POLICE ICT 2018
USER PERSPECTIVES

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POLICE Federation

Police Superintendents' Association

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

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USER PERSPECTIVES

About CoPaCC

CoPaCC was established shortly after the first PCC elections in November 2012 to monitor policing governance in England and Wales. CoPaCC now has a portfolio of services, working together to help organisations meet their governance and management challenges and opportunities. These include:

- **Policy and delivery** CoPaCC's national overview across policing, criminal justice and blue light provides us with an unrivalled insight into what works
- **Communications and social media** CoPaCC publishes **PolicingInsight.com**, the UK's foremost online magazine focusing on governance, management and politics in policing and criminal justice
- **Information and insight** CoPaCC produces thematic reports and expert events covering key issues of policy and practice in the policing and criminal justice sectors
- **Monitoring standards** CoPaCC monitors standards in policing governance, assessing OPCC performance and awarding quality marks in key areas of accountability

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Forthcoming CoPaCC Police ICT: User Perspectives Reports

This year's CoPaCC National Police ICT User Survey has more questions, data and insight so the results will be published in a series of reports. This report covers the overall results of the core questions and the following reports will provide further insights:

- **Digital Evidence Management Systems: User Perspectives**

User insight into the challenges forces face with digital evidence and their plans for investment to meet those challenges

- **Police Systems: User Perspectives**

Detailed user insight into specific systems they use

- **Force ICT Focus: User perspectives**

Deep dives into selected police forces and the users view of their police ICT provision

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ASSOCIATION OF SCOTTISH POLICE SUPERINTENDENTS
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A driver for real, positive change in Police ICT

The annual survey is providing data that allows chief officer teams to be held to account over ICT provision

Bernard Rix
Chief Executive of CoPaCC

I'm delighted to introduce this second annual CoPaCC report of police ICT users' experiences and opinions. This is the first of several reports that analyse this year's survey results: it provides an overview of the response to 10 core questions, and a comparison with last year.

This survey is increasingly well supported with a response rate over 250% higher than last year. I am grateful to all of the respondents, as well as to the Police Federation of England and Wales (PFEW), the Police Superintendents' Association (PSA) and the Association of Scottish Police Superintendents (ASPS), for their continuing support for this vital survey. I am also grateful to those Chief Constables and Police and Crime Commissioners (PCCs) who have recognised the value of last year's analysis, and encouraged yet more officers and staff to respond this year.

Last year's survey is helping to make a positive difference to police ICT. Representative bodies have used the work to support their campaigning for better ICT for their members. Several PCCs asked us to provide detailed analyses on their force's response, and used these analyses to challenge and hold their Chief Officer team to account. National bodies and police ICT suppliers also have used the results to gain a better understanding of the police ICT user perspective.

It's clear from the survey that police ICT users aren't always impressed with "shiny new ICT systems". They are more concerned about printers that work, bandwidth that is sufficient for the systems they use, and an ICT helpline that can help to fix their problems throughout the working week, not just for Monday to Friday, 9am to 5pm.

This year's survey builds on last year's work - and provides a great opportunity for

UK policing to ensure that the ICT "vision" is one that meets users' needs. There's a very useful comparison with the first year's findings, plus greater depth on what police officers think, and a useful first insight into the views of police staff and volunteers. In some areas, our respondents tell us that police ICT is improving - but, in other areas, there's been no progress, or things have even got worse. With the near three-fold increase in response, we're even better able now to examine the views of different groups within policing - across rank, role, length of service, force and more.

This report provides an initial analysis. We will shortly provide further detailed analyses, including:

● **Digital Evidence Management Systems: User Perspectives** User insight into the challenges forces face with digital evidence and their plans for investment to meet those challenges.
● **Police Systems: User Perspectives** Detailed user insight into specific systems they use.
● **Force ICT Focus: User Perspectives** Deep dives into selected police forces and the users view of their police ICT provision.

These materials are being made available, as we complete our detailed analyses, to the police representative bodies and to other interested parties, such as Police and Crime Commissioners and Chief Constables, the Police ICT Company and the Home Office. Other organisations are invited to contact **office@CoPaCC.org.uk** to express interest in receiving further detailed analyses.

Finally, I'd welcome expressions of interest in getting the most from the data we now have, plus help shaping our surveys for 2019 and beyond. CoPaCC will continue to work closely with the representative bodies and retain the survey's 10 core questions so we continue to track changes over time. Are there other questions we should ask? If you have ideas, do please let me know. ❖

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ICT fit for the frontline

Frontline officers express dissatisfaction with equipment, training and support preventing them
from policing to the best of their ability

Simon Kempton
Deputy National Treasurer and National Board Member, Police Federation of England & Wales

The 2018 Policing Insight ICT Survey gives us another opportunity to look behind the curtain of ICT provision to police officers and get a real understanding of the true picture across the country, as it relates to those officers and staff who use the equipment and software day in, day out.

The picture, as compared to last year, does remain very much a mixed bag but, unfortunately, the overall picture is still very much one of a system which is still failing to meet the needs of both those officers and the public they serve.

We see that more than half of respondents were dissatisfied, to varying extents, with the equipment, training and support they are provided with. This has serious knock-on effects to how they are able to undertake their roles. Fundamentally, it prevents them from preventing and detecting crime to the best of their ability.

Disparity of provision
A stark example of this is found when we look at the provision of mobile data devices. There has been a very pleasing progress in terms of the quality of equipment being procured, but still there are significant issues with the availability of devices. Still in some areas we see officers having to share devices and large swaths of our service being regularly unable to take their work out into the community with them. That said, in other areas availability of mobile solutions is generally good and was pleasing to see.

Of particular concern to me, however, is the clear disparity between senior officers and the vast majority of our service, those of a Federated rank who I represent.

There is, clearly, a two-tier system at play. Senior officers are far more likely to be satisfied with the accessibility, provision and quality of equipment they are provided with. Senior officers are far more likely to be satisfied with both training and, particularly, support when something does go wrong.

Training must respond to the needs of shift work
I believe this reflects a fundamental lack of understanding of the role of police officers; we work across 24/7 shift patterns to protect the public, yet help desk provision still tends to be available only from Monday to Friday, 9am to 5pm. Training tends to reflect the needs of those who work in more stable, office-based environments.

It is clear that those in ranks who make procurement decisions are provided with equipment of a higher standard and with support which ensures that equipment is kept working when needed.

> " Should it not be those officers answering 999 emergency calls, dealing with victims face to face and bringing offenders to justice who have the best systems?

I must ask myself then, when reflecting on this apparent disparity, are these senior officers in a bubble of false sense of security? Is it possible that this phenomenon is holding

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back further innovation and progress? In fact, I would go one step further. Should it not be those officers answering 999 emergency calls, dealing with victims face to face and bringing offenders to justice who should have the very best systems available in order to have the biggest impact on crime and criminality?

One area where ICT is clearly having a negative effect on how we do our job, is that of poor integration of systems, requiring officers to duplicate information repeatedly and regularly. In 2018, this is simply unacceptable. It cannot be right that some systems are slow, archaic and unable to speak to each other. I have previously put on record that I call for software providers to work together to open up APIs to at least go some way to overcoming this very real and damaging issue and I was grateful for their broad support for this. We must carry this through, however.

'Can we do more?'
Next, I would challenge chief officers and PCCs to carefully study the results from this survey and ask themselves the question, "can we do more?".

Even during times of enforced austerity, where those budget holders are increasingly operating at a huge disadvantage, there are things we can do for a relatively low capital expenditure which would have an immediate and positive impact on the picture before us. For example, is there potential, perhaps with collaboration, to provide a more comprehensive ICT support network covering those officers who are at work outside normal business hours?

Could we, as an organisation, have conversations with our officers and ask them what training they require to do their job to the highest possible standard, rather than

purely dictating to them what training will be provided? Whilst acknowledging the difficult overall picture this survey shows, I t would be wrong of me, however, not to

> " I challenge chief officers and PCCs to study the results from this survey and ask themselves the question, 'can we do more?'

also acknowledge some of the strides that have been taken by forces in supporting my colleagues as they serve the public. For example, the provision of and access to computer terminals generally has seen improvement, something that means officers spend less time queueing for terminals when they could be out of the station, visible in their communities. This is to be applauded.

Similarly, the reliability of information held on our various systems is generally good, an important point to give us and the public confidence in how we do our job. This is a clear demonstration of what we can achieve with both the correct investment and a truly joined-up approach.

Conclusion
In conclusion, then, I absolutely accept that there are areas where we have seen some improvement but I implore government, PCCs, chief officers and ICT providers to take account of this survey and to buy into it, using it as a focus group to help us with our direction of travel. There is an opportunity for us, together, to do great things and take back the initiative from criminals who often have the upper hand with technology. ❖

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Foreword

A springboard to improving technology for the frontline

Understanding the police ICT user experience is essential, to better understand their challenges and find solutions

Chief Superintendent Paul Griffiths
Vice President, Police Superintendents' Association

I am very supportive of the Police ICT User Survey and its ongoing aim to gather as much data as possible on police ICT user experiences.

Technology is changing fast and it's essential that we keep a handle on the police ICT user experience, so we can better understand the challenges facing users and look for solutions. The Police ICT Users Survey plays an important role in that process.

The extent of technology that we have at our disposal in terms of the iphones, ipads and the Internet of Things is incredible in terms of its capability, but the reality is, this has yet to be replicated in the police service.

National solutions may seem the answer, but I don't believe the service can or should implement a national technology infrastructure. Such is the pace of technology that by the time it is developed and delivered it will be out of date. However, that doesn't mean we shouldn't strive to make changes that can make a real difference to frontline users.

Introducing national strategic standards, joint procurement arrangements, a greater focus on the users' experience and outcomes, coupled with a determination to improve inter-operability, which remains a stumbling block for the service, are all achievable and would have a considerable impact for the Police and the Public.

The comments from the survey's respondents on training have implications beyond ICT. If we're to realise the aspirations set out in the NPCC/APCC Policing Vision 2025 to have a skilled workforce that is fit for the future, then it is vital we address these concerns. Looking at the quantitative and qualitative data, there is clearly much room for improvement. We cannot and should not ignore the negativity surrounding Police ICT. Instead, we should view this as a fantastic opportunity to use the survey results as springboard to improving technology for the frontline so they're able to do their job more effectively and efficiently. Officers and staff want to deliver a great service to the public. It's incumbent on us as police leaders to ensure they have the tools to do this and I would urge all stakeholders in police ICT to move this forward in a positive way.❖

> " I would urge all stakeholders in police ICT to move this forward in a positive way

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Foreword

'Officers remain considerably frustrated'

£298 million is the investment required to deliver the systems required

Chief Superintendent Ivor Marshall
President, Association of Scottish Police Superintendents

I welcome this second national survey regarding ICT provision within UK policing. Having an evidence based survey of thousands of officers and staff from all policing organisations is essential in terms of understanding where we currently are with our ICT, how effective it is in enabling our staff to deliver quality service to our citizens and communities and most importantly where improvements need to be made. As well as providing a useful benchmarking tool between agencies, this data, collected annually, will help us track progress and delivery over time.

Specifically with regard to ICT in the Police Service of Scotland I note that officers remain considerably frustrated by the outdated, cumbersome systems and hardware that the service operates. There continue to be significant issues due to lack of integration and interoperability between systems from the ten legacy forces and agencies that were amalgamated in 2013 to form the single national Police Service of Scotland.

It is also important to note that officers do not have the right devices or hardware that would enable them to work in a more agile and flexible way. This is critical given the size and scale of policing operations spread across the significant geographical area of Scotland itself but also for officers who have to work across national and international jurisdictions. Furthermore, there is a clear impact on equality and diversity because the dearth of suitable mobile modern technology creates barriers for officers and staff who want to and need to work flexibility.

It is interesting to note that officers who responded were unclear or unaware of what measures the Police Service of Scotland are taking to address the shortcomings in ICT.

Evidently there is a communication gap. I am aware that the Chief Constable along with the Scottish Police Authority recognise that improvement in ICT is a top priority. Considerable work is actually ongoing on an extensive programme of modernisation and integration.

The critical factor in all of this is funding. As it stands, strategic assessments and outline business cases suggest there needs to be investment of circa £298 million over the next 9 years to deliver systems and hardware that are fit for purpose and can cope with future growing demand. This type of funding cannot come from existing budgets which have seen pressures and cuts over the past 5 years.

I am convinced that the leaders of the Police Service of Scotland and all officers and staff can make radical and major improvements in ICT to bring it up to date as a

> " I am convinced that the leaders, officers and staff can make radical and major improvements in ICT to bring it up to date as a key enabler to service delivery'

key enabler to service delivery. It is quite frankly just a question of money, and that is a major issue for the Scottish Police Authority and the Scottish Government to resolve.

Hopefully when we see the results from the 2019 survey there will be evidence that investment is coming through, improvements are being made and officers and staff are getting the equipment they need to do their demanding and important jobs of serving the citizens and communities of Scotland. ❖

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Survey in numbers

10
core questions on user experience of police ICT

2
new questions for 2018 on specific systems highlighted by users*

2
new questions for 2018 on the challenges of and investment plans for digital evidence management*

6
demographic questions
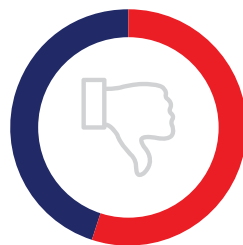
55% not satisfied with their force's overall ICT provision
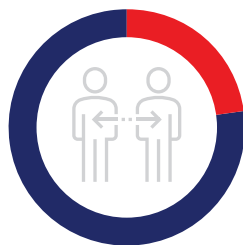
23% think their force compares well with other forces
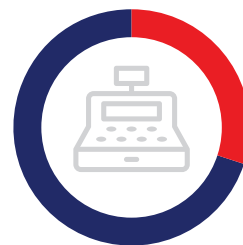
30% think their force invests wisely in technology

51% say their force can provide a mobile data device fit for purpose if needed

42% think that the main operational systems they rely on are easy to use
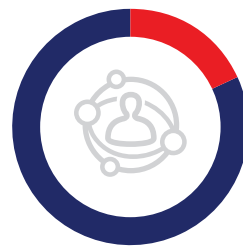
18% think their force's policing systems are well integrated
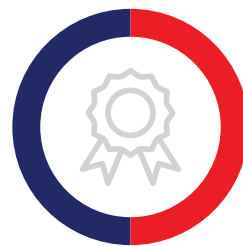
50% believe the information held on the force systems they use can be relied on

65% are able to access a computer at work when they need one
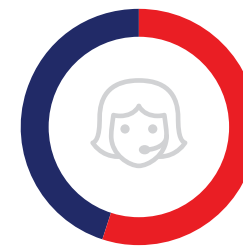
55% say that if something goes wrong or they need assistance they can easily access help whenever they need to

27% think the training received to use systems has been of a high quality and was delivered at the right time

3,980 total participants

Each person represents 10 respondents
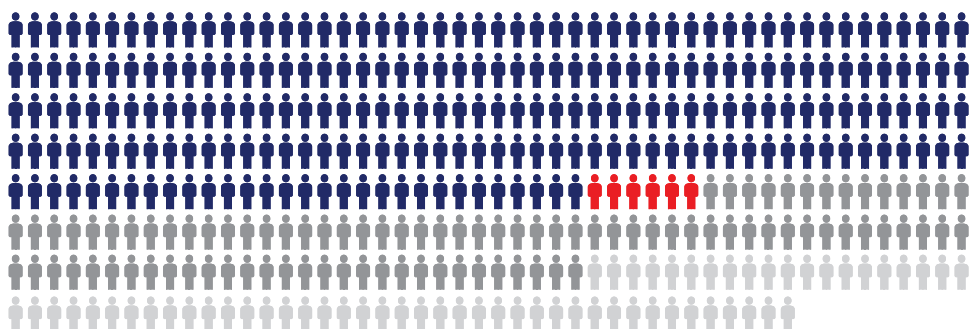
48
Police forces
43 England & Wales, Police Scotland, PSNI, BTP, CNC and National Crime Agency

■ federated ranks
■ senior officers
■ staff
■ did not finish survey

9 minutes
average time spent completing the survey

18,515
individual comments submitted

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Key themes

2018

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

User recommendations

Recommendations 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 of the total, they were selected as being representative of the overall feedback ahead of a more comprehensive analysis. Many users offered recommendations implicitly and explicitly which have been consolidated into the lists below. The verbatim comments that contributed to this summary can be found in the appendices.

