CoPaCC
the police governance experts

POLICE ICT
USER PERSPECTIVES

2018

Key themes

Themes from sampled user comments

For the purposes of this initial report on the results of the CoPaCC Police ICT User Survey, over 340 representative sample comments have been selected from the 18,515 submitted. Although a small sample, they were selected as being representative of the overall feedback ahead of a more comprehensive analysis. The main themes of the feedback have been consolidated below. The verbatim comments that contributed to this summary can be found in the appendices

Overall provision of ICT

- **Substantial variation** of ICT provision across different forces
- **Perceived wasted investment** in bespoke systems rather than off-the-shelf products
- **Many activities perceived as taking longer** than before after system implementation
- **Server drop-outs and bandwidth issues** perceived as undermining software systems
- **Systems not user friendly** – waste of policing time
- **Criticism of ATHENA** in terms of its implementation, user friendliness and training
- **Niche** challenging for new users and difficult to extract information

Training and support

- **Training often not adequate** to be able to do role effectively
- **Training not sufficiently timely** and lacking frequent refresher training
- **Training is usually just an e-learning package** rather than a human being
- **Shouldn't need much training** if systems were well designed and intuitive to use
- **Support services** only available 9-5 Monday to Friday
- **Training and support capacity insufficient** to cope with demand
- **Takes too long** to resolve simple issues

Access to a computer

- **Lack of access** to a computer due to move to mobile and removal of desktops
- **Desktop screens too small** – workstations should have dual large screens if required
- **Underpowered** desktop machines with too little memory to cope
- **Printers not working** – can be a massive barrier to getting work achieved

Provision of mobile devices

- **Poor provision of smartphones**: out of date; poor signal reception; apps don't work; police software needs multiple log-ins; too much security so can't access necessary features; end up using personal phone for some activities
- **Poor mobile device implementation** was a common experience: not enough mobile devices for those that need them; slow performance; information access slow and unreliable; poor signal and regular dropouts; key apps not available yet; some laptops outdated and using Windows XP

Integration and data reliability

- **Systems not joined up** within forces and with other agencies, eg DVLA, social services, CPS
- **Overly complex** data forms
- **Duplication of data** entry into as many as six different systems
- **Data quality** at risk from duplication and no one system
- **Too many passwords** (as many as 19 quoted)
- **Still handwriting** statements in some forces
- **Some systems don't appear designed for policing** and have redundant fields
- **Poor provision** of Digital Evidence Management