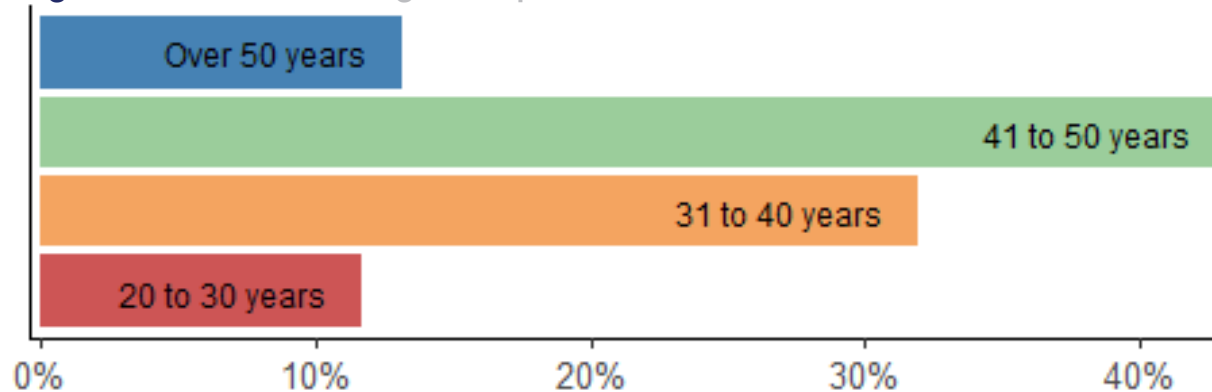
Response dominated by long-serving officers

A significant proportion of respondents were long serving officers between the ages of 41 and 50 years and/or who had been working for the police service for between 11 and 20 years. This group was larger than all the preceding three groups combined, who had 10 years' service or less

Length of service (proportion of respondents)



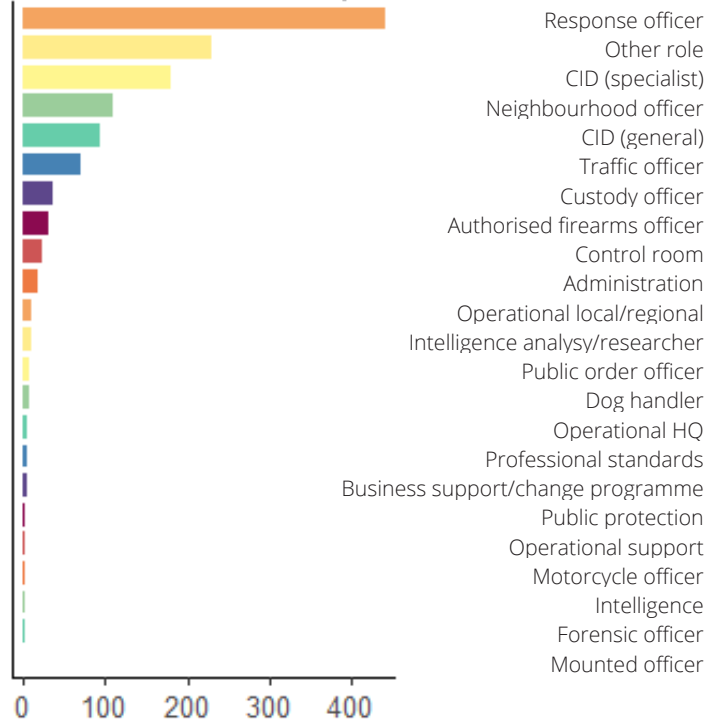
Age distribution (Percentage of respondents)



Survey response demographics

Responses from a wide range of ranks and roles

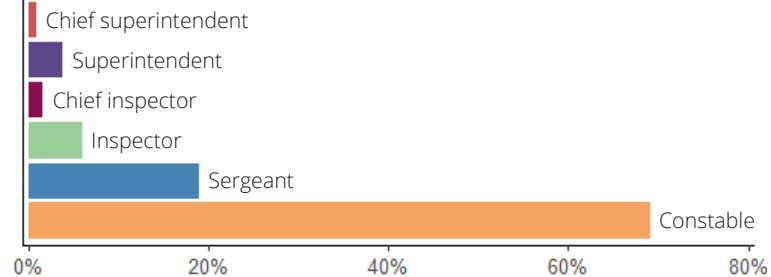
Job role (Number of respondents for each)



SURVEY IN NUMBERS

- 10 questions on user experience
- 5 demographic questions
- 1,437 participants
- 1,312 (91%) participants completed the survey fully and this is our sample (N=1312) for analysis
- Officers from Police Scotland and 43 English and Welsh police forces were surveyed via the 3 associations supporting the survey: Police Federation of England & Wales (PFEW); Police Superintendents Association of England & Wales (PSAEW); and Association of Scottish Police Superintendents (ASPS)
- Over 5,450 comments submitted
- Average time spent completing the survey: 6 minutes 49 seconds

Rank distribution (Percentage of respondents)



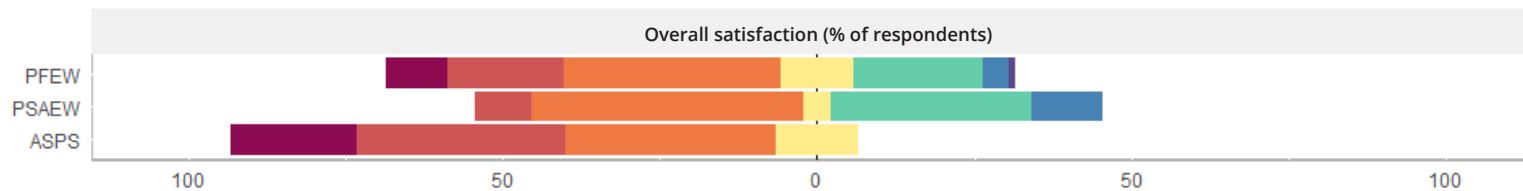
Survey results

Overall satisfaction

This question aims to gain an indication of the overall satisfaction of ICT provision amongst members of the three participating associations. The response indicates strong dissatisfaction across the board with only the police superintendents of England & Wales showing some satisfaction in contrast to the Scottish superintendents (small sample)

How satisfied (or dissatisfied) are you with your force's overall provision of ICT to help you do your job?

Our Police ICT User survey asked respondents to select an option that best indicated their level of satisfaction or dissatisfaction with their force's ICT



PFEW Police Federation of England & Wales
 PSAEW Police Superintendents Association of England & Wales
 ASPS Association of Scottish Police Superintendents

■ Completely dissatisfied
 ■ Strongly dissatisfied
 ■ Slightly dissatisfied
 ■ Neither satisfied nor dissatisfied
 ■ Slightly satisfied
 ■ Strongly satisfied
 ■ Completely satisfied

Large forces vs small forces

Overall, officers in small forces were more satisfied with their forces's ICT than officers in large forces. Note: small forces were identified as those with less than 4,000 officers and large forces those with more than 4,000 officers.

Size	Overall
Large (>4,000 officers)	2.99
Small (<4,000 officers)	3.44

Northgate Connect forces vs Niche Minerva forces

It is interesting to compare the overall satisfaction of officers in forces using Northgate Connect and those using Niche Minerva which are key ICT suppliers in their respective forces. 13 Northgate Connect forces and 20 Niche Minerva forces were surveyed. Overall there was little difference in officers' satisfaction - officers in both sets of forces showed slight dissatisfaction.