Overall provision of ICT
- **Greater funding** merited for transformative change
- **National approach to procurement needed**
- **National approach to ICT training needed**
- All forces should be on **same CAD system**
- A **national case management system** with same RMS/crime/intelligence system/custody/property/forensics
- **Consult frontline users** throughout process of development procurement, implementation and training of a new system

Training and support
- **Improve quality** of training
- **Improve timeliness** and frequency of training
- **Provide bespoke training** for role
- **Design and implement systems with end user input** throughout the process to ensure intuitive systems needing less training
- **Provide 24/7/365 help** and support facilities

Access to a computer
- **Ensure availability of printers** and maintain them promptly to a higher standard
- **Ensure sufficient availability** of both desktop and mobile devices eg shift changes
- **Don't buy generic computers** for all roles – assess technical requirements by role eg memory, power, number/size of screens, mobility, battery

Provision of mobile devices
- **More careful assessment** needed of user requirements for mobile devices/smart phones
- **Don't buy generic computers** for all roles – assess technical requirements by role
- **Ensure sufficient signal coverage** for both in station WiFi and external phone signal
- **Risk assess** the balance between security requirements and the availability and ease of use of applications required by user to fulfil their role

Integration and data reliability
- **Consolidate** large number of systems into a smaller number to minimise duplication and number of log in required
- **Implement data standards** and open up APIs for all procurement across policing and criminal justice and other agencies so new systems have to talk to each other
- **Involve end users** at every stage of development to ensure data entry and retrieval is intuitive and efficient
- **Urgent action required** to manage the proliferation of digital evidence and replace current time-consuming and insecure processes

Comment and analysis

A work in progress

Headline figures in Police ICT User Survey 2018 show progress has been made in some areas, but widespread frustrations reveal the police service has a very long way to go

Tina Orr-Munro
Associate editor, Policing Insight

We're delighted to publish the second Police ICT User Survey 2018. This year's survey builds significantly on last year's survey, moving us ever closer to evidenced-based picture of frontline user experience of Police ICT.

We are exceptionally grateful to the 3980 officers and staff of all ranks and levels who took the time to complete our survey, but surveys are meaningless unless they translate into action and we're pleased to report that senior police stakeholders have already used last year's survey results to challenge the status quo.

Whilst last year's survey, the first of its kind, provided an important benchmark, this year we are beginning to see potential patterns and trends emerging.

The headline results reveal that 55 per cent of respondents are not happy with their force's overall ICT provision although satisfaction rates are slightly higher than last year's survey. Satisfaction with the level of investment in Police ICT has fallen since last year although more users are satisfied that their force can issue them a mobile device, if needed. More users are dissatisfied with their forces' operating systems, but equally more of you can access a computer when you need to, compared to last year. Poor integration of systems continues to cause dissatisfaction although more people are finding the information on their systems is reliable. Dissatisfaction with training has risen this year, but more people are satisfied that help is on hand when they need it.

Whilst the overall figures provide a useful national picture, what they don't do is inform our understanding of the issues facing many on a day-to-day basis which is why we also asked survey respondents to describe their experiences of police ICT. The result was an incredible 18,515 separate comments.

There is no denying the sense of frustration that permeates many of these comments which, at times, really do defy belief. In 2018, can one officer really have 19 different passwords? Can it really be so difficult to get a printer fixed? How can a job that used to take eight seconds now take twenty minutes? Unfortunately, that is the reality for many users.

Back to basics

Some of the most disquieting comments are those that highlight some very basic issues such as the Detective Superintendent in a large force who says there are 'not enough laptops and phones available to all officers and staff to enable remote flexible and agile working' or the neighbourhood policing officer who revealed 'due to withdrawal of paper and more forms requiring to be sent via computer, I have to continually return to the office to submit my paperwork. Our very small handheld device is basically not suitable.'

> "Some of the most disquieting comments are those that highlight some very basic issues

On a micro-level this may appear nothing more than an irritation that officers

Comment and analysis

and staff, famed for a 'can do' attitude, will work around. But, on a macro level, the ramifications are considerable. The police service is quite simply in danger of being left behind. We are storing up trouble for the future. As Tom Gash says in his article within this report, the impact of not having the basics in place should not be underestimated. As our lives shift online so the police will need systems that can manage increasing amounts of data and, if the basics aren't in place, how can the police possibly hope to respond to these future demands?

Training
The lack of good quality, ongoing training is beginning to emerge as an issue for many users. Several respondents, including a NPCC officer and a Superintendent describe training as 'a joke'. Another Chief Superintendent in personnel simply responded to the survey question with, "What training?"

Others describe a laissez-faire 'teach yourself approach' or simply muddling through on little or no training. There is also disappointment in the quality of online training and the demise of face-to-face interaction to which many users attached greater value. Comments such as 'training was rubbish. I still don't know how to use it' should give serious cause for concern.

Again, poor training provision has wider implications as Ch Supt Paul Griffiths, Vice President of the Police Superintendents Association points out. The police service's own aspirations, as laid out in the NPCC/APCC Policing Vision 2025, outline the need

> " The police service is quite simply in danger of being left behind

for a skilled workforce. As ICT becomes a greater, not lesser feature of day-to-day policing, having the right ICT skills is non-negotiable. But, are we over-playing the need for training? Boyd Mulvey of Chorus Intelligence points out if the systems are as intuitive and as easy to use they should be, the need for training should minimal, but he says the only way to achieve this is to ensure all software is developed in tandem with input from frontline end users. Former GMP Assistant Chief Constable Ian Wiggett agrees that the answer is not more training, but systems that are designed to be intuitive and user friendly from the outset.

Investment
According to this year's survey, 57 per cent of respondents disagreed to a lesser or greater extent that their force has invested wisely in technology. Our qualitative data supports this view, but it goes further in that what counts is not just 'how much' but also 'how well' forces have invested in technology. As one Constable, specialising in cyber-crime, told us, "The force does invest in technology but by the time the equipment is issued it is usually obsolete or not fit for purpose."

Elsewhere, a CID officer said their force invested considerably in technology, but "we have tablets which have such low working memory that they can't even handle working on a single word document let alone multiple things are once".

The introduction of Smartphones and Body Worn Video (BWV) have, on the whole, been well received. One sergeant called the introduction of BWV in his force 'a wise investment', but added that, back at base, the hardware is 'old and inefficient'.

A custody sergeant in another force applauded the introduction of smartphones and BWV but added the 'hardware and software are atrocious' – the worse I've ever known it'.

Comment and analysis

The overall picture emerging is one of forces introducing technology to make life easier for the frontline, but not addressing underlying ICT issues in the force. This suggests forces are having to make difficult investment choices and opting for technology that they believe will have the greatest impact. The risk is that one solution in one area merely creates bottlenecks in another.

Is the answer simply about more money? Certainly, in Scotland's case, Ch Supt Ivor Marshall, President of the Scottish Police Superintendents' Association, believes that the critical factor in improving Police ICT is increased funding, but at a level that cannot come from existing budgets.

Integration

Poor integration between different ICT systems emerged last year as an issue and, this year, remains a huge frustration for many. Although the statistics suggests this is improving, an incredible 72 per cent of respondents say their systems are not well integrated. One neighbourhood policing officer uses a staggering 19 separate passwords to access the police systems he needs to do his job. A CID officer in another force told us he spends a 'great deal of my job cutting and pasting between things that should have been integrated by now'.

This experience is repeated time and time again. A Sergeant in an Organised Crime Unit summed up the consensus. "Every system has a separate log on and repeats the previous system, every system has its own password and the whole system is full of duplication. This makes searching and obtaining information very inefficient."

The effect of multiple passwords is that hours of time are wasted switching from one system to another. Given we are in the age of budget constraints where people

are told every second counts in terms of them delivering an efficient and effective service to the public, the reality is many people are wasting time logging on and off different systems.

Unsurprisingly, Simon Kempton, of the Police Federation of England and Wales says that, in 2018, this lack of integration is unacceptable and it's time for software providers to open up APIs to overcome what he calls a damaging issue.

> " From an ICT supplier perspective, integration is easily solvable, if there is a will to do so

From an ICT supplier perspective, integration is easily solvable, if there is a will to do so. Boyd Mulvey echoes Simon Kempton in calling for all APIs to be available for free as part of the procurement process and adds that no software should be deployed onto a police system unless it can be readily integrated.

Systems

Survey respondents were also asked about their main operating systems. A NPCC officer summed up the prevailing view that 'no police system is particularly user friendly'.

Niche, which is widely used by forces, generally works well if you know what you're doing, but one Superintendent said it was 'ridiculous' for a new user. Another Superintendent said their Niche system was 'extremely difficult' to operate. This view crops up repeatedly: Niche can be useful, but it is complicated, and it takes time to learn how to use.

Comment and analysis

Athena divides opinion. One Superintendent believes it has potential, another says it is difficult to operate. Another respondent, a Custody Sergeant, wryly noted his system even crashed while he was trying to do the survey.

A Chief Inspector in another force said, "I honestly think we were doing very well until they installed Athena – and insisted on doing so when it is overwhelming clear that it is unstable and not fit for purpose."

> " We all carry in our pockets technology (personally owned) which far outstrips that provided to us by the service

Another sergeant even asked us if the question was a joke. "Things that used to take me eight seconds, now take me 20 minutes (I have timed it.)"

IT support
Force ICT support when it is available is, on the whole, well rated. The overwhelming frustration with ICT support is that it tends to only be accessible between the hours of 9 to 5pm, Monday to Friday. One constable complained of regularly waiting over twenty minutes to get through to their ICT department which is a significant amount of time, distracting them from their 'day job'.

Free rein
Finally, we asked survey respondents if they wanted to add anything. It is fair to say they didn't hold back. This, from a Superintendent in Operational Support in a large force, seems to sum up the general feeling.

"I feel that everyone from Chief Constable down to Constable and all police staff colleagues appreciate that ICT is a difficulty for the police service and those with experience tend to accept this as 'always been'.

"This would suggest repeated failure of ICT projects over many years, compounded by the fact that we all carry in our pockets technology (personally owned) which far outstrips that provided to us by the service which, in many cases, is there to help us deal with life and death situations.

"It cannot be right that we have massively powerful technology which is used to Snapchat photographs of our favourite meal in seconds, yet we cannot easily send a photograph of a dangerous offender to front line officers on the street."

Next steps
So, what's happens now? We are pleased to report there have been some improvements. Officers and staff recognise their forces are trying to implement technology to increase their mobility and there is an acceptance that the ICT teams are doing the best they can to solve problems as they arise. The provision of and access to computers has improved so officers are spending less time waiting for a computer to become free and the reliability of information is also generally good.

It may not be much, but it is a start and next year's Police ICT User Survey will continue to highlight the gaps in provision, but also the good work that is happening, to help inform the future direction of police ICT.

Whilst statistics have an important role to play, it is also important not to forget the people behind the percentages. What is clear, reading these comments, is that officers and staff just want the right tools to do their jobs. Their feedback highlights serious shortcomings in ICT provision, but mostly it reveals a workforce that is passionate about providing the best service they can. ❖

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Comment and analysis

Volume data a burden for creaking police systems

Seamless, integrated and intuitive systems developed through collaboration and partnership is the way forward

Boyd Mulvey
CEO and founder of Chorus Intelligence

This year's Police ICT report shows encouraging signs of improvement in the police sector towards the provision of IT to assist the police industry in their fight against crime. However, we are seeing some worrying trends nationally outside of the IT area of policing, such as the dwindling of force numbers and the increase in serious and organised crime activity, especially county lines. The new National County Lines Coordination Centre is a promising initiative for the UK, but with over 4000 county lines related arrests in the last two years, the amount of data generated or collected is posing an existential threat to the historic police model of tackling serious and organised criminal gangs. The sheer volume of data and evidence required to process that amount of arrests puts an even greater burden on the creaking police ICT systems. Therefore, it is of particular note that the three areas of most concern as highlighted in the report are: ease of use; ability to integrate with other IT systems; and availability of appropriate training. I would like to take these three points in turn.

Firstly, ease of use. This is something that should be taken for granted by end users. Almost everyone now uses a mobile phone and these devices are loaded with software. Yet there are no user manuals or training seminars offered by the mobile industry. That is because the devices are intuitive and easy to use. Any small issues which require instructions or training can easily be found on-line. This is where the software industry which services the police sector needs to be and too many providers are not willing to listen to the end users. While each force in the UK should not have a bespoke product, equally rigid software deployment where forces buy specific versions of software is also not the answer. I believe a more collaborative partnership relationship is what is required.

The second failure point is about integration. This is something that can easily be resolved by the software industry - providing there is a will to do so. The police IT and procurement departments also have a very large role to play in solving this. In my opinion, all software deployed into the police environment should have all APIs available for free as part of the procurement process. If a single bit of software which handles or holds data (which is most software) does not allow for easy integration, it should not be allowed to be deployed onto police networks. Any software which is currently being used should have all relevant APIs made available (even if there is a small cost involved) or the maintenance contracts should not be renewed. Without forcing software providers to easily share data the integration problem will persist. Simply moving the problem to the cloud will not solve this issue.