Software	Respondents	Overall
Northgate Connect (13 forces surveyed)	294	3.30
Niche Minerva (20 forces surveyed)	738	3.45

How the responses were scored

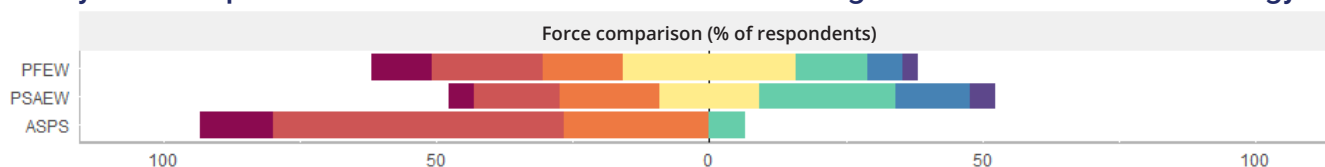
- 7 Completely satisfied
- 6 Strongly satisfied
- 5 Slightly satisfied
- 4 Neither satisfied nor dissatisfied
- 3 Slightly dissatisfied
- 2 Strongly dissatisfied
- 1 Completely dissatisfied

Survey results

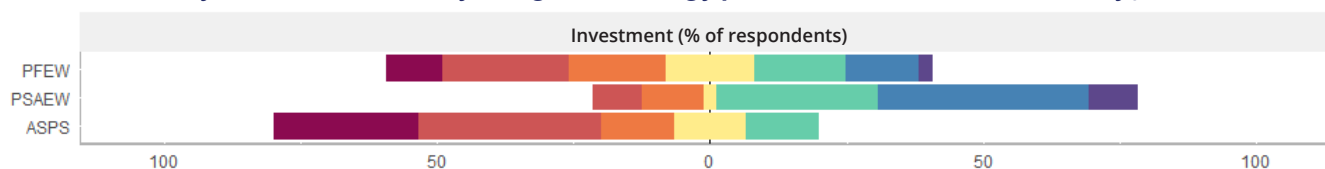
Investment in ICT

The questions in this section measure how officers view their force's investment in ICT and in comparison with other forces. We also asked in particular about mobile data device provision. Interestingly the police superintendents in England & Wales are much more positive about their force's performance in ICT investment and mobile data device provision in contrast to the views of the Federation members which are in line with their overall dissatisfaction.

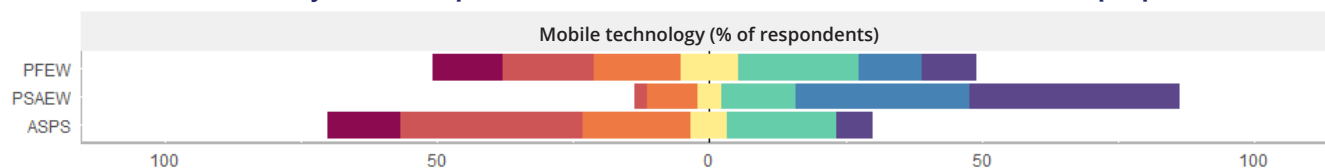
My force compares well with other forces: we are ahead of the game when it comes to technology



My force invests widely in high technology products to enable me to do my job



If I need it, my force can provide me with a mobile data device that is fit for purpose



PFEW Police Federation of England & Wales
PSAEW Police Superintendents Association of England & Wales
ASPS Association of Scottish Police Superintendents

■ Completely disagree
 ■ Strongly disagree
 ■ Slightly disagree
 ■ Neither agree nor disagree
 ■ Slightly agree
 ■ Strongly agree
 ■ Completely agree

How the responses were scored

- 7 Completely agree
- 6 Strongly agree
- 5 Slightly agree
- 4 Neither agree nor disagree
- 3 Slightly disagree
- 2 Strongly disagree
- 1 Completely disagree

Large forces versus small forces

Officers from small forces are generally more positive about their force's investment in ICT and provision of mobile devices.

Size	Comparison	Investment	Mobiles
Large (>4,000 officers)	3.32	3.25	3.68
Small (<4,000 officers)	3.52	3.73	4.03

Northgate Connect forces vs Niche Minerva forces

The differences in satisfaction are minimal between officers in forces using the two systems, but there is a very slightly higher level of satisfaction in those forces using Niche.

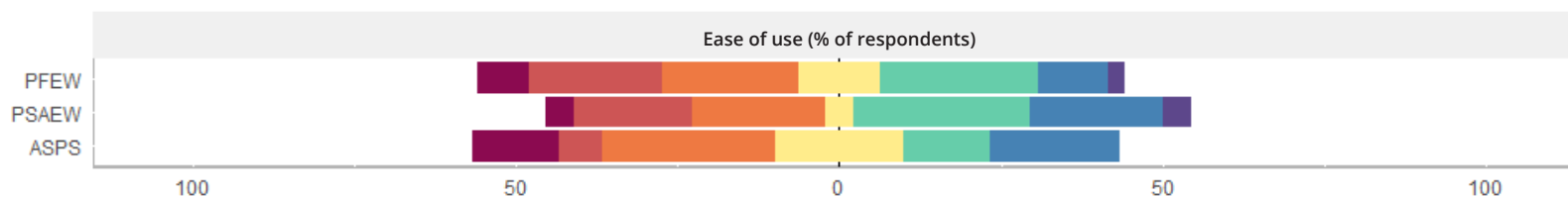
Software	Respondents	Comparison	Investment	Mobiles
Northgate Connect (13 forces surveyed)	294	3.47	3.59	3.99
Niche Minerva (20 forces surveyed)	738	3.58	3.76	4.08

Survey results

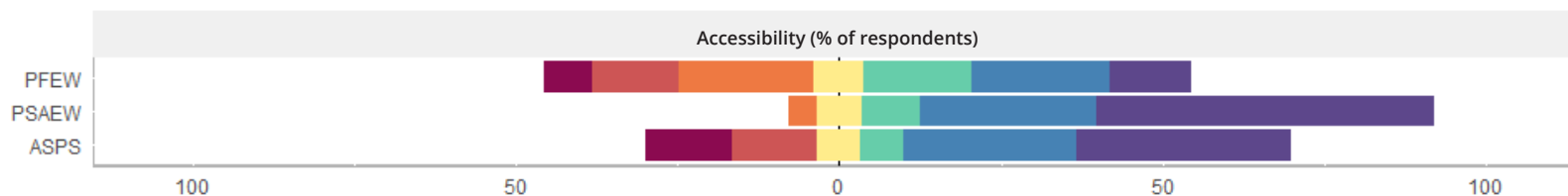
Usability and accessibility

This section fields the views of officers on the useability of their systems and how easily they can access a computer. Views seems to be more or less equally split on useability. Responses were generally much more positive about the accessibility to a computer when required.

The main operational policing systems that I rely on are easy to use



When I need access to a computer at work, I can always find one



PFEW Police Federation of England & Wales
PSAEW Police Superintendents Association of England & Wales
ASPS Association of Scottish Police Superintendents

■ Completely disagree
 ■ Strongly disagree
 ■ Slightly disagree
 ■ Neither agree nor disagree
 ■ Slightly agree
 ■ Strongly agree
 ■ Completely agree

How the responses were scored

- 7 Completely agree
- 6 Strongly agree
- 5 Slightly agree
- 4 Neither agree nor disagree
- 3 Slightly disagree
- 2 Strongly disagree
- 1 Completely disagree

Large forces versus small forces

Officers from large forces appear to be happier with the useability of their systems while officers in smaller forces are more satisfied with their ability to access a computer.

Size	Usability	Accessibility
Large (>4,000 officers)	3.87	3.5
Small (<4,000 officers)	3.62	4.66

Northgate Connect forces vs Niche Minerva forces

Officers from all forces were slightly dissatisfied by the useability of their ICT, but officers at forces using Northgate software are generally more satisfied than those using Niche in terms of accessibility to a computer.