Finally, training was viewed as a problem. As stated above, if the systems are easy enough to use then training should be minimal and need not be repeated. Standard training for our new Investigator product is typically two hours and thus far – no one has ever needed to be retrained. I believe this is because the Investigator product was developed alongside Investigators and targeted on how they currently do their jobs. It is only by having end users working directly with software providers that such seamless systems can be developed. Allowing front line users time to work with developers and providers is an invaluable step in solving the force's problems. Due to the high level of data which is being collected and analysed by the UK's police forces means that software (and related process changes) are the only way progress towards efficient and effective policing can continue to be made. ❖

> **If the systems are easy enough to use then training should be minimal**

Policing 4.0 won't be achieved without progress on the basics

The global trends that will shape crime and demand over the coming decades will require not just getting the basics of technology right but will require transformative digital capabilities

Tom Gash
Author and strategic advisor to Deloitte's Security and Justice Practice

CoPaCC's research into police use of technology is at once encouraging, depressing, and worrying. It is encouraging because survey respondents are reporting improvements in mobile working and ability to access systems in stations and headquarter buildings. It is depressing because too many of the basics of police technology are still not working as they should, particularly for the frontline. And it is worrying because the weaknesses identified in the survey fall in areas that will come under much more strain in future, as police try to adapt to the changing nature of crime and demand and harness much more advanced technologies which could transform policing productivity.

In September 2018, Deloitte published **Policing 4.0: Deciding the Future of Policing** in the UK, a report I co-authored with Deloitte's UK Policing Lead Richard Hobbs. Policing 4.0 identifies the global trends that will shape crime and demand over the coming decades and it is no surprise that most of these place a premium on technological capability. As our lives continue to shift online, current challenges around processing vast amounts of digital evidence will only grow, putting immense strain on police data gathering, storage and processing capabilities. As the private sector continues to invest in self-protection, policing will find its capabilities for combatting cyber-crime and online fraud dwarfed by those sitting in the private sector. As the pace of change accelerates, there will be greater pressure for rapid processing of digital information in order to respond effectively to new criminal methods and to manage public information during critical incidents.

We also highlight that there is now "an unknowable volume of information and knowledge". No 'bobby' could ever truly know everything about crime and vulnerable people on their patch and how to respond in an optimal way but this is still more true in a time era when criminals are more mobile than ever and can cause harm remotely, when thousands of academic and practitioner led research projects relevant to 'what works' in policing are published each year, and when per capita police numbers are at the lowest level this century. And then, of course, there are the new vulnerabilities and opportunities that will emerge from the growth

> " The challenge posed by CoPaCC's report is that these capabilities can feel quite distant to frontline officers still frustrated by the basics

of cyber-physical systems, with exponential growth of sensing technologies and connected ('internet of things') devices blurring boundaries between the physical and virtual world.

Transformative digital capabilities
Getting the basics of technology right is clearly not optional. But Policing 4.0 emphasises that the basics aren't enough either. We identify four potentially transformative digital capabilities police could pursue. It won't be the right time for all forces to invest, and choices should depend on overall organisational missions and priorities but the four areas we see as having great potential to drive police productivity are:

Comment and analysis

Continued from previous page ↘

1. **Citizen relationship management** (CRM) of the type that would allow police to build an accurate rich picture of those they interacted with, based on both police interactions and other data drawn in from various other sources (public sector agencies, open source channels etc.). This is the technology that would allow a 999 operative to know if the person calling them has called 100 times before, or is particularly vulnerable, or an arresting officer to know a suspect is wanted in connection with another offence in another part of the country. This could extend to a way of managing relationships with businesses that are both victims of and have capacity to prevent crime, and to building clear relationship owners for industry and business groups. In this way, policing can understand who its most active,

> " There is potential to harness insight and better target and personalise responses through a broader and more robust CRM approach

valuable citizens are, as well as better understand people at and of risk. A handful of forces have some capability in command and control centres to identify callers' call histories and other basic information. However, there is huge potential to harness insight and better target and personalise responses through a broader and more robust CRM approach, which harnesses open source information (drawing from social media and other channels) and data from across the policing information ecosystem.

2. **Workforce relationship management** technology of the type that would allow effective communication and information sharing within policing. As complexity of policing increases, a tool that has a similarly rich picture of police officers and staff is required to enable tailored conversations with the workforce. The volume of new activity – developments in tools, technology, procedural guidance, legislation – and intelligence is such that the workforce is unable to easily determine what they need to know, and do with information. And it is more important than ever, as caseloads and the pace of change have increased, to protect and support workforce wellbeing

3. **Mobile working tools**. Many forces, for example Leicestershire, have made exceptional progress in enabling officers to carry out their work in any location. This has allowed officers to reduce time spent travelling and dealing with administrative work – but also supports effectiveness in the field by ensuring officers at scene are equipped with the information they need to perform. There is much scope for others to learn from successes.

4. **Data analytic capability**, which enables the automation of routine processing and the generation of insight on a vast range of policing problems. Current police processes in areas such as vetting and barring, evidence disclosure, and licensing decisions, are highly manual and require staff to review vast amounts of information in multiple formats and systems, often concentrating equal attention on all cases. Yet new technologies can now pull out information that is salient from unstructured data sets using natural language processing and analytics, allowing human operators to focus their attention where it matters. And by creating feedback loops relating to the quality of decisions made, both humans and machines can learn which information is salient to decisions, and levels of manual effort gradually reduced.

Making progress

The challenge posed by CoPaCC's report is that these kinds of capabilities can feel quite distant to frontline officers still frustrated by the basics. And the only way to overcome this challenge is through delivery. Current nationally led technology programmes are making progress, but need to be placed on a firmer footing in terms of their funding and governance. Local programmes meanwhile have achieved a lot but will need continued focus, and sharp attention to ensuring that the workforce buys into and benefits from investments.

Progress can feel painfully slow when set against private sector comparators, but let's end with a note of optimism. Policing 4.0 found that there is a force out there that has provided a drone for volunteers to assist with mission person's searches. Another is using Augmented Reality to support scenes of crime training. Yes, there are frustrations, but progress can be made! ❖

Tom Gash is a strategic adviser to Deloitte's Security and Justice Practice, North West Europe

A sense of growing frustration on the front line

Officers appear to be becoming increasingly frustrated with police ICT provision with dissatisfaction highest concerning the ease of use, level of system integration and provision of timely training. Despite some evidence of improvement in areas such as accessibility, mobile phones and help, there remains widespread dissatisfaction amongst police officers and staff alike

Sam Langton
Doctoral researcher at Manchester Metropolitan University

Background

Last year, CoPaCC made the first concerted effort to gauge the satisfaction of ICT users from the 43 police forces of England and Wales with a large-scale online survey, supported by the Police Federation of England and Wales (PFEW) plus Police Scotland, the Police Superintendents' Association (PSA) and the Association of Scottish Police Superintendents (ASPS). This move was motivated by the underlying concern that police forces were failing to keep up with rapid developments in ICT, and consequently, failing to effectively and efficiently serve the public. Until then, there had been little substantive evidence to empirically examine the problem in detail. The results confirmed what many will have been hearing anecdotally for some time: that in many areas, police officers were dissatisfied with the provision of ICT, and that specific factors such as integration were actively detrimental to their ability to carry out tasks.

This year, CoPaCC conducted a follow-up survey, permitting an assessment on whether users had become more or less dissatisfied with their ICT provision during the past 12 months. To gain a more nuanced picture of users' views, this year's survey not only contains police officers from across the spectrum of ranks, but also staff members in both supervisory and non-supervisory roles with participants from 48

UK forces. The aims of the survey remained the same: to formally assess the extent to which users of police ICT systems in the UK are satisfied with their experience, and to disentangle the components of satisfaction to understand which areas need most improvement. Although a handful of additional questions were added to the survey, the core questions from 2017 remained, allowing a like-for-like comparison between officer samples. It is worth stating that the staff sample from 2018 is not included in this yearly comparison, as in 2017, only police officers were surveyed.

Data and Methods

The survey was launched in May 2018 via SurveyMonkey and ran through to 31st July 2018. As with the 2017 survey, the supporting police associations distributed the survey link to all their members to encourage participation. To target a wider demographic of all officers and staff in all UK police forces, the survey was also marketed to potential participants via direct contact with senior personnel in each force to encourage them and their colleagues to take part. Advertising and promotional articles were also published on *Policing Insight* and its social media channels. The main body of the questionnaire repeated the same ten questions as last year, addressing the satisfaction of respondents on a variety of dimensions relating to ICT provision. Four further new questions were

3980
participants

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asked on the subjects of specific system feedback and Digital Evidence Management - these new questions don't form part of this initial report but their will be published in forthcoming focus reports. Multiple-choice Likert scales were used on ten key themes: overall satisfaction, comparison to other forces, investment, mobile technology, usability, integration with other systems, reliability, accessibility, help facilities and training. As in 2017, each multiple-choice question was followed by the opportunity for respondents to add free text comments to substantiate their answers. In the latter stages of the questionnaire, respondents were asked basic demographic questions relating to their job role, rank (for police officers), seniority (for members of staff), length of service and age.

Not only was the sample this year more diverse, it was also larger, with a total of 3980 people accepting the opportunity to complete the questionnaire. Of these, approximately 15% failed to answer one or more of these mandatory questions, making the usable sample size 3364 respondents. This is over double the size of the usable sample from last year. A cursory assessment of data from the Office of National Statistics indicates that the sample is relatively representative of actual police force demographics. Most respondents were police officers from the federated ranks (N = 2303), followed by staff (N = 995) and senior officers (N = 66). For the purposes of interpreting the results, the following pages split the Likert scale visualisations into these three groups, allowing for easy comparison, along with a total figure for all respondents. Some caution is urged when comparing each group to the total sample, given the disparity in sample sizes for each one. Visualisations are also reported for the yearly like-for-like comparison between police officer samples.

Results

The descriptive statistics for this year's survey do not paint a particularly positive picture. Collectively, respondents are displeased with the overall provision of ICT services, with only 2% reporting complete satisfaction. Although a third of

respondents answered that they were either 'quite' or 'very' satisfied with overall provision, nearly half (47%) were either quite or very dissatisfied, and a further 8% were completely dissatisfied.

Splitting the sample down to role types, senior officers are the most satisfied with overall provision, with respondents from the federated ranks being the most negative. The message that senior officers are generally more pleased than federated ranks is one mirrored in last year's survey. Little appears to have changed in this regard, although the distribution of answers in comparison to last year indicates a marginal increase in satisfaction. Police staff, newly added to this year's sample, appear significantly more satisfied with the overall provision of ICT compared to the federated ranks.

The comparative dimension of satisfaction in police ICT was not much more positive. Of the total sample this year, 43% either 'completely', 'strongly' or 'slightly' disagreed with the statement that their own force compared well with others. One third of respondents neither agreed nor disagreed. This left just 23% of police ICT users believing that their force compared well in some way. Federated ranks were again the most negative, although there were no stark differences between senior officers and police staff. Unlike overall satisfaction, the distribution of responses from this year indicates that police officers are becoming increasing unhappy with how their force compares with others, although the difference is marginal.

48 UK forces participated

Respondents had stronger opinions regarding the extent to which their force invested in technology products, with 57% showing some degree of disagreement with the statement that their force had invested wisely. Again, federated ranks were the most critical. There was a notable shift in the distribution of answers this year in comparison to last year, possibly reflecting increasing concerns regarding austerity measures within police forces. A more positive picture emerged regarding mobile phones.

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Over half (51%) of respondents either 'quite', 'very' or 'completely' agreed with the statement that their force could provide them with a suitable mobile data device, and there was a noticeable improvement from last year. In the open answer section of last year's survey, many officers specifically complained about the suitability (or lack of) mobile devices, indicating that forces have responded to concerns, and that progress has been made.

There was a mixed response regarding the usability of ICT services. Interestingly, police staff expressed the most satisfaction: only 3% were completely dissatisfied and 56% answered positively. Once again, federated ranks were the most critical, and there is evidence to suggest that officers are becoming increasingly frustrated with how easy ICT services are to use when comparing with last year's survey. The opposite is true for accessibility, which demonstrated a positive step forward from 2017, with two thirds (65%) of respondents this year agreeing that they had access to a computer when needed.

18% think their force's policing systems are well integrated

The widespread discontent with how well ICT systems are integrated with one another has continued among this year's respondents. Nearly three quarters of the total sample (72%) felt that different policing systems were not well integrated to some degree, with only 1% of the sample being completely satisfied.

Although the distribution of answers is roughly comparable to last year, there has a been a slight shift to indicate that users are becoming even more unhappy with the way ICT systems are integrated. Recent attempts to make improvements in this area have either been ineffective or are yet to make an impact. Half of respondents 'slightly', 'strongly' or 'completely' agreed with the statement that information on ICT systems could be relied upon. Having said that, 20% neither agreed nor disagreed. It is worth noting that the reliability of such information is not only a reflection of the ICT systems in place, but also of data entry and recording techniques. Police officers' opinions towards this dimension of satisfaction differed minimally compared to last year.

One of the worst performing dimensions of satisfaction in ICT systems for federated ranks was training. Nearly two thirds of these officers (63%) were unhappy to some degree with the quality and timing of ICT training. Senior ranks continue to be the most complimentary of training. The same is true for help facilities, with 82% of senior officers reporting that they were 'quite', 'very' or 'completely' satisfied with their access to ICT help when assistance was needed. Once again, federated ranks were the most displeased, although in total, police officers report an improvement compared to last year.

The process of collecting data on police force ICT users is ongoing, but this year's survey marks another step forward. Much of the anecdotal evidence on user experiences has been corroborated. Despite some evidence of improvement in areas such as accessibility, mobile phones and help, there remains widespread dissatisfaction amongst police officers and staff alike. The fundamental issue highlighted last year of integration has not only endured, but worsened.

This appears to be directly impacting on the efficiency and efficacy of users. The continuity of such problems may partly be explained by the lack of previous substantive research in this area. However, this survey goes some way in remedying this. Calls for change are being made but will only be heeded with data to support the anecdotal evidence. This is not a problem that will fade without action. ❖

3 police associations provided support

POLICE Federation

Police Superintendents' Association

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

Look out for further reports
Forthcoming reports covering the new questions on digital evidence and indepth feedback on specific systems.

Methodology

SURVEY QUESTIONS

The 14 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 wisely 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"

NEW QUESTIONS FOR 2018*

These new questions look at the key challenge of digital evidence management plus user experiences of specific systems key to their role:

11 "Collecting, analysing and sharing growing volumes of digital evidence for investigations is becoming increasingly challenging. Which of these present challenges for your force?"
12 "Does your force plan to invest in technology to enable it to better manage (collect, analyse, store, share) digital evidence in the future?"
13 "Please tell us about the most important ICT system you use in your role at your force"
14 "How satisfied (or dissatisfied) are you with your user experience of the system you selected in the previous question?"

* The results of these questions are not featured in this report but will be published in a forthcoming series of reports

DEMOGRAPHICS

The 6 questions about respondent demographics

1. "Please tell us which police force you are employed by"
2. "What is your primary role?"
3. "What type of employee are you?" (eg officer, staff etc)
4. "What is your rank?" or "As police staff what is your seniority?" (dependent on Q3)
5. "How long have you been a police employee?"
6. "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

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How the survey was conducted

The National Police ICT User Survey was prepared on Survey Monkey (www.surveymonkey.com) and launched on 21 May and closed 31 July. As per the survey in 2017, the 2018 survey was distributed by email to their membership by three policing representative bodies, namely: the Police Federation of England & Wales; the Police Superintendents' Association; the Association of Scottish Police Superintendents

The scope of the 2018 survey was expanded to be open to all UK police officers and staff who were reached via marketing of the survey through the following channels:

- Articles and advertising on www.policinginsight.com
- Promotion on Policing Insight social media channels
- Direct email contact with key personnel in each force sourced from the NPCC UK Police Directory
- Direct email/phone contact with OPCCs

The 10 core questions about users' police ICT experiences from the 2017 survey were duplicated in the 2018 survey to facilitate year on year comparison. In addition 4 new questions were added to the 2018 survey; 2 on digital evidence management challenges and investment and 2 questions asking the user to select, comment on and rate their satisfaction on the use of a system key to their role. The results of these new questions will feature in future reports in this series. All the questions feature optional opportunity to provide detailed comment.

The 5 demographic questions were slightly amended to reflect the inclusion of officers and staff. This year participants were asked if they are officers or staff and then answer a question on their rank if an officer or a question on their generic seniority if they are staff. For the purposes of analysing the results PCSOs were collated with staff and Special Constables were collated with officers. The final free text question, provided participants with the opportunity to comment in detail on their overall experiences of police ICT provision. As an incentive to participate, the survey included an optional of 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 participants worked for a UK police force and to notify the winner. ❖

Police ICT: User Perspectives
A CoPaCC Survey of officer experiences using police ICT

This report represents a concise overall summary of the survey results from the core 10 questions repeated from the 2017 survey. The large response means that there is a wealth of data on individual police forces and systems not reflected in the overall results presented here. Please look out for further reports to be published shortly covering 4 new questions this year providing a deeper dive on the survey results:

- **Digital Evidence Management Systems: User Perspectives** User insight into the challenges forces face with digital evidence and their plans for investment to meet those challenges
- **Police Systems: User Perspectives** Detailed user insight into specific systems they use
- **Force ICT Focus: User perspectives** Deep dives into selected police forces and the users view of their police ICT provision

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Survey response demographics

2018

Length of service and age demographics

The profile of participants' length of service almost exactly matches Home Office police work force statistics for England & Wales. Participants' age profile is slightly skewed towards older workers.

Length of service (proportion of respondents)

■ < 1 year ■ 1-5 years ■ 6-10 years ■ 11-20 years ■ 21-30 years ■ > 30 years
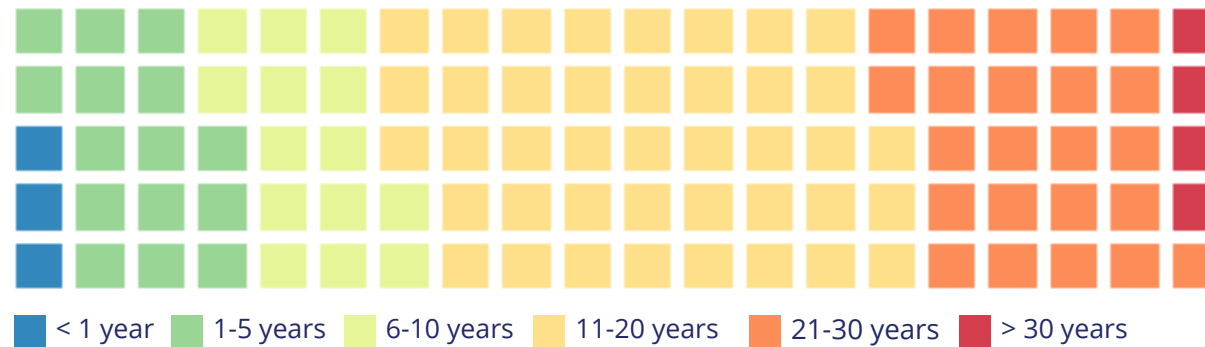
Age distribution (Percentage of respondents)
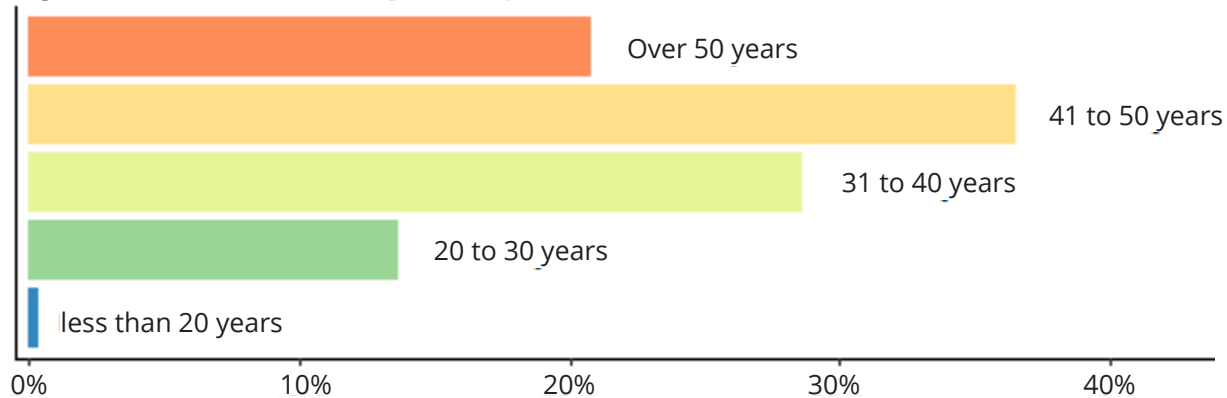
Survey response demographics

Responses from a wide range of ranks and roles

Job role (Number of respondents for each)

- Response officer
- CID (specialist)
- Neighbourhood officer
- Administration
- CID (general)
- Intelligence/Crime analyst
- Operational support/Specialist crime
- Other role
- Traffic officer
- Information technology/Communications
- Corporate development and performance
- Control room/Communications/Command and despatch
- Human resources/personnel/training
- Custody/detention officer
- Investigator
- Authorised firearms officer
- Forensic/scenes of crime officer
- Finance and services
- Special branch
- Professional standards
- Legal services
- Corporate communications
- Dog handler
- Public protection
- Public order officer
- Motorcycle officer
- Fingerprint officer

(x-axis: 0, 200, 400, 600)

Staff seniority (Percentage of respondents)
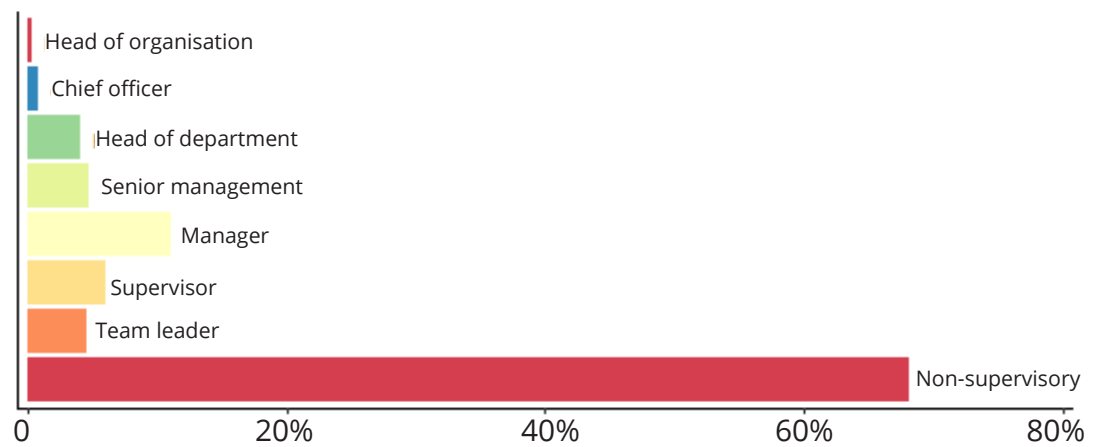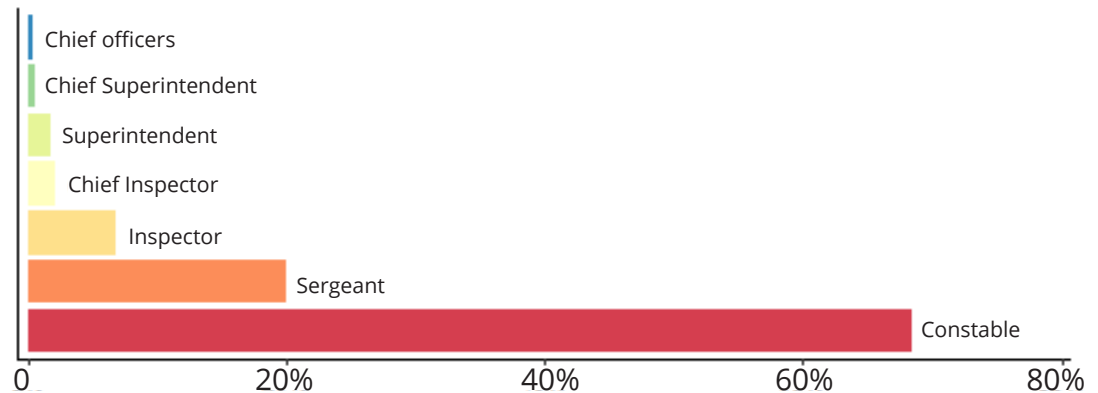
- Head of organisation
- Chief officer
- Head of department
- Senior management
- Manager
- Supervisor
- Team leader
- Non-supervisory

(x-axis: 0, 20%, 40%, 60%, 80%)

Rank distribution (Percentage of respondents)

- Chief officers
- Chief Superintendent
- Superintendent
- Chief Inspector
- Inspector
- Sergeant
- Constable

(x-axis: 0, 20%, 40%, 60%, 80%)

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Overall satisfaction

This question aims to gain an indication of users' overall satisfaction of ICT provision in their force. Senior officers and police staff are generally more satisfied than the Federated ranks. Overall police users are more dissatisfied than satisfied.

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

Overall satisfaction (% of respondents)

Senior officers	
Federated ranks	
Police staff	
Total	

100   50   0   50   100

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

Senior officers: Chief officers, Chief Superintendents and Superintendents **Federated ranks:** Chief Inspectors, Inspectors, Sergeants, Constables **Police staff:** includes PCSOs

Survey results summary

Investment in ICT

The questions in this section measure how police officers and staff view their force's investment in ICT and in comparison with other forces. We also ask about mobile device provision in particular. Federated ranks generally less positive than senior officers and police staff. Senior officers in contrast to lower ranks and police staff seem very happy with their mobile device provision.

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

Force comparison (% of respondents)

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

Investment (% of respondents)

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

Mobile technology (% of respondents)

Legend: Completely disagree | Strongly disagree | Slightly disagree | Neither agree nor disagree | Slightly agree | Strongly agree | Completely agree
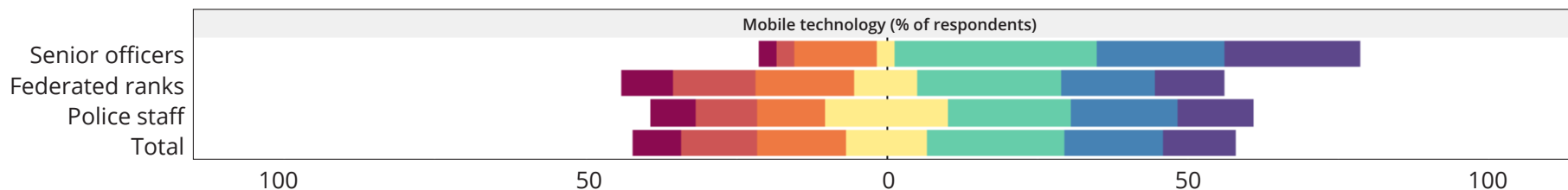
Senior officers: Chief officers, Chief Superintendents and Superintendents **Federated ranks:** Chief Inspectors, Inspectors, Sergeants, Constables **Police staff:** includes PCSOs

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Useability and accessibility

This section explores the views of officers and staff on the useability of their systems and how easily they can access a computer. Federated ranks tend not to find their systems easy to use with senior officers and police staff more positive. Access to a computer at work seems to be an issue for a significant number of the lower ranks.

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

Ease of use (% of respondents)

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

Accessibility (% of respondents)

Completely disagree | Strongly disagree | Slightly disagree | Neither agree nor disagree | Slightly agree | Strongly agree | Completely agree
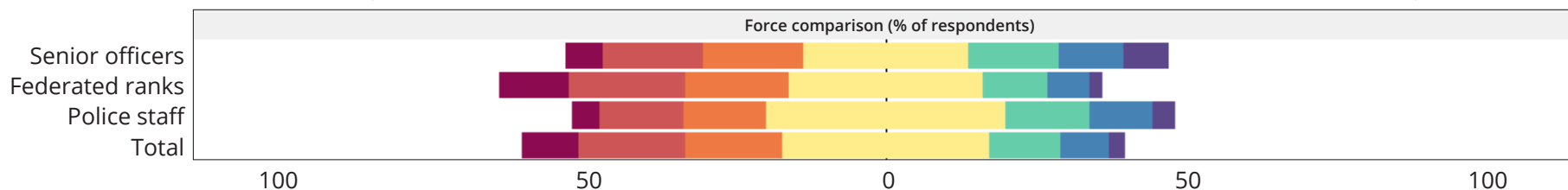
Senior officers: Chief officers, Chief Superintendents and Superintendents **Federated ranks:** Chief Inspectors, Inspectors, Sergeants, Constables **Police staff:** includes PCSOs

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CoPaCC
the police governance experts

POLICE ICT
USER PERSPECTIVES

2018

Survey results summary

Reliability and integration

This section examines the views of officers and staff on the reliability of the data on their systems and how integrated the systems are eg not having to re-enter data several times on different systems. Officers and staff are overwhelmingly negative about the integration of systems but more positive about the reliability of the data stored.