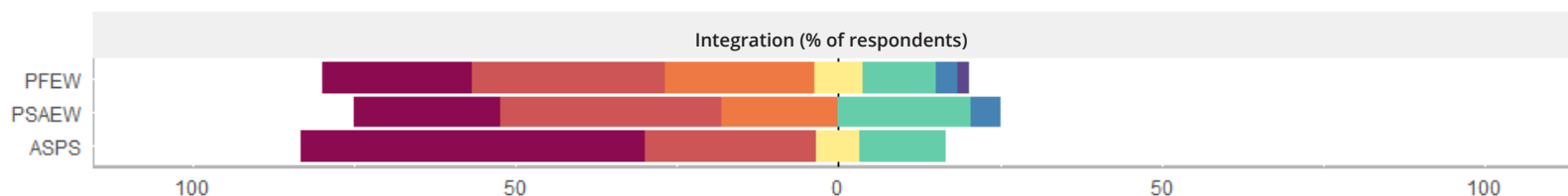
Software	Respondents	Usability	Accessibility
Northgate Connect (13 forces surveyed)	294	3.61	4.68
Niche Minerva (20 forces surveyed)	738	3.82	4.4

Survey results

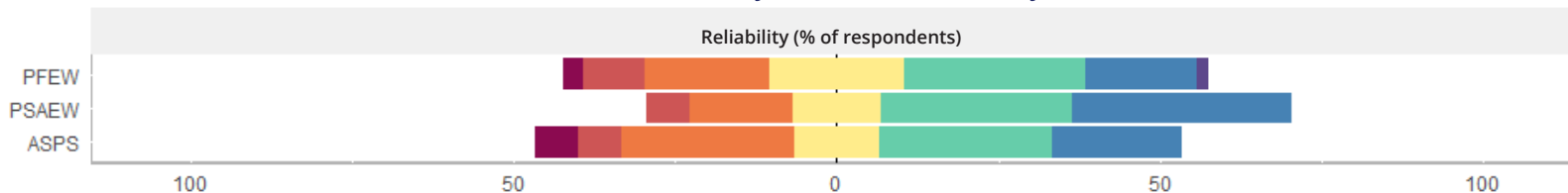
Reliability and integration

This section measures users views on the reliability of the data on their systems and the degree to which they are integrated eg not having to re-enter data multiple times. Views were split on the reliability of data however there was strong agreement across all the associations on poor integration of systems with very little positivity

The different policing systems are well integrated. I don't often have to input the same information repeatedly or log on to several systems separately



The information held on the systems I use can always be relied on



PFEW Police Federation of England & Wales
 PSAEW Police Superintendents Association of England & Wales
 ASPS Association of Scottish Police Superintendents

■ Completely disagree
 ■ Strongly disagree
 ■ Slightly disagree
 ■ Neither agree nor disagree
 ■ Slightly agree
 ■ Strongly agree
 ■ Completely agree

How the responses were scored

- 7 Completely agree
- 6 Strongly agree
- 5 Slightly agree
- 4 Neither agree nor disagree
- 3 Slightly disagree
- 2 Strongly disagree
- 1 Completely disagree

Large forces versus small forces

Views on reliability are slightly more positive from officers in small forces and they are more happy with integration, although all forces are generally dissatisfied with integration.

Size	Reliability	Integration
Large (>4,000 officers)	4.15	2.45
Small (<4,000 officers)	4.25	2.8

Northgate Connect forces vs Niche Minerva forces

Officers at forces using Northgate software are generally more satisfied with the reliability of data. Officers at all forces have a dissatisfaction with integration although Niche forces are slightly more satisfied.

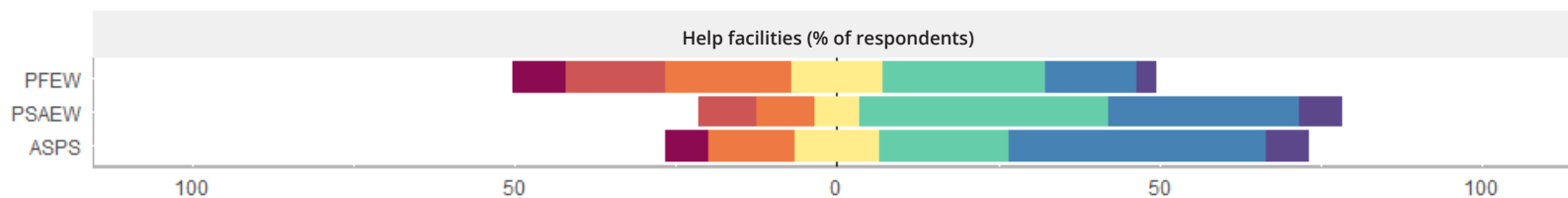
Software	Respondents	Reliability	Integration
Northgate Connect (13 forces surveyed)	294	4.45	2.66
Niche Minerva (20 forces surveyed)	738	4.18	2.98

Survey results

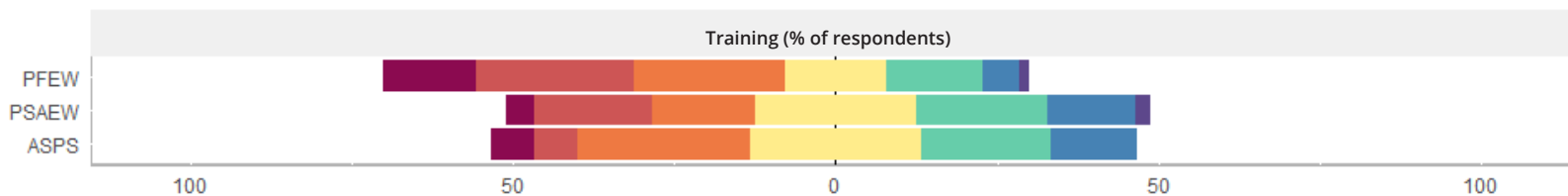
Training and support

This section measures users views on the ICT help facilities provided by their force and quality of training provided. The responses are generally positive about the help facilities but Federation ranks appear to be much more split on the quality of support. Agreement on the quality of training is split but the Federation ranks take a much more negative view.

If something goes wrong or I need assistance, I can easily access a help facility whenever I need to



The training I received to use systems has been of a high quality and delivered at the right time



PFEW Police Federation of England & Wales
 PSAEW Police Superintendents Association of England & Wales
 ASPS Association of Scottish Police Superintendents

■ Completely disagree
 ■ Strongly disagree
 ■ Slightly disagree
 ■ Neither agree nor disagree
 ■ Slightly agree
 ■ Strongly agree
 ■ Completely agree

How the responses were scored

- 7 Completely agree
- 6 Strongly agree
- 5 Slightly agree
- 4 Neither agree nor disagree
- 3 Slightly disagree
- 2 Strongly disagree
- 1 Completely disagree

Large forces versus small forces

Views are split in both large and small forces on the availability of a help facility and slightly dissatisfied with training.

Size	Help	Training
Large (>4,000 officers)	4.01	3.29
Small (<4,000 officers)	3.89	3.15

Northgate Connect forces vs Niche Minerva forces

On average officers are split on the provision of help facilities in both sets of forces and both show slight dissatisfaction with training.

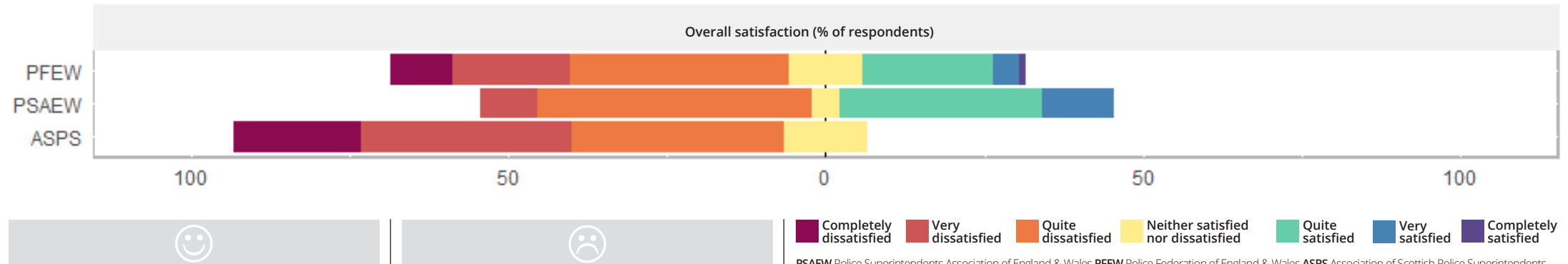
Software	Respondents	Help	Training
Northgate Connect (13 forces surveyed)	294	3.54	2.92
Niche Minerva (20 forces surveyed)	738	4.05	3.33

Overall satisfaction

SURVEY QUESTION

How satisfied (or dissatisfied) are you with your force's overall provision of ICT to help you do your job?