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

Integration (% of respondents)

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

Reliability (% of respondents)

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

Senior officers: Chief officers, Chief Superintendents and Superintendents **Federated ranks:** Chief Inspectors, Inspectors, Sergeants, Constables **Police staff:** includes PCSOs

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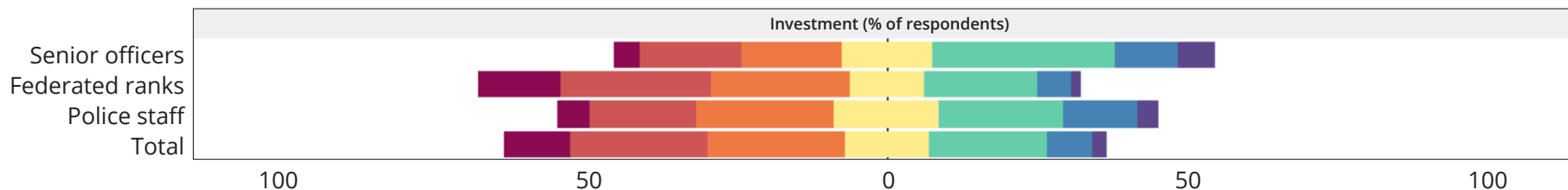# Training and support

This section looks at officer and staff views on the ICT help facilities provided by their force and the quality of training provided. Senior officers are very positive about help facilities with federated ranks and police staff more split. Federated ranks are mostly negative about the training they receive on systems with senior officers and police staff more split

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

Help facilities (% of respondents)

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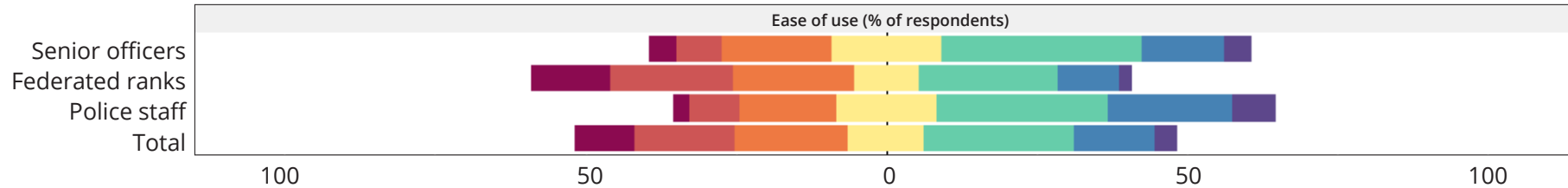

Training (% of respondents)

Legend:
Completely disagree | Strongly disagree | Slightly disagree | Neither agree nor disagree | Slightly agree | Strongly agree | Completely agree

Senior officers: Chief officers, Chief Superintendents and Superintendents **Federated ranks:** Chief Inspectors, Inspectors, Sergeants, Constables **Police staff:** includes PCSOs
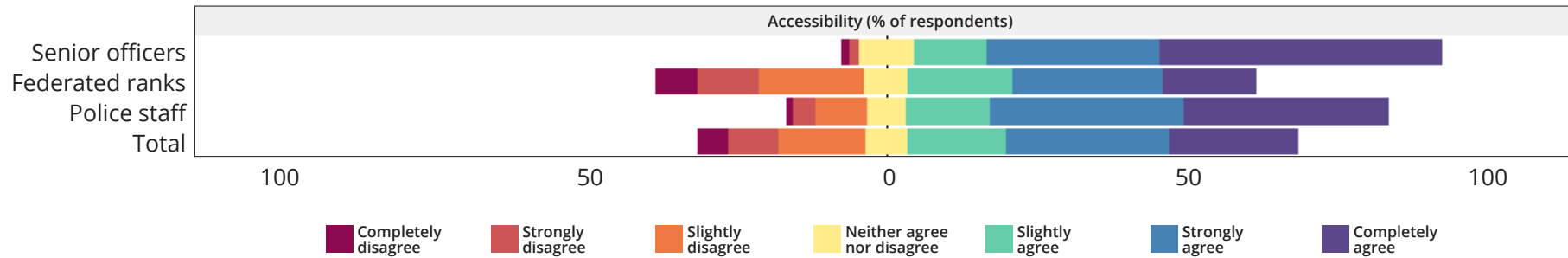
Overall satisfaction

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

Overall satisfaction (% of respondents)

Legend: Completely dissatisfied / Very dissatisfied / Quite dissatisfied / Neither satisfied nor dissatisfied / Quite satisfied / Very satisfied / Completely satisfied
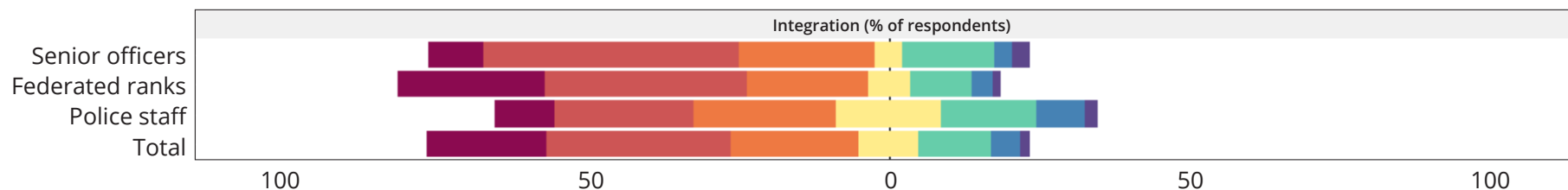
Senior officers: Chief officers, Chief Superintendents and Superintendents
Federated ranks: Chief Inspectors, Inspectors, Sergeants, Constables
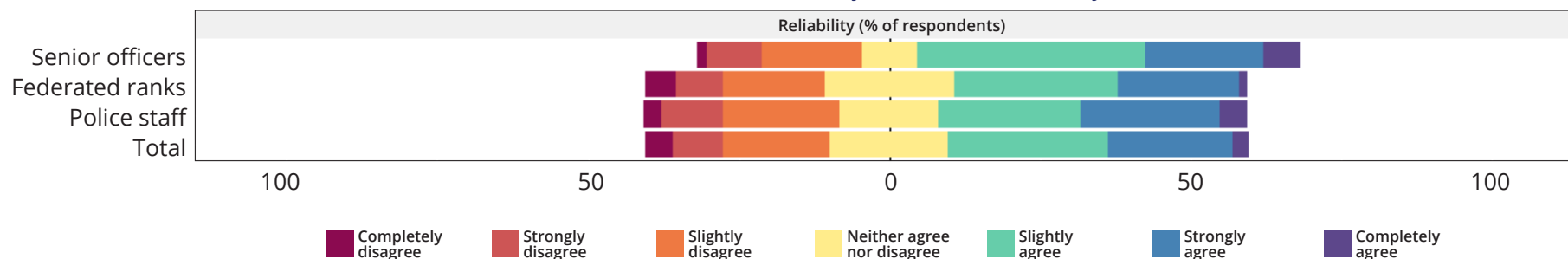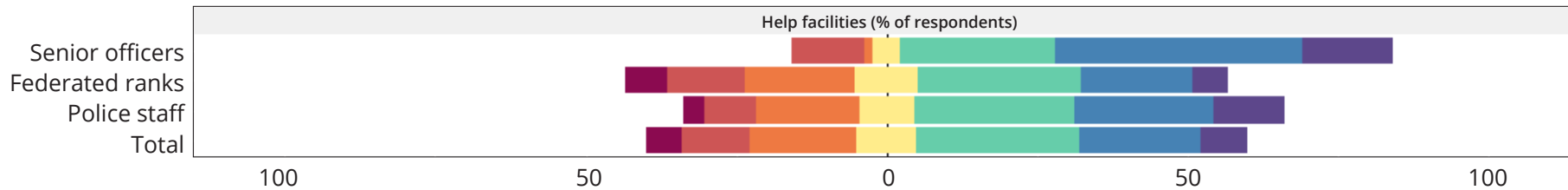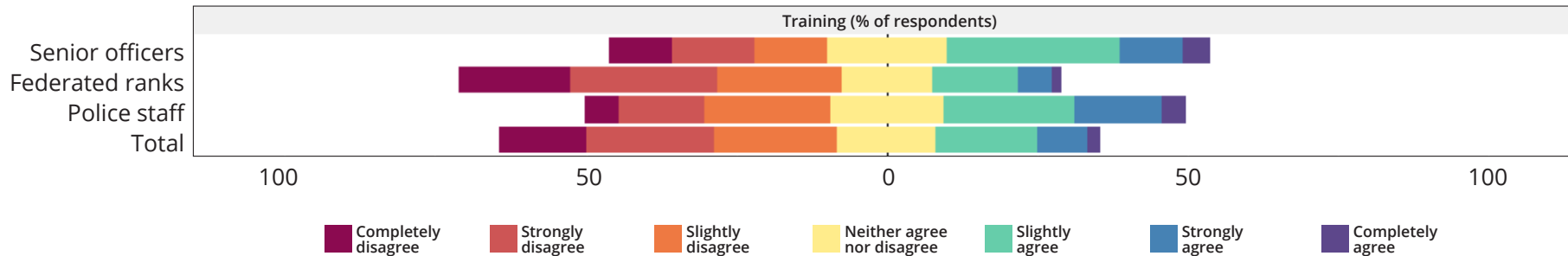**Police staff:** includes PCSOs

Level of satisfaction in detail (percentage of respondents)

	Total	Police staff	Federated ranks	Senior officers
Completely dissatisfied	7.7	4.62	9.21	1.52
Very dissatisfied	16.47	10.75	19.11	10.61
Quite dissatisfied	30.68	25.63	32.96	27.27
Neither satisfied nor dissatisfied	10.94	11.86	10.68	6.06
Quite satisfied	25.39	32.36	21.97	39.39
Very satisfied	6.78	10.75	4.91	12.12
Completely satisfied	2.05	4.02	1.17	3.03
Average answer score (1-7)	**3.58**	**4.05**	**3.37**	**4.2**

Answer degree of satisfaction 1-7: 1 Completely dissatisfied / 4 Neither satisfied nor dissatisfied / 7 - Completely satisfied

Total comments by respondents 2245   click here for more comments

Sample comments

● "We collaborate with the Council for provision. It gives us excellent ICT. Sometimes it is difficult to prioritise our issues, but that is a small price to pay for the excellent equipment and support we get." **NPCC rank, small urban/ rural force**

● "The introduction of laptops has helped with the flexibility of working which is a plus. Unfortunately the actual IT systems such as crime reporting, duties are quite clunky and bureaucratic." **Sergeant, CID (Specialist), large urban force**

● "The tablets we have recently been given were out of date when we got them. Training was rubbish, I still do not know how to use it. The phones we have been given have potential and I can make a call and send e-mails on it but the screen is too small for anything more." **Constable, Neighbourhood, mid-sized rural force**

● "The Police ICT Company is now starting to add value to forces and we are seeing more assistance and relevant work being undertaken." **Police staff member, Procurement, small rural force**

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

Force comparisson (% of respondents)

Legend:
- Completely dissatisfied
- Very dissatisfied
- Quite dissatisfied
- Neither satisfied nor dissatisfied
- Quite satisfied
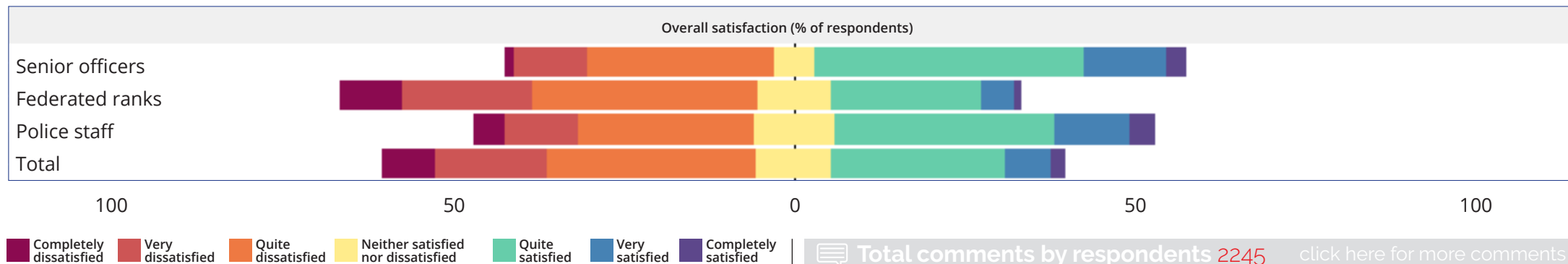- Very satisfied
- Completely satisfied

Senior officers: Chief officers, Chief Superintendents and Superintendents
Federated ranks: Chief Inspectors, Inspectors, Sergeants, Constables
Police staff: includes PCSOs

Level of agreement in detail (percentage of respondents)

	Total	Police staff	Federated ranks	Senior officers
Completely disagree	9.33	4.42	11.55	6.06
Strongly disagree	17.6	13.87	19.24	16.67
Slightly disagree	16.2	13.77	17.24	16.67
Neither agree nor disagree	34.27	39.7	32.13	27.27
Slightly agree	11.89	14.07	10.86	15.15
Strongly agree	8.03	10.55	6.86	10.61
Completely agree	2.68	3.62	2.13	7.58
Average answer score (1-7)	**3.57**	**3.91**	**3.41**	**3.91**

Answer degree of agreement 1-7: 1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree
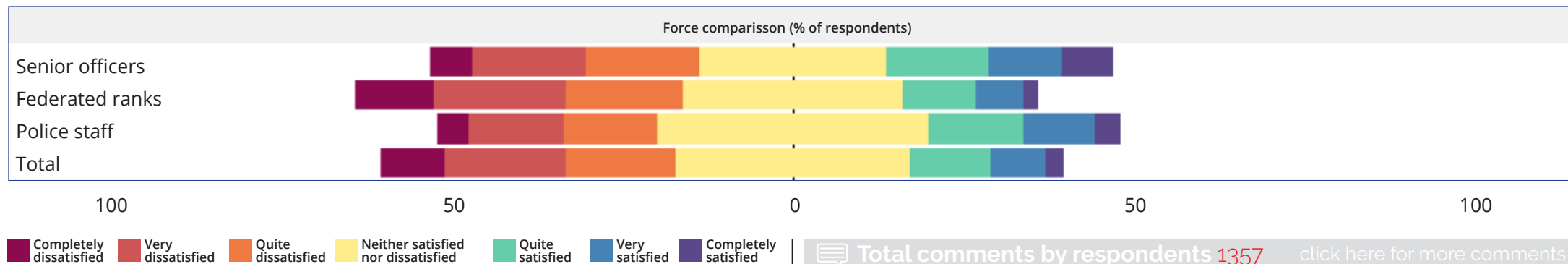
Total comments by respondents 1357   click here for more comments

Sample comments

● "Our systems are archaic – our main crime reporting system cannot operate on current windows platforms. Our result roll out of laptops/tablets does not include having the cameras on those devices enabled." **Ch Supt, Personnel, large urban force**

● "Other forces have up to date devices and software systems. The force we have collaborated with has up to date devices, better more up to date versions of software making their day to day job easier, we are asked to use our devices and software in the same way and this causes many problems." **Sergeant, Traffic, large urban/rural force**

● "Every force around us uses other systems that officers find easy and quick to use and allow officers to leave the station. After every incident I now have to return to a police station to update something." **Constable, Response, small rural force**

● "We are disgracefully behind. Our mapping tools (AutoRoute/MapInfo) are alarmingly out of date, the ICT (as said above) is super slow and in comparison to friends in other forces it is so clear we are severely lacking when it comes to technology." **Police Staff Member, Intelligence / Crime Analyst, mid-sized urban/rural force**

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Investment in technology

SURVEY QUESTION

My force invests wisely 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

Investment (% of respondents)

| Completely dissatisfied | Very dissatisfied | Quite dissatisfied | Neither satisfied nor dissatisfied | Quite satisfied | Very satisfied | Completely satisfied |

Senior officers: Chief officers, Chief Superintendents and Superintendents
Federated ranks: Chief Inspectors, Inspectors, Sergeants, Constables
Police staff: includes PCSOs

Level of agreement in detail (percentage of respondents)

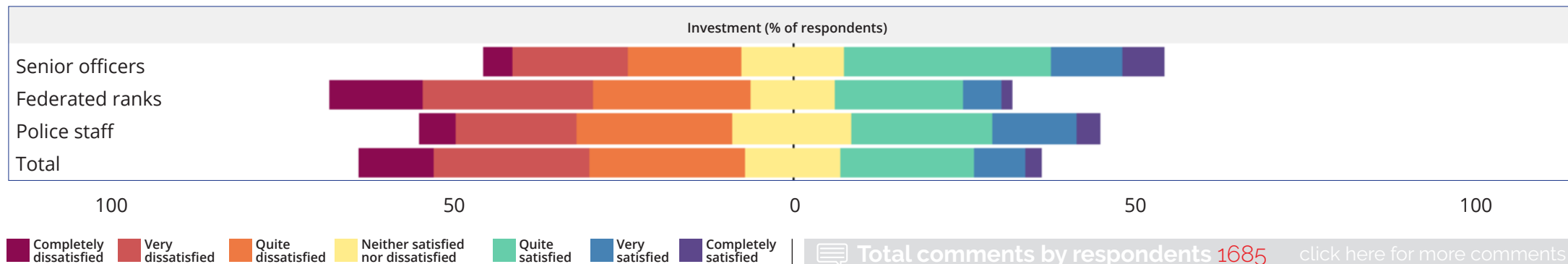|	Total	Police staff	Federated ranks	Senior officers
Completely disagree	10.94	5.33	13.55	4.55
Strongly disagree	22.74	17.79	25.05	16.67
Slightly disagree	22.89	22.91	23.06	16.67
Neither agree nor disagree	13.88	17.49	12.29	15.15
Slightly agree	19.65	20.6	18.93	30.3
Strongly agree	7.61	12.36	5.47	10.61
Completely agree	2.29	3.52	1.65	6.06
Average answer score (1-7)	**3.41**	**3.81**	**3.21**	**4.06**

Answer degree of agreement 1-7: 1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Total comments by respondents 1685   click here for more comments

Sample comments

● "We do not capitalise on our ICT investment. We do not enable cameras or switch on dictation or translation apps . We don't allow staff to use the technology and exploit opportunities." **NPCC rank, large urban/rural force**

● "Try to develop systems which takes years and often fails to deliver at all when Off the shelf products would do 80-90% right away. Huge waste of money." **Superintendent, Command Team, large urban/rural force**

● "There has not been a great deal of technology investment within my department specifically (CID) however we did recently have some laptops to replace desktops. These would be useful to record lengthy statements however we do not have a portable printer to enable us to print statements off and they aren't used out of the office for this reason." **Constable, CID (General), small rural force**

● "I am unaware of the force's investment strategy. All I know is the infrastructure is worse now than it has ever been since "improvement" works were carried out." **Police Staff Member, Investigator, small rural force**

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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

Mobile technology (% of respondents)

- Completely dissatisfied
- Very dissatisfied
- Quite dissatisfied
- Neither satisfied nor dissatisfied
- Quite satisfied
- Very satisfied
- Completely satisfied

Senior officers: Chief officers, Chief Superintendents and Superintendents
Federated ranks: Chief Inspectors, Inspectors, Sergeants, Constables
Police staff: includes PCSOs

Level of agreement in detail (percentage of respondents)

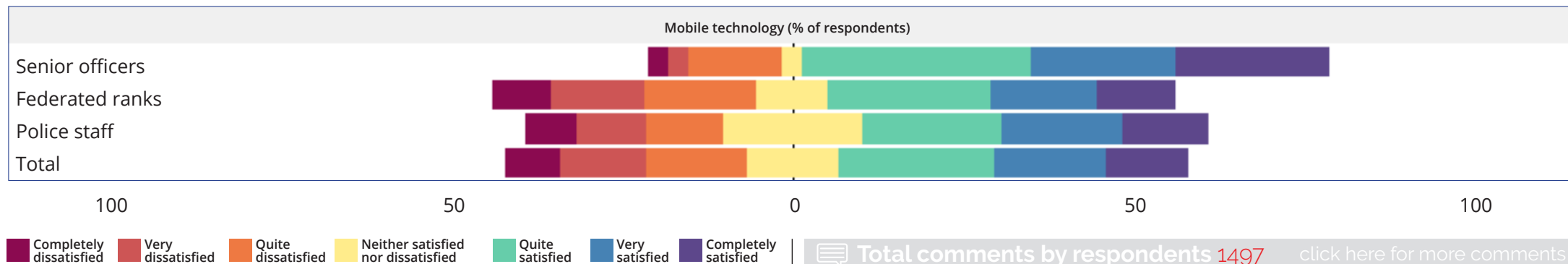|	Total	Police staff	Federated ranks	Senior officers
Completely disagree	8.12	7.54	8.51	3.03
Strongly disagree	12.4	9.95	13.72	3.03
Slightly disagree	14.89	11.36	16.46	13.64
Neither agree nor disagree	13.32	20.4	10.55	3.03
Slightly agree	23.04	20.5	23.84	33.33
Strongly agree	16.29	17.69	15.54	21.21
Completely agree	11.95	12.56	11.38	22.73
Average answer score (1-7)	**4.27**	**4.4**	**4.2**	**5.15**

Answer degree of agreement 1-7: 1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Total comments by respondents 1497   click here for more comments

Sample comments

- "They provide me with one, it is not fit for purpose - mobile/wireless signal is unreliable, Microsoft applications regularly crash and still unable to access any applications unless logged into mainframe system e.g. NSPIS custody package." **Ch Supt, Personnel, large urban force**

- "It takes about 5 times as long to submit a crime on a mobile device than it does by using the telephone." **Inspector, Response, large urban force**

- "Most officers in this force have been issued with a smart phone. It is not user friendly and has limited capabilities. There is talk of it being changed which begs the question why the research wasn't put into the phone prior to such a mass purchase." **Constable, Operations Planning, large urban/rural force**

- "I have laptop issued to myself, due to security installed on the device, I am unable to access certain shared areas when I am using my Wi-Fi at home. Almost defeating the object of working flexible." **Police Staff Member, Operational Support, large urban/rural forcer**

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

Ease of use (% of respondents)

Senior officers / Federated ranks / Police staff / Total

100   50   0   50   100

Legend:
- Completely dissatisfied
- Very dissatisfied
- Quite dissatisfied
- Neither satisfied nor dissatisfied
- Quite satisfied
- Very satisfied
- Completely satisfied

Senior officers: Chief officers, Chief Superintendents and Superintendents
Federated ranks: Chief Inspectors, Inspectors, Sergeants, Constables
Police staff: includes PCSOs

Level of agreement in detail (percentage of respondents)

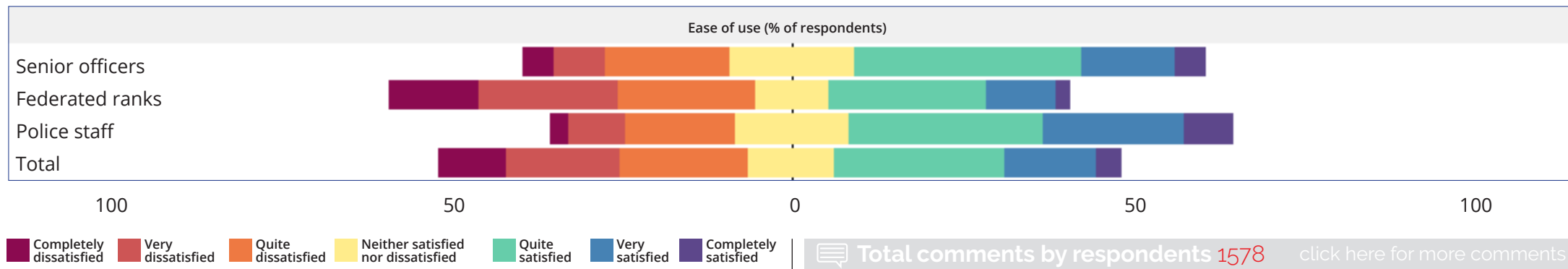|	Total	Police staff	Federated ranks	Senior officers
Completely disagree	9.93	2.61	13.24	4.55
Strongly disagree	16.53	8.44	20.28	7.58
Slightly disagree	18.88	15.98	20.15	18.18
Neither agree nor disagree	12.66	16.68	10.77	18.18
Slightly agree	24.94	28.44	23.19	33.33
Strongly agree	13.38	20.8	10.16	13.64
Completely agree	3.69	7.04	2.21	4.55
Average answer score (1-7)	**3.81**	**4.5**	**3.5**	**4.27**

Answer degree of agreement 1-7: 1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Total comments by respondents 1578   click here for more comments

Sample comments

- "No police system is particularly user friendly particularly the RMS crime and intel systems." **NPCC rank, large urban/rural force**

- "Niche is ridiculous for a new user. I can navigate within my area of business but it is unnecessarily complicated." **Supt, Operational Command, mid-sized urban/rural force**

- "ERP is useless and makes the job twice as long. Athena has potential but requires too much admin to be of help at times." **Supt, Operational Command, small urban/rural force**

- "CRIS, Merlin, Crimint, CAD, COPA, NSPIS, inputting the same data into all of them. Got to be an easier way." **Constable, CID (Specialist), large urban force**

- PDR system is not sophisticated enough or easy to use, which undermines other processes. The system for recording training and CPD events is also not sophisticated enough. This makes it difficult to drill for information at a strategic level that can be used to justify future need and allocation of resources." **Police Staff Member, Corporate Development, small rural force**

Integration

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

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

Integration (% of respondents)

Legend: Completely dissatisfied · Very dissatisfied · Quite dissatisfied · Neither satisfied nor dissatisfied · Quite satisfied · Very satisfied · Completely satisfied

Senior officers: Chief officers, Chief Superintendents and Superintendents
Federated ranks: Chief Inspectors, Inspectors, Sergeants, Constables
Police staff: includes PCSOs

Level of agreement in detail (percentage of respondents)

	Total	Police staff	Federated ranks	Senior officers
Completely disagree	19.8	9.75	24.45	9.09
Strongly disagree	30.62	23.12	33.52	42.42
Slightly disagree	21.25	23.82	20.1	22.73
Neither agree nor disagree	9.93	17.39	6.86	4.55
Slightly agree	11.98	15.88	10.2	15.15
Strongly agree	4.93	7.94	3.69	3.03
Completely agree	1.49	2.11	1.17	3.03
Average answer score (1-7)	**2.84**	**3.39**	**2.61**	**2.95**

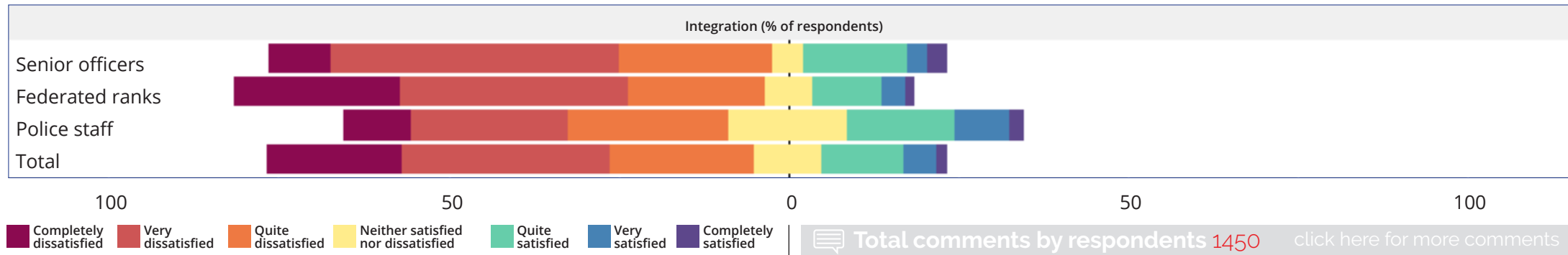Answer degree of agreement 1-7: 1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

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Total comments by respondents 1450   click here for more comments

Sample comments

● "This is getting better but why would we need NLEDS (replacement PNC) if in fact the three intel systems spoke to each other and were based on the cloud." **NPCC rank, large urban/rural force**

● "Regularly have to do double data entry. ViSOR is a national database so must be treated as primary database and Niche is local - end up re entering same info onto this system. If new info entered onto Niche has to be transferred onto ViSOR." **Constable, Public Protection, large urban/rural force**

● "I have access to approximately 15- 20 different Police and external database systems, with an equal number of passwords and user names to keep track of. As far as I'm aware none of these systems are able to talk to one another. This is a particular problem for the Major Crime teams who predominantly use to Holmes, but then have to spend huge amounts of time transferring information between RMS, PND and also PNC, which requires inputting individually every time." **Police Staff Member, Operational Support, mid-sized urban/rural force**

Reliability of information held

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

Reliability (% of respondents)

Legend:
- Completely dissatisfied
- Very dissatisfied
- Quite dissatisfied
- Neither satisfied nor dissatisfied
- Quite satisfied
- Very satisfied
- Completely satisfied

Senior officers: Chief officers, Chief Superintendents and Superintendents
Federated ranks: Chief Inspectors, Inspectors, Sergeants, Constables
Police staff: includes PCSOs

Level of agreement in detail (percentage of respondents)

	Total	Police staff	Federated ranks	Senior officers
Completely disagree	4.37	2.81	5.12	1.52
Strongly disagree	8.56	10.25	7.82	9.09
Slightly disagree	17.66	19.4	16.93	16.67
Neither agree nor disagree	19.65	16.38	21.36	9.09
Slightly agree	26.37	23.42	27.31	37.88
Strongly agree	20.9	23.22	19.93	19.7
Completely agree	2.5	4.52	1.52	6.06
Average answer score (1-7)	**4.28**	**4.35**	**4.24**	**4.56**

Answer degree of agreement 1-7: 1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Total comments by respondents 1010   click here for more comments
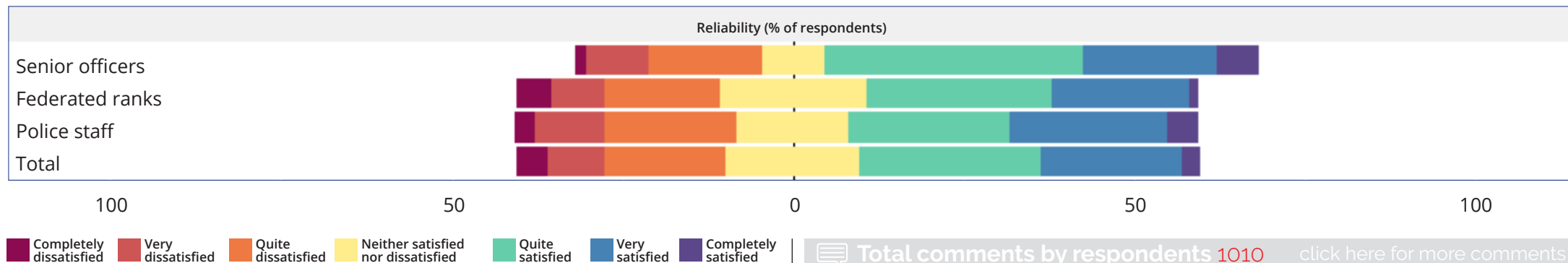
Sample comments