Our Police ICT User survey asked respondents to select an option that best indicated their level of satisfaction or dissatisfaction with their force's ICT



Top five forces

- 1 Wiltshire
- 2 Cambridgeshire
- 3 Merseyside
- 4 Dyfed-Powys
- 5 Gloucestershire

Bottom five forces

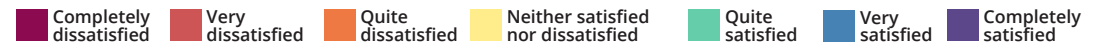
- 1 West Midlands
- 2 Metropolitan
- 3 Police Scotland
- 4 Hampshire
- 5 City of London

Level of satisfaction in detail (percentage of respondents)

	PFEW	PSAEW	ASPS
Completely satisfied	1.04%	0.00%	0.00%
Very satisfied	3.91%	11.36%	0.00%
Quite satisfied	20.67%	31.82%	0.00%
Neither satisfied nor dissatisfied	11.65%	4.55%	13.33%
Quite dissatisfied	34.40%	43.18%	33.33%
Very dissatisfied	18.68%	9.09%	33.33%
Completely dissatisfied	9.66%	0.00%	20.00%
Total	100%	100%	100.00%
Average score (1-7)	3.31	3.93	2.40

1 - Completely dissatisfied / 4 - Neither satisfied nor dissatisfied / 7 - Completely satisfied

Note: PSAEW and ASPS sample sizes were small



PSAEW Police Superintendents Association of England & Wales PFEW Police Federation of England & Wales ASPS Association of Scottish Police Superintendents

Total comments by respondents 864

Sample comments

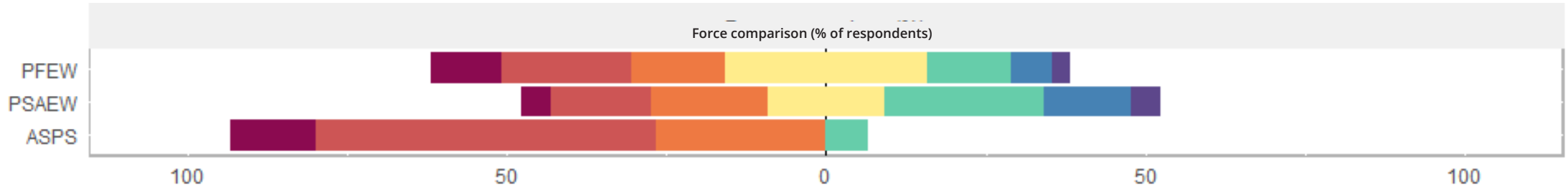
- "The systems we use are slow, out of date and do not talk to each other. The mobile phones are not any good, there is no reception. Providing a laptop for on call work would be very helpful but this is proving difficult. We waste time returning to station to update systems when it could be done out and about." **Sergeant**
- "There are far too many different systems and applications to access with different passwords. There are far too many emails which more often than not are not relevant or duplicates. I am tied to a Computer all day every day." **Sergeant**
- "The availability of mobile data working is fantastic in this force. The more that can be done out of the office with ease the better." **Constable**
- "New tech is very slow to roll out and usually outdated by the time it reaches officers." **Constable**
- "IT infrastructure is only as good as the time and effort coupled with the money invested to deliver the best policing. Too many managers want the here and now because the private market has it. There is no consistency not just across forces but within [FORCE NAME] teams." **Inspector**

Comparison with other forces

SURVEY QUESTION

My force compares well with other forces: we are ahead of the game when it comes to technology

Based on what they have seen and heard, our Police ICT User survey asked respondents to indicate their level of agreement with the above statement



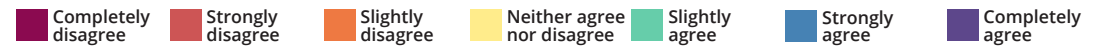
Top five forces

- 1 Cambridgeshire
- 2 Wiltshire
- 3 Cumbria
- 4 Merseyside
- 5 Lancashire



Bottom five forces

- 1 Cleveland
- 2 Metropolitan
- 3 Police Scotland
- 4 West Mercia
- 5 Thames Valley



PSAEW Police Superintendents Association of England & Wales PFEW Police Federation of England & Wales ASPS Association of Scottish Police Superintendents

Total comments by respondents **476**

Sample comments

- "I recently came from [ANOTHER FORCE]. They are heavily dependant on paper. **Constable**
- "If we are better than other forces then god help them... but I somehow doubt it. **Constable**
- "As stated the mobile offering is as good as any other force and developing all the time so we are strong here... however in other areas we lack the innovation and risk to try new things." **Inspector**
- "Our mobile technology, [BRAND NAME] PDA's and toughbooks are brilliant for a response cop. Our [BRAND NAME] system seems poor compared to other options." **Constable**
- "I appreciate that County forces are smaller, but we hear good things about [BRAND NAME] in [FORCE NAME]. Need those tablets for efficiencies! Double / triple reporting some times [LISTS BRAND NAMES]." **Inspector**
- "Using Smoke signals to complete paperwork would work faster." **Constable**

Level of agreement in detail (percentage of respondents)

	PFEW	PSAEW	ASPS
Completely agree	2.71%	4.55%	0.00%
Strongly agree	6.46%	13.64%	0.00%
Slightly agree	13.17%	25.00%	6.67%
Neither agree nor disagree	31.76%	18.18%	0.00%
Slightly disagree	14.60%	18.18%	26.67%
Strongly disagree	20.27%	15.91%	53.33%
Completely disagree	11.01%	4.55%	13.33%
Total	100%	100%	100.00%
Average score (1-7)	3.46	4.02	2.33

1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

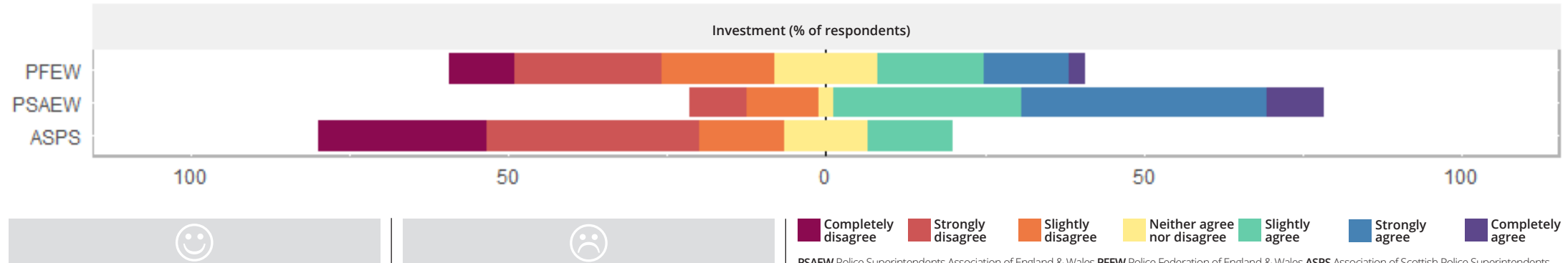
Note: PSAEW and ASPS sample sizes were small

Investment in technology

SURVEY QUESTION

My force invests widely in high technology products to enable me to do my job

Based on what they have seen and heard, our Police ICT User survey asked respondents to indicate their level of agreement with the above statement



Top five forces

- 1 Essex
- 2 Wiltshire
- 3 Merseyside
- 4 Cambridgeshire
- 5 Cumbria

Bottom five forces

- 1 West Midlands
- 2 Metropolitan
- 3 North Yorkshire
- 4 Police Scotland
- 5 Norfolk

Level of agreement in detail (percentage of respondents)

	PFEW	PSAEW	ASPS
Completely agree	2.39%	9.09%	0.00%
Strongly agree	13.41%	38.64%	0.00%
Slightly agree	16.84%	29.55%	13.33%
Neither agree nor disagree	16.20%	2.27%	13.33%
Slightly disagree	17.80%	11.36%	13.33%
Strongly disagree	23.06%	9.09%	33.33%
Completely disagree	10.30%	0.00%	26.67%
Total	100%	100%	100.00%
Average score (1-7)	3.56	5.05	2.53

1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Note: PSAEW and ASPS sample sizes were small



PSAEW Police Superintendents Association of England & Wales PFEW Police Federation of England & Wales ASPS Association of Scottish Police Superintendents

Total comments by respondents 538

Sample comments

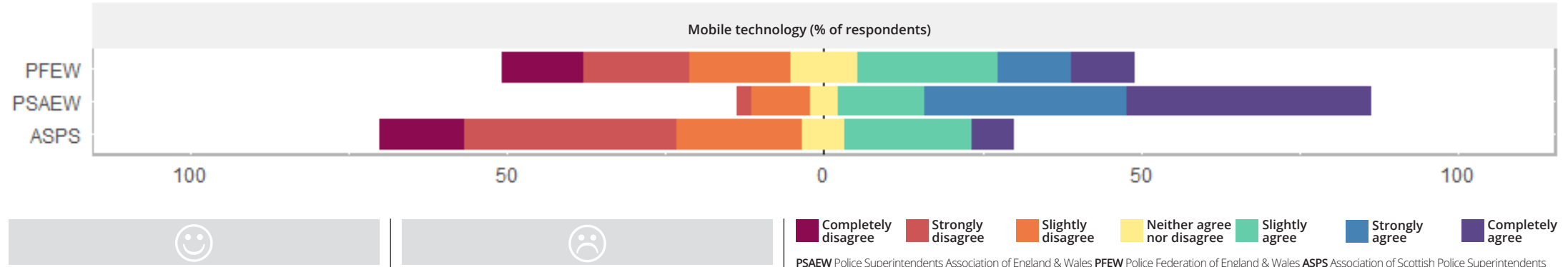
- "I work in a three force joint protective service. access to printers, scanners and programmes are non existent in the other two forces which stops me from being able to do the work myself which then makes me rely on others from those forces to complete the tasks / actions for me." **Constable**
- "The force appears to be trying to improve, looking at new phones lap tops, introduced good quality body cameras." **Sergeant**
- "Good investment in mobile and body worn video. More required to make other systems compatible and all link together. Products seem to work in isolation and not connected." **Inspector**
- "Wastes lots of money. Laptops being introduced to all police cars then the police realising due to H&S they could not be used as initially thought. Then to be told that by a SLT member that the hundred of thousands spent doing this didn't matter as it was in a separate pot of money away from police budgets." **Constable**
- "We are starting to see the green shoots of recovery BUT it comes after decades of poor planning and a random approach to systems which never seem to work efficiently. Nothing seems to be user friendly." **Sergeant**

Provision of mobile devices

SURVEY QUESTION

If I need it, my force can provide me with a mobile data device that is fit for purpose

Based on their experiences, our Police ICT User survey asked respondents to indicate their level of agreement with the above statement



Top five forces

- 1 Surrey
- 2 Merseyside
- 3 Wiltshire
- 4 Lancashire
- 5 Dyfed-Powys

Bottom five forces

- 1 Cleveland
- 2 Metropolitan
- 3 North Yorkshire
- 4 Avon & Somerset
- 5 Norfolk

Level of agreement in detail (percentage of respondents)

	PFEW	PSAEW	ASPS
Completely agree	10.14%	38.64%	6.67%
Strongly agree	11.57%	31.82%	0.00%
Slightly agree	22.03%	13.64%	20.00%
Neither agree nor disagree	10.77%	4.55%	6.67%
Slightly disagree	15.80%	9.09%	20.00%
Strongly disagree	16.84%	2.27%	33.33%
Completely disagree	12.85%	0.00%	13.33%
Total	100%	100%	100.00%
Average score (1-7)	3.88	5.80	3.13

1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Note: PSAEW and ASPS sample sizes were small



PSAEW Police Superintendents Association of England & Wales PFEW Police Federation of England & Wales ASPS Association of Scottish Police Superintendents

Total comments by respondents **554**

Sample comments

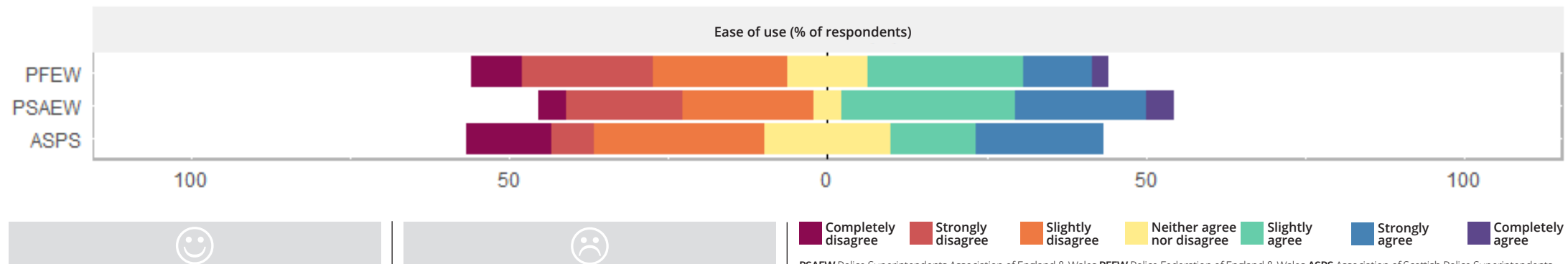
- "I have a mobile device. Broadly reliable, although it seems to have taken a massive step back in terms of functionality - old [BRAND NAME] I could access briefings, PNC, Crime Management System - I can't do any of this on the new device!" **Constable**
- "I received a mobile phone that didn't function particularly well and it has remained in a drawer ever since week 2." **Constable**
- "Personal issue [BRAND NAME] PDA. Can view logs, issues traffic tickets, PND's, stop and search records and print at scene. Statements can be taken and other MG forms. Toughbook laptops available and used for more detailed statements, crime reports, MFH inputs on the go." **Constable**
- "Have just been issued with [BRAND NAME] device which, although it has teething problems and lacks a lot of the functionality I need, is a huge step forward." **Sergeant**
- "When I first received my tablet I received some training in order for it to be set up so that it was a useful tool. Since migration the setup has changed and as such it is no longer fit for purpose. The tablet no longer tethers to my car [or phone] so can't be utilised away from station." **Rank not provided**

Ease of use

SURVEY QUESTION

The main operational policing systems that I rely on are easy to use

Based on their experiences, our Police ICT User survey asked respondents to indicate their level of agreement with the above statement



Top five forces

- 1 South Wales
- 2 North Yorkshire
- 3 Cambridgeshire
- 4 Wiltshire
- 5 Merseyside

Bottom five forces

- 1 Humberside
- 2 Norfolk
- 3 City of London
- 4 Northamptonshire
- 5 Devon & Cornwall

Level of agreement in detail (percentage of respondents)

	PFEW	PSAEW	ASPS
Completely agree	2.39%	4.55%	0.00%
Strongly agree	10.77%	20.45%	20.00%
Slightly agree	24.58%	27.27%	13.33%
Neither agree nor disagree	12.61%	4.55%	20.00%
Slightly disagree	21.07%	20.45%	26.67%
Strongly disagree	20.59%	18.18%	6.67%
Completely disagree	7.98%	4.55%	13.33%
Total	100%	100%	100.00%
Average score (1-7)	3.67	4.11	3.73