- "Data quality remains a very significant headache and often discrepancies exist between and even within data sets on different systems. We do not have any data systems in which I have 100% confidence." **Supt, Investigation, mid-sized rural force**

- "Quality remains a fundamental risk. Back office admin teams previously relied upon to carry out secondary data quality fixes are not present any more or are being removed in order to cut costs." **Ch Supt, Corporate Development, mid-sized urban/rural force**

- "Most of the information is now input direct by the officers at the scene. They are not researchers or specialists in these fields, they are overworked and we need backroom support staff to make links and ensure accuracy and detail." **Sergeant, Intelligence, large urban/rural force**

- "The quality of data in our main system RMS is poor with a lot of incorrectly linked or not linked at all, I find that I must do a lot of research to check and provenance attribution when preparing items for court." **Police Staff Member, Intelligence / Crime Analyst, mid-sized urban/rural force**

Access to a computer

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

Accessibility (% of respondents)

- **Completely dissatisfied**
- **Very dissatisfied**
- **Quite dissatisfied**
- **Neither satisfied nor dissatisfied**
- **Quite satisfied**
- **Very satisfied**
- **Completely satisfied**

Senior officers: Chief officers, Chief Superintendents and Superintendents
Federated ranks: Chief Inspectors, Inspectors, Sergeants, Constables
Police staff: includes PCSOs

Level of agreement in detail (percentage of respondents)

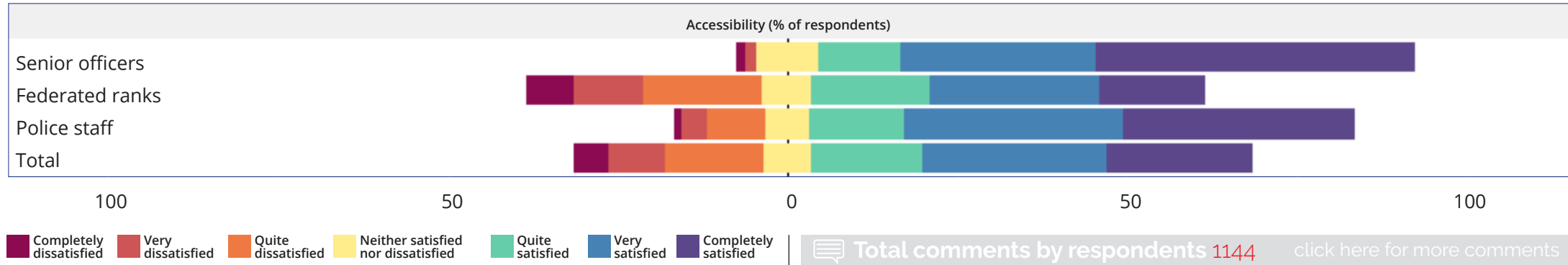|	Total	Police staff	Federated ranks	Senior officers
Completely disagree	5.11	1.11	6.95	1.52
Strongly disagree	8.26	3.72	10.42	1.52
Slightly disagree	14.45	8.44	17.46	0
Neither agree nor disagree	7.07	6.53	7.25	9.09
Slightly agree	16.32	13.97	17.46	12.12
Strongly agree	27.08	32.26	24.79	28.79
Completely agree	21.7	33.97	15.68	46.97
Average answer score (1-7)	**4.89**	**5.61**	**4.55**	**6.03**

Answer degree of agreement 1-7: 1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Total comments by respondents 1144   click here for more comments

Sample comments

- "But only because I have a personal issue... I understand this is a real issue for the operational officers that actually deliver the service." **Supt, Investigation, small rural force**

- "With the drive to move people away from stations there has been a reduction in desktop machines however when all staff are in there are often shortages." **Inspector, Neighbourhood, large urban force**

- "There are not enough work stations for Officers to use. We are encouraged to be mobile and complete tasks and emails via our smartphone but with signal so poor and the limited functionality of the apps there is no choice but to return to base to complete the required tasks. The speed of the network (bandwidth) cannot cope with the modern size of programs running on the desktops PCs." **Constable, Traffic, small rural force**

- "More often than not, when there is a cross over on shifts, there is no computers in the station with officers / pcsos / specials all using them." **Constable, Response, small rural force**
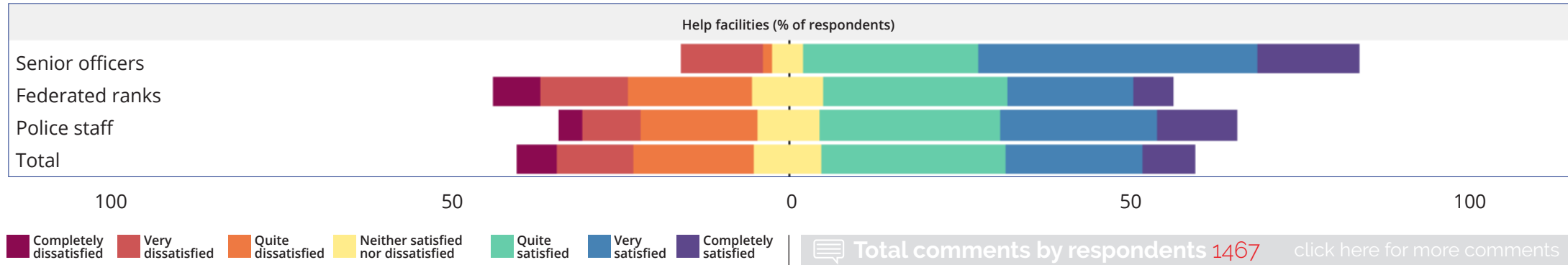
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Access to a help facility

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

Help facilities (% of respondents)

Legend: Completely dissatisfied | Very dissatisfied | Quite dissatisfied | Neither satisfied nor dissatisfied | Quite satisfied | Very satisfied | Completely satisfied

Senior officers: Chief officers, Chief Superintendents and Superintendents
Federated ranks: Chief Inspectors, Inspectors, Sergeants, Constables
Police staff: includes PCSOs

Level of agreement in detail (percentage of respondents)

	Total	Police staff	Federated ranks	Senior officers
Completely disagree	5.89	3.72	6.99	0
Strongly disagree	11.41	8.54	12.64	12.12
Slightly disagree	17.75	17.09	18.5	1.52
Neither agree nor disagree	9.93	9.15	10.42	4.55
Slightly agree	26.96	26.63	27.14	25.76
Strongly agree	20.18	23.12	18.32	40.91
Completely agree	7.88	11.76	5.99	15.15
Average answer score (1-7)	**4.33**	**4.63**	**4.17**	**5.27**

Answer degree of agreement 1-7: 1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Total comments by respondents 1467   click here for more comments

Sample comments

- "Not after 9-5 hrs you must be joking." **NPCC rank, small rural force**

- "Capacity can be an issue, but in general our ICT Helpdesk is genuinely helpful and moreover their willingness to help generally matches their capability." **Supt, Investigation, small rural force**

- "Whilst the ICT Department are on duty the response is relatively good. However, once they are closed there is difficulty in getting access to some systems and not straightforward to get back into systems if you have invalidated your passwords." **Inspector, Neighbourhood, small rural force**

- "No facilities on the weekend or overnight at all without higher supervision authorisation." **Constable, Response, mid-sized urban/rural force**

- Nigh on impossible to locate an IT number externally, often waiting 30minutes or more for contact, only other option is email - not helpful when you can't login." **Police Staff Member, Operational Support, mid-sized urban/rural force**

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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

Training (% of respondents)

- Senior officers
- Federated ranks
- Police staff
- Total

100   50   0   50   100

Legend:
- Completely dissatisfied
- Very dissatisfied
- Quite dissatisfied
- Neither satisfied nor dissatisfied
- Quite satisfied
- Very satisfied
- Completely satisfied

Senior officers: Chief officers, Chief Superintendents and Superintendents
Federated ranks: Chief Inspectors, Inspectors, Sergeants, Constables
Police staff: includes PCSOs

Level of agreement in detail (percentage of respondents)

	Total	Police staff	Federated ranks	Senior officers
Completely disagree	14.57	5.63	18.54	10.61
Strongly disagree	21.08	14.27	24.23	13.64
Slightly disagree	20.57	20.9	20.67	12.12
Neither agree nor disagree	16.35	18.79	15.2	19.7
Slightly agree	16.74	21.81	14.2	28.79
Strongly agree	8.41	14.57	5.69	10.61
Completely agree	2.29	4.02	1.48	4.55
Average answer score (1-7)	**3.34**	**3.97**	**3.05**	**3.92**

Answer degree of agreement 1-7: 1 - Completely disagree / 4 - Neither agree nor disagree / 7 - Completely agree

Total comments by respondents 1380   click here for more comments

Sample comments

- "The training we had for Athena was a joke , absolute joke. We get new equipment but have no training on it. For example the phones and laptops were simply given to us. I'm sure there is loads it can do but no one has shown me, an example of that is taking a statement , I'm told we can get them to sign the statement but no one has shown me. This I don't see this as an investment, it may as well be gathering dust or stopping a table from wobbling. Getting a signal is also an issue." **NPCC rank, small rural force**

- "This is a slightly false question....... what we want are intuitive systems. none teaches me to use my apple phone as it is common sense." **NPCC rank, large rural force**

- "Some of the training is actually "just play with it and self teach" or we get it too far in advance of getting new systems and then forget it by the time we need to use it. This is also the problem with using multiple systems for different types of jobs as personally if I'm not using a system regularly I do forget how to." **Chief Inspector, CID (Specialist), mid-sized urban/rural force**

Final comments

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** 1221   click here for more comments

Sample comments

● The questions are not forward thinking and are too focused on what have now rather than what is needed from technology for the future to transform the way policing operates **NPCC rank, large urban force**

● [FORCE NAME] needs to invest circa £200m to transform its ICT. No idea where the funding will come from so no prospect of meaningful improvement in the short to medium term **Chief Supt, large urban/rural force**

● There is no doubt that UK policing is getting better at using technology, but we remain behind the curve and there would be a very significant benefit in ICT training and unification being invested in nationally. The piecemeal and insular way in which procurement and development of ICT systems has been allowed to develop has lead to huge inefficiencies and our inability to pay the salaries needed to attract market leading expertise means that we are increasingly failing to keep pace with even moderately capable criminal use of ICT to commit fraud and other cyber enabled crime. I have very little confidence in our national ability to prevent and detect crime now and into the future as a result of our failure to invest and keep pace with developments in this area of our work. **Supt, Investigation Standards and Covert Authorities, small rural force**

● I really do not understand why we continue to pursue separate systems (Storm is used by about 19 Forces, Athena by about 9) across the UK that mean we can not still properly identify and share information. An incident recorded in [FORCENAME 1] on Storm for the [FORCENAME 2] has to be completely rewritten for the [FORCENAME 2] Cad. This is an absolute waste of ever decreasing resources and would never be tolerated in private industry. The incoming NLEDS is welcome, but there have been so

many delays as there now are with the Airwave replacement one wonders if they will ever arrive. **Supt, Control room/communications/command and despatch, medium urban/rural force**

● It's a tall order but all UK emergency services should be on the same CAD system, so we can send each other incidents (crazy that police voice call ambulance in an emergency for example). Next, all UK forces need to be on the same RMS/crime/intel system. **Supt, Neighbourhood, small rural force**

● There are massive opportunities to improve policing with technology, I do not believed these are being progressed effectively and we are always behind the curve vs the offenders and public expectation. Risk adverse leadership continue to result in over complicated, and inefficient everyday processes at frontline level. As a frontline officer I have very low expectations of development of ICT in policing. Nothing I hear from the government or police leaders changes this. Disappointing. **Constable, Neighbourhood, medium urban/rural force**

● Ask (sensible) front line officers for their suggestions. I am a Roads Policing Officer so I would suggest a tablet based app to record RTC's that can retrieve data from PNC, eg. registered keeper info, insurance, driving licence information, etc and auto populate it to the report. Photos could then be taken on the tablet, location could be pinpointed via GPS, etc... I suggested this several years ago Most importantly - please make these systems easier to use and access. i.e. is it really necessary to have multiple login ID's and passwords that change at different times and have different restrictions. Surely in this day and age we should be able to login with a fingerprint / swipe warrant card and 4 digit pin. Easy...??? **Constable, Roads policing, large urban/rural force**

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- We are always behind on technology; finance, procurement, length of time to implement and lack of joined up purchasing and use between forces is largely to blame. We should be cutting edge and using technology to stay one step ahead but we just don't. Our IT contract with a large outsourcing firm is expensive, poor value for money and delivers little without the need for extortionate additional costs added on at any opportunity. **Supt, Counter Terrorism, small urban force**

- Police technology is failing (in this force) to be consistently improving. Application that has been developed has stalled following Niche upgrade and offers very low functionality. Only ability at the moment is to add a Sudden Death report, CID56 has been removed, no ability to add MG11's or VPS's. No ability for digital signing. Very poor integration on mobile device for force systems, ICAD viewer is slow and often times out - not an official way of accessing ICAD and no support. ICAD app available however requires upgrade to back office software; current phone/airwaves upgrade has shown numerous faults No ability to cross reference addresses with RMS automatically or warning markers. Poor signal in some areas (particularly stations) have hindered ability to upload files Poor device selection at initial stage has led to no ability to utilize Samsung DeX - one of the main benefits of having the device. The device initial settings have high power drain - often unable to complete shift with a full charge. Email system unable to cope with high quality picture size, often requiring pictures to be resized prior to sending. No ability to add photos directly to Niche requiring access to desktop computer to add files to occurrence. **Constable, Response, small rural force**

- [FORCENAME] has provided laptop and tablet style computers. The laptops are excellent pieces of kit, whereas the tablets are extremely poor. Officers are not given the choice over what device best suits their roles and an arbitrary decision has been made, so many officers have not been given the right device. Officers are also not being given the option to swap their tablet for a laptop, despite agreement amongst all

officers that it is a better device, with a faster processor, more RAM and easier to use. This has created a two class system of how good your IT is. The tablets are slow and cannot run many processes, which are necessary for meet the needs of modern policing. Further to this, in many smaller sites, the bandwidth available is not sufficient to support more cloud based software, such as evidence.com. Some sites have a 2mb/second upload and download speed, which is not sufficient. There are also a vast number of redundant servers across the estate, which should be decommissioned and removed, due to poor design architecture and lack of record keeping on what kit is installed at each site. **Sergeant, CID, large urban force**

- Further investment is required in Video editing tech , redaction software for audio and visual product. The short timescales that CPS leave officers with to work on old time consuming, unreliable and quality degrading systems is desperately poor. Private CCTV should be viewable and officers should be able to enhance and review with ease rather than have to rely on others who require weeks to complete the work. **Constable, CID, small urban/rural force**