1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Note: PSAEW and ASPS sample sizes were small

Completely disagree
Strongly disagree
Slightly disagree
Neither agree nor disagree
Slightly agree
Strongly agree
Completely agree

PSAEW Police Superintendents Association of England & Wales PFEW Police Federation of England & Wales ASPS Association of Scottish Police Superintendents

Total comments by respondents 547

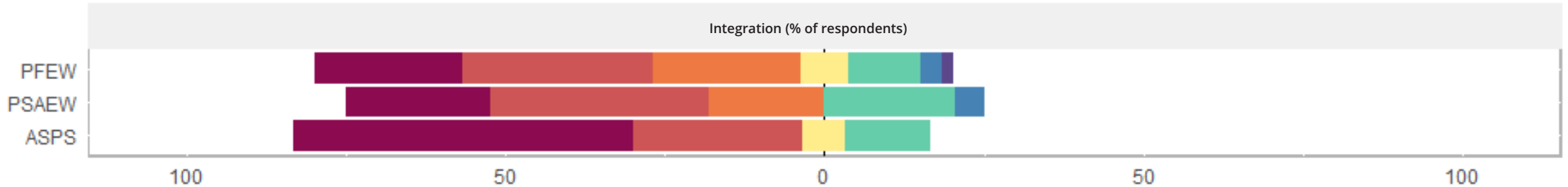
Sample comments

- "New systems like [BRAND NAME] and [BRAND NAME] are often quite complicated and unwieldy to start with with few trainers in the workplace on a regular basis to assist those in difficulty." **Sergeant**
- "Principle systems have become easy to use, not necessarily by being intuitive, more due to repeated use and familiarity. The custody system however (the one that begins with [BRAND NAME], a name which so many dare not use for fear of invoking the vengeful appearance of Lucifer himself) is, to use a recently accredited word, an Omnishambles. While there is inevitably a bedding in period where users become used to systems and errors are made this is an homunculus, generated from the flesh of half dead custody sergeants and overwrought DS's and infused with the spirit of Satan in order to create an experience which cannot be understood, save for a gifted mathematical seer who is fluent in hexadecimal and views the world in a manner similar to the screens of The Matrix. It is a vengeful Enigma which gives hints as to an error being present but without any vestige of suggestion as to where it may be. Any attempt to track down the error by picking another area of the system at random is met with the gleeful destruction of all work in which the user is engaged, before sending them off to a white screen, the memory of approximately where they were up to and why they wanted to leave for their important family issue before their recently born children reach puberty. Hey, why not go the whole hog and leave the exit screen with the faint sound of hollow mocking laughter." **Sergeant**

Integration of systems

SURVEY QUESTION

The different policing systems are well integrated. I don't often have to input the same information repeatedly or log on to several systems separately



Top five forces

- 1 Essex
- 2 Merseyside
- 3 Dyfed-Powys
- 4 North Yorkshire
- 5 Wiltshire



Bottom five forces

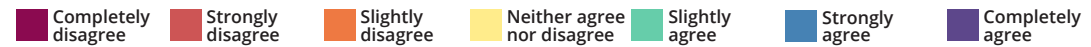
- 1 South Yorkshire
- 2 Cleveland
- 3 Metropolitan
- 4 City of London
- 5 Greater Manchester

Level of agreement in detail (percentage of respondents)

	PFEW	PSAEW	ASPS
Completely agree	1.68%	0.00%	0.00%
Strongly agree	3.43%	4.55%	0.00%
Slightly agree	11.25%	20.45%	13.33%
Neither agree nor disagree	7.50%	0.00%	6.67%
Slightly disagree	23.14%	18.18%	0.00%
Strongly disagree	29.77%	34.09%	26.67%
Completely disagree	23.22%	22.73%	53.33%
Total	100%	100%	100.00%
Average score (1-7)	2.71	2.75	2.00

1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Note: PSAEW and ASPS sample sizes were small



PSAEW Police Superintendents Association of England & Wales PFEW Police Federation of England & Wales ASPS Association of Scottish Police Superintendents

Total comments by respondents 515

Sample comments

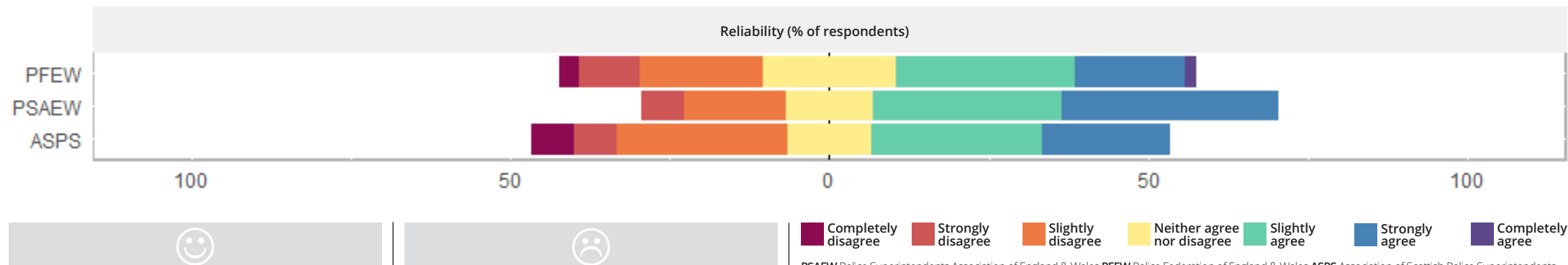
- "I understand that the force is looking to counter this with the introduction of [BRAND NAME], however I first attended training for this three years ago. It still hasn't been introduced within force. Meanwhile, I am forced to remember multiple login details for various force IT systems, and input the same information multiple times." **Constable**
- "There is still the need to duplicate information that is recorded elsewhere such as PNB entries regarding exhibits seized where a record already exists elsewhere why are we still duplicating. It is time consuming and unnecessary." **Constable**
- "This is obviously being addressed by [BRAND NAME] if it EVER gets delivered... another example of the force paying a lot of money for an inferior product so not fit for purpose that it has taken 4 years to roll it out if 2018 launch ever arrives. other forces hate it yet we are blindly going ahead. The use of one system is a good thing if we have one that works. [BRAND NAME] says it will but other forces say it is not fit for purpose." **Constable**
- "NOTHING integrates. All of our systems have developed organically and seemingly without any strategy. I have 15 passwords and have abandoned remembering [those] for other systems." **Sergeant**

Reliability of information held

SURVEY QUESTION

The information held on the systems I use can always be relied on

Based on what they have seen and heard, our Police ICT User survey asked respondents to indicate their level of agreement with the above statement



Top five forces

- 1 South Wales
- 2 West Mercia
- 3 Cambridgeshire
- 4 Northumbria
- 5 Cumbria

Bottom five forces

- 1 Devon & Cornwall
- 2 Dyfed-Powys
- 3 Staffordshire
- 4 Avon & Somerset
- 5 Gwent

Level of agreement in detail (percentage of respondents)

	PFEW	PSAEW	ASPS
Completely agree	1.84%	0.00%	0.00%
Strongly agree	17.40%	34.09%	20.00%
Slightly agree	27.93%	29.55%	26.67%
Neither agree nor disagree	20.91%	13.64%	13.33%
Slightly disagree	19.31%	15.91%	26.67%
Strongly disagree	9.58%	6.82%	6.67%
Completely disagree	3.03%	0.00%	6.67%
Total	100%	100%	100.00%
Average score (1-7)	4.21	4.68	4.07

1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Note: PSAEW and ASPS sample sizes were small

Completely disagree
Strongly disagree
Slightly disagree
Neither agree nor disagree
Slightly agree
Strongly agree
Completely agree

PSAEW Police Superintendents Association of England & Wales PFEW Police Federation of England & Wales ASPS Association of Scottish Police Superintendents

Total comments by respondents 354

Sample comments

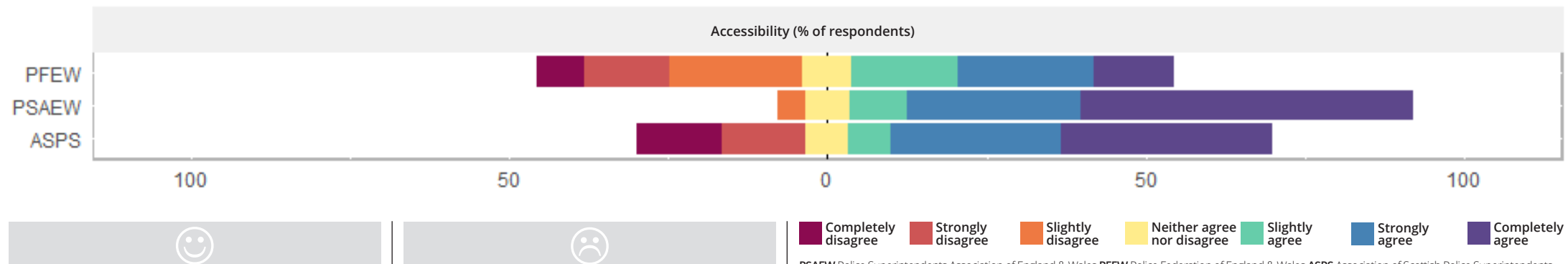
- "There are still many mistakes from persons inputting onto the systems meaning the information is not always reliable. Some systems cannot be changed ... rectifying issues is not always possible." **Constable**
- "I have recently come across information on [BRAND NAME] logs having visited the complainant to find addresses are incorrect and the information recorded and what has actually happened are conflicting. I do not have complete faith in the accuracy of the information recorded." **Constable**
- "I would like to hope so!" **Sergeant**
- "The information is good. However not always up to date, issues with different systems not talking." **Constable**
- "There is still human error when it is inputted as too much reliance placed on previously inputted data such as mobile numbers and addresses. Not being checked they are still correct." **Constable**
- "It is only as good as the inputter. If a nominal details are not cross referenced, we end up with duplicates thus it takes twice/three times as long to research." **Constable**

Access to a computer

SURVEY QUESTION

When I need access to a computer at work, I can always find one

Based on their experiences, our Police ICT User survey asked respondents to indicate their level of agreement with the above statement



Top five forces

- 1 Wiltshire
- 2 Cambridgeshire
- 3 Cumbria
- 4 Hertfordshire
- 5 Northamptonshire

Bottom five forces

- 1 Cleveland
- 2 Metropolitan
- 3 Greater Manchester
- 4 North Yorkshire
- 5 Staffordshire

Level of agreement in detail (percentage of respondents)

	PFEW	PSAEW	ASPS
Completely agree	12.53%	52.27%	33.33%
Strongly agree	21.31%	27.27%	26.67%
Slightly agree	16.68%	9.09%	6.67%
Neither agree nor disagree	7.74%	6.82%	6.67%
Slightly disagree	21.07%	4.55%	0.00%
Strongly disagree	13.17%	0.00%	13.33%
Completely disagree	7.50%	0.00%	13.33%
Total	100%	100%	100.00%
Average score (1-7)	4.27	6.16	4.93

1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Note: PSAEW and ASPS sample sizes were small

Completely disagree
Strongly disagree
Slightly disagree
Neither agree nor disagree
Slightly agree
Strongly agree
Completely agree

PSAEW Police Superintendents Association of England & Wales PFEW Police Federation of England & Wales ASPS Association of Scottish Police Superintendents

Total comments by respondents 456

Sample comments

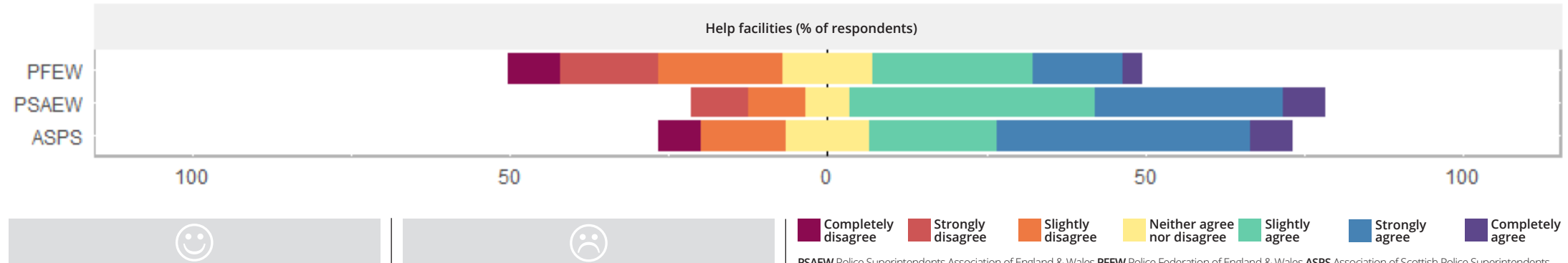
- "There are definitely enough terminals." **Inspector**
- "It seems the police focus is agile working which isn't allowed by certain inline managers so the issue of laptops seems pointless. Because desktops are being removed if you don't have your laptop with you it is difficult to find a free computer terminal." **Constable**
- "Rarely struggle. More computers than cops." **Constable**
- "Our writing room currently has 13 computers. Today there are 7 working completely, 4 that have issues like [BRAND NAME] not working, one has been waiting to be rebuilt for about 6 weeks and one that was taken away 3 weeks ago; don't know where it went." **Constable**
- "There are never enough computers available. The tablet always needs to be plugged in as the hub we use doesn't charge it which should have been invested from the onset. The computer which I am currently using currently has a broken monitor which is being propped up so is not good for posture when working at a workstation." **Rank not provided**

Access to a help facility

SURVEY QUESTION

If something goes wrong or I need assistance, I can easily access a help facility whenever I need to

Based on their experiences, our Police ICT User survey asked respondents to indicate their level of agreement with the above statement



Top five forces

- 1 Devon & Cornwall
- 2 Essex
- 3 North Wales
- 4 Police Scotland
- 5 Northamptonshire

Bottom five forces

- 1 Cleveland
- 2 Greater Manchester
- 3 West Midlands
- 4 Nottinghamshire
- 5 City of London

Level of agreement in detail (percentage of respondents)

	PFEW	PSAEW	ASPS
Completely agree	3.27%	6.82%	6.67%
Strongly agree	14.05%	29.55%	40.00%
Slightly agree	25.22%	38.64%	20.00%
Neither agree nor disagree	14.21%	6.82%	13.33%
Slightly disagree	19.47%	9.09%	13.33%
Strongly disagree	15.48%	9.09%	0.00%
Completely disagree	8.30%	0.00%	6.67%
Total	100%	100%	100.00%
Average score (1-7)	3.88	4.91	4.87

1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Note: PSAEW and ASPS sample sizes were small

Completely disagree
Strongly disagree
Slightly disagree
Neither agree nor disagree
Slightly agree
Strongly agree
Completely agree

PSAEW Police Superintendents Association of England & Wales PFEW Police Federation of England & Wales ASPS Association of Scottish Police Superintendents

Total comments by respondents **536**

Sample comments

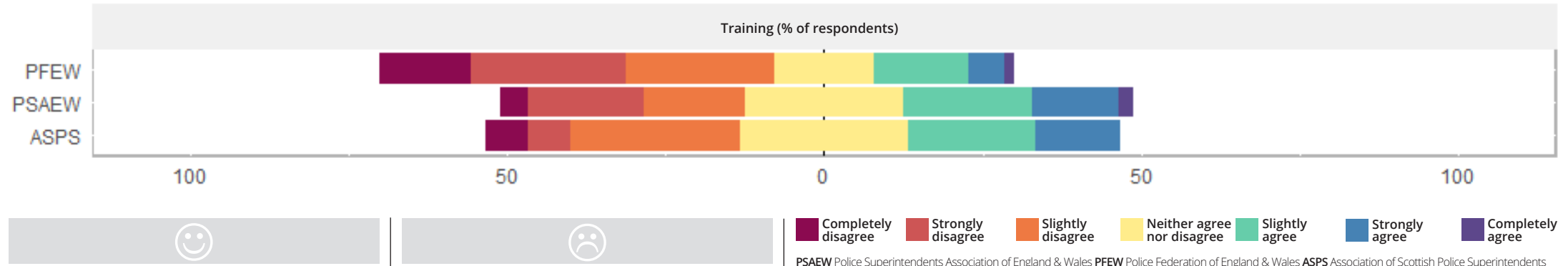
- “[FORCE NAME] ICT helpdesk are based in the North, far away from my station. They are very helpful when you can get hold of them, but if you have an IT issue after 1600hrs on a Friday then there seems to be no provision for IT related issues over the weekend.” **Constable**
- “Not at weekends or out of hours.” **Constable**
- “The IT self service desk is always available to report problems with systems. But this system also means that your enquiry ends up in a queue and may not be dealt with the day you need it to.” **Constable**
- “All faults to be reported and logged. Not always a service that can be relied on.” **Constable**
- “[FORCE NAME] system support are helpful and reliable.” **Constable**
- “If I have problems with an IT system I might be able to get help from our IT trainer during office hours. The IT dept. are also really good but very overworked so there is often a delay. Otherwise I have to rely on the FCR Sgt to try and reset passwords etc.” **Constable**

Training

SURVEY QUESTION

The training I received to use systems has been of a high quality and delivered at the right time

Based on what they have seen and heard, our Police ICT User survey asked respondents to indicate their level of agreement with the above statement



Top five forces

- 1 Dyfed-Powys
- 2 Cumbria
- 3 Gloucestershire
- 4 North Wales
- 5 Police Scotland

Bottom five forces

- 1 Surrey
- 2 Norfolk
- 3 Cleveland
- 4 Staffordshire
- 5 Humberside

Level of agreement in detail (percentage of respondents)

	PFEW	PSAEW	ASPS
Completely agree	1.60%	2.27%	0.00%
Strongly agree	5.67%	13.64%	13.33%
Slightly agree	14.92%	20.45%	20.00%
Neither agree nor disagree	15.64%	25.00%	26.67%
Slightly disagree	23.46%	15.91%	26.67%
Strongly disagree	24.34%	18.18%	6.67%
Completely disagree	14.37%	4.55%	6.67%
Total	100%	100%	100.00%
Average score (1-7)	3.16	3.89	3.87

1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Note: PSAEW and ASPS sample sizes were small

PSAEW Police Superintendents Association of England & Wales PFEW Police Federation of England & Wales ASPS Association of Scottish Police Superintendents

Total comments by respondents **503**

Sample comments

- "Some of the Training is good but often too general and not focussed enough on that needed by supervisors. The [BRAND NAME] Training I attended was geared more to Patrol officers/Beat constables than sergeants. As someone with a slight disability (Dyspraxia) Training could be better (often too many in a class) with more One-One Training available and on offer than is currently the case. Also the Training received sometimes happens several months before or later after a system has come into place. As an NPT Sergeant and Acting Inspector some specific training on MISSING PERSONS in [BRAND NAME] would be invaluable but none has ever been given." **Sergeant (Acting Inspector)**
- "The training that we do get is helpful however, you are taught well before you are required to use them. other times the training for the systems is either not available or self taught which does not work if you already don't understand what you're doing." **Constable**
- "Training is abysmal. Caused by time on delivering IT projects meaning zero time to train. This is well documented in [FORCE NAME] for [BRAND NAME] roll out." **Inspector**
- "The mobile data training was excellent using a blend of class based and on the job training. With excellent guides. The [BRAND NAME] training was appalling..." **Inspector**

Additional comments

SURVEY QUESTION

Is there anything else you would wish to add?

Police ICT Users were asked to tell us about anything else they wished to share about their experiences

 Total comments by respondents **503**

Sample comments

- "I had the pleasure of working with a student for a while who on the first day pulled out her ultra modern apple laptop, switched it on then asked for the Wi-Fi password in what was a brand new police building in [location]. How I laughed..." **Superintendent**
- "I suspect IT colleagues are as disappointed and challenged as officers and staff are by the non-delivery of [ICT PROGRAMME]. It is much more honestly spoken / written about by [EXTERNAL ORGANISATION] than it is internally in terms of impact on staff and the force." **Superintendent**
- "It's easy to blame the IT department when it goes wrong but it's often under resourced, poorly supported and lacks any senior officer ownership or accountability" **Superintendent**
- "I think my force ICT dept have been outstanding particularly in recent years in terms of securing the right tech to support our operational delivery. The [BRAND NAME] laptops evidence this point, they are agile, effective and provide me with exactly what I need as an operational commander. I am not as complimentary of the personal issue [BRAND NAME] as a force mobile phone and easy access email device due to problems with connectivity and speed of application. In terms of the systems used, [BRAND NAME] which we just transitioning to would appear to be an inspired choice in terms of reducing inefficiency and maximising systems integration. I am afraid the same cannot be said for [BRAND NAME] which has taken a considerable period to bed in and has significantly increased the time officers spend on [PROCESS]. The intention of the CJ system (digital integration is laudable and necessary) the journey however has not been without significant issues." **Superintendent**
- "Systems should be fully national and fully integrated. There are significant risks attached to the lack of this as a standard in my view. Many efficiencies could be had from procurement, national service desks and the automation of intel searching etc." **Superintendent**
- "I find it amazing that we have 43 different IT systems - surely we need one, decent system that all forces can use, so we can share info on people. Criminals do not respect police service boundaries and it is remarkable that we are not joined up using the same IT. We are, after all, a small country!" **Superintendent**

- "It is frustrating to see the money continually wasted by the service on disparate IT systems - it's about time the Home Office mandated a service wide system... Unlikely without the money that would be required to go with it!" **Chief Superintendent**
- "I can find out more at home on open source systems than at work on slow basic systems." **Constable**
- "My personal issue [BRAND NAME] has changed my working processes. I use it constantly; taking statements, contemp interviews, evidential photographs, traffic stops ect ect. I can do most of my duty without needing to [PROCESS]. The [brand name] is a great addition for tasks which can not be completed on PDA such as [PROCESS]. I rarely need to go back to the station during a tour for admin so I am out in public all the time. Either parked up or performing admin whilst getting a drink at a local cafe/garage." **Constable**
- "This is the major issue facing policing today. We need to take advantage of the increased efficiency that quality, well designed software, coupled with a long term strategy can deliver. What we have is old, poor and overly complex." **Sergeant**
- "The people implanting the technology have never asked for my opinion on what we need or what would work. They've made a focus group yet again made up of people who won't be using the technology from day to day. Asked to be part of the testing stage but ignored and now there is no-one on our department doing the testing." **Constable**
- "The systems which the police use appear to be cumbersome for the initial users. I accept that there is a requirement for them to be secure but I am aware that systems used by the private sector also have to be secure and the companies have ensured that they do what is required. I feel we often take on systems that other forces have invested in and as such are cheaper to buy but they are not fit for our purpose. Some systems we look at required licences such as [BRAND NAME] which was a good system that worked, the cost for the licence resulted in the system being withdrawn and we resorted back to paper which was a step back for a system that worked. the concept of using a tablet in a car is in theory a good idea and I thought would be a step forward. The reality is that it hasn't worked, trying to use the tablet in the car is difficult and the system of tethering to the car wifi no longer works either." **Constable**