- Systems need to become more joined up not just within forces but across the country with layers of access depending on roles/function as for example in Germany where systems can be interrogated on a local, regional or national level; this would require joint procurement and bringing certain forces/services up to higher standards of modern technology; the police service as a whole should be exploring innovative technology to assist in all our activities, a lot of people have better technology at home than at work, and so will criminals. **Constable, Transformation, large urban force**

- Information such as court results should go on a system immediately. There should be a automatic link to the DVLA re a persons vehicle/insurance and their drivers licence (including photo). Housing Executive/Social Security info should all be linked into the system used by police. **Constable, Special Branch, large urban/rural force**

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● The introduction of mobile phones and laptops is a positive move - I use these regularly and they work well. The body worn video system is a valuable addition and simplicity itself to use. The idea that officers will spend more time out on patrol using mobile technology is a fair comment. However, I think sat in a café or at the roadside trying to prepare files is not practical. I have updated incident logs, created crimes and written statements using mobile devices whilst on patrol but will not be sat in the public domain preparing lengthy files. **Constable, Response, medium rural force**

● Before decisions are made about replacing systems, I would want to see engagement with Officers and Staff. Questions should be asked about what is wrong with current systems if there is a consideration to replace them, what is the impact likely to be on staff if a new system is brought in. Are old systems actually completely outdated, or can they just be updated a little, reducing financial and health / wellbeing issues? Can systems be nationally linked, and not just "local"? ATHENA is seen by many as being poor. The system we had, before it, was excellent. Could we have just tweaked it? **Inspector, Intelligence/crime analysis, medium rural force**

● I am amazed that in the current age of technology the UK doesn't have a single computer case file / Intelligence / Custody / Property system where by whichever force you are in you cannot access data from the other forces and if you are out of your force area use their systems to access any information you may need regarding your own cases. This is clearly a Home Office issue which in my opinion desperately needs to be addressed. **Constable, CID, medium rural force**

● The training input has deteriorated over time and the systems are ever more complex. There often seems to be no logical progression through some of the Niche workflows requiring you to go backwards and forwards to enable the correct system processes to work. **Sergeant, Custody/detention, small urban/rural force**

● Every Police force in the UK does the same job in the same way, a case file in [FORCENAME1] is the same as a case file in [FORCENAME2] and yet we still insist on having 43 separate IT departments doing things 43 different ways. This hinders information sharing, does not provide us economy of scale when negotiating contracts and leaves users with what is effectively a post code lottery of IT provision. We are reluctant to source and invest in new ideas and new technology and rarely engage with end users to understand what they need, instead telling them what they are going to get. Why in 2018 can we not have a national IT strategy that addresses this, one integrated national system for crime recording or intelligence, bulk buying of mobile devices to reduce costs the list goes on and on. We need a simple single approach for IT across the UK but if we wait for forces to collaborate this will never happen it needs to be mandated by the Home Office. **Inspector, Response, small rural force**

● The issues are both national and local. Nationally there are 19 ICT change programmes which are not interlinked. Forces also lack visibility of these programmes. There are competing pressures (eg. procurement, cost efficiency, interoperability, intelligence and investigation) that all lead to different priorities and different solutions. Locally forces try to join up these programmes and understand how their delivery will interface with local programmes. Slippage, either local or national, is problematic, and precludes the ability for a strategic plan. Often ICT users are an afterthought and their needs are not taken into account when specifying new systems or changes. **Police staff, Chief Officer, OPCC, small rural force**

● My role is heavily ICT dependent. My team often drives the scoping and building the business cases for specialist systems. We often struggle to get support from the Force ICT Dept. to install these and especially network them. We often liaise directly with the service provider for support. Although there are user managers for some of our systems it can often be difficult to obtain support for issues from the general ICT Dept. **Police staff, non-supervisory, Intelligence/crime analysis, small rural force**

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● The oracle system is always 'falling down' over some issue or other. There is now no dedicated system team to help any user within the force. The people who do help are doing it out of good will and it is not their specific role. The force has gone to an outside provider to solve more complex cases which means we have to wait before there is any resolve to the issue The Oracle system does not 'talk' to the system used in the HR dept which is an Oracle based product as well **Police staff, non-supervisory, Finance and services, small rural force**

● I feel as though a "board" for data quality, collection, automation and storage should sit regularly and address the issues. the same board could also look at new technology ideas / suggestions and make consistent decisions to fill data gaps and capability. there are too many forums which discuss these ideas but no corporacy or consistency in approach. i have known many examples were silo'd units have purchased and used software which has wider capability. I feel as though not enough is done to fully exploit the capabilities of the systems that we have - mostly due to lack of IS support or understanding of how addressing a technical blockage can hugely change the efficiency / capability at the business end. **Police staff, manager, Intelligence/crime analysis, small rural force**

● We should be looking to minimise the amount of different systems we use, and should be working harder to improve data quality. Training should be less rushed and more bespoke to users. Devices should be subject to a better consultation period before going ahead with huge expenditures. Communication in-force should improve - why do I have an old Windows phone which doesn't work, but my counterparts from a different department have a new, fully functioning Android phone? **Police staff, non-supervisory, Intelligence/crime analysis, medium urban/rural force**

● A review on all printers needs to take place. We have inadequate printers and are spending hundreds of pounds per week on supplies because the printers keep break-

ing down. We have various printers that can not print full colour pages and therefore makes the ink stick to the fuser and then the fuser can not be used. Sometimes we are left with printers out of action because we are awaiting stock (due to having to use so much) - think of all the money that could saved if we had decent printers that could keep up with the demand. **Police staff, non-supervisory, Administration, large urban/rural force**

● I personally feel that if more Police systems were on a national platform as are PNC, PND, NFLMS that it would be more beneficial for forces. As an example, our Force has been developing and introducing a Tri-Force Collaboration project which has put [FORCENAME1], [FORCENAME2] and [FORCENAME3] Police Forces all on the same platform for the Niche RMS system which provides our custody, crime and local intelligence recording and retrieval. The project has been underway for at least 18 months, and we have only just introduced the intel element as a Tri-Force collaboration. The project has tied up a Lead IT trainer for the amount of time it has been running, thus leaving the ICT training team short of a trainer with just as much, if not more IT training to be done. It has put all of the ICT training team under a lot of pressure and unfortunately cracks are starting to show. **Police staff, non-supervisory, Training, small rural force**

● ICT is an enabling factor to policing. Our own ICT Department do not appreciate this and seem to always aim for the ICT 'industry' average instead of accommodating a 24/7/365 environment. **Police staff, team leader, Operational support/specialist crime, large urban/rural force**

● I think there should be a national police case management system to cover crime, intelligence, custody, property and forensics. It should integrate with any other systems such as Ident 1 and the NFD and should be user-friendly. Seems ridiculous that there are still 43 different ways of doing things. **Police staff, Head of department, Forensics/scenes of crime, small rural force**
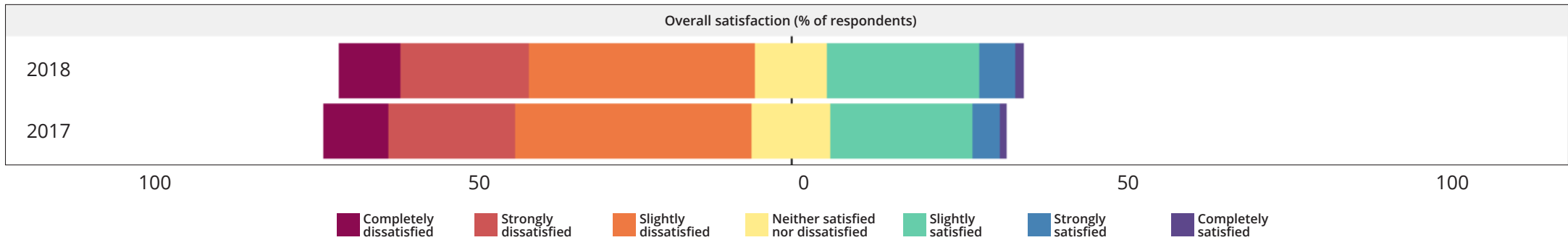
Survey results 2018 vs 2017

This section compares the results of this year's survey with last year. In 2017 we only surveyed the views of superintending and federated ranks whereas this year all ranks and police staff were asked to take part. So to ensure the data is comparative, we are only comparing 2018 data from officers of superintending and federated ranks.

Overall satisfaction

This question aims to gain an indication of users' overall satisfaction of ICT provision in their force. Officer satisfaction level is similar to last year with a slight increase in positivity.

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

Overall satisfaction (% of respondents)

2018			
2017			

100   50   0   50   100

- Completely dissatisfied
- Strongly dissatisfied
- Slightly dissatisfied
- Neither satisfied nor dissatisfied
- Slightly satisfied
- Strongly satisfied
- Completely satisfied
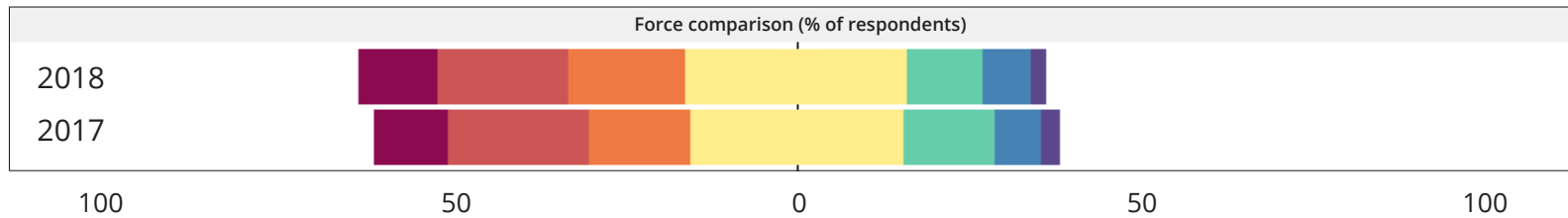
Year-on-year comparison

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 ask about mobile device provision in particular. Officers have less confidence that their force invests wisely but there seems to be a slight improvement in the provision of mobile data devices.
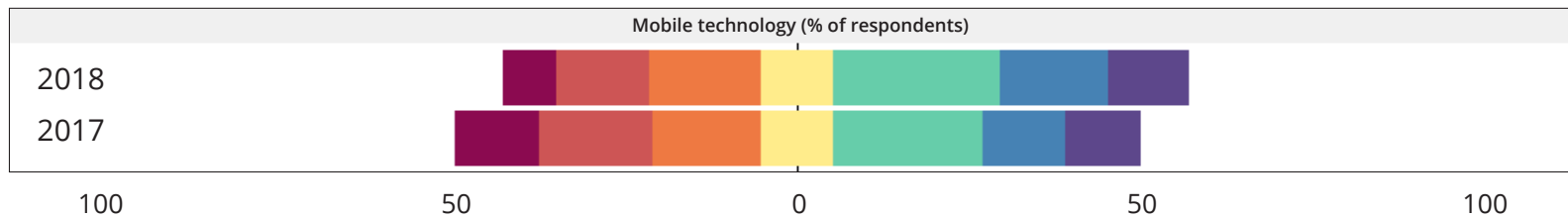
My force invests wisely in high technology products to enable me to do my job
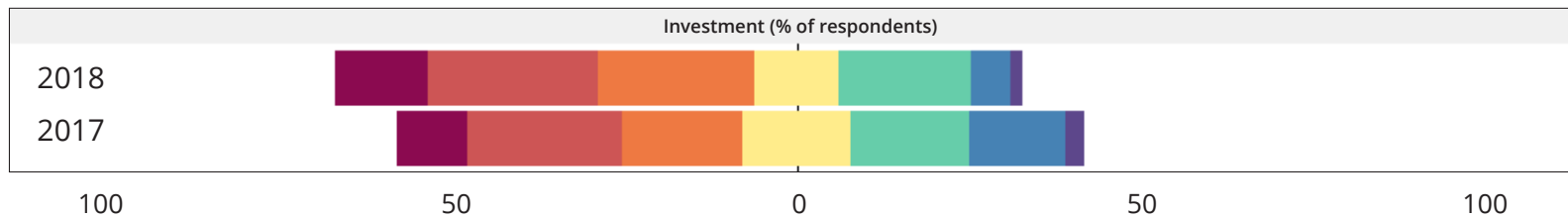
Investment (% of respondents)

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

Force comparison (% of respondents)

If I need it, my force can provide me with a mobile data device that is fit for purpose
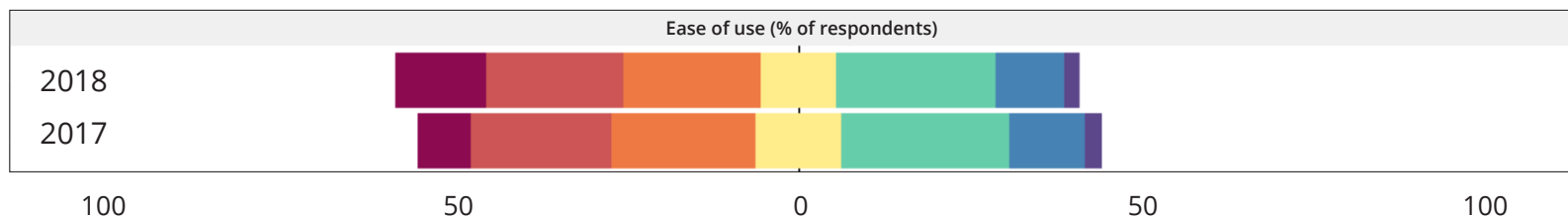
Mobile technology (% of respondents)

Completely disagree | Strongly disagree | Slightly disagree | Neither agree nor disagree | Slightly agree | Strongly agree | Completely agree
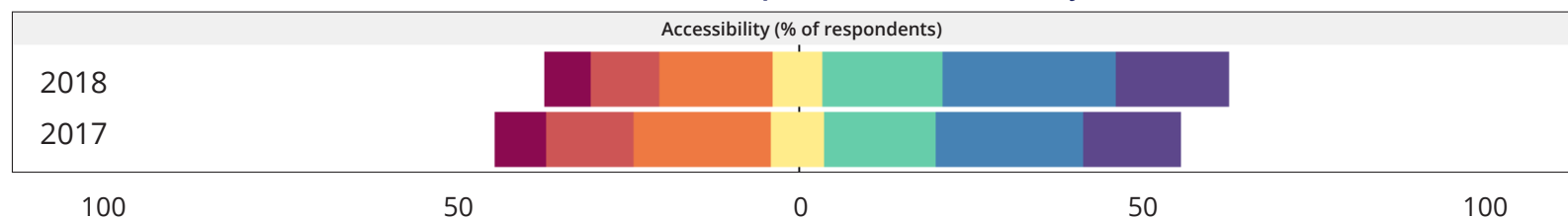
Useability and accessibility

This section explores the views of officers on the useability of their systems and how easily they can access a computer. Officers are slightly less positive about the ease of use of their systems but more positive about access to a computer - consistent with the improvement in provision of mobile devices.

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

Ease of use (% of respondents)

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

Accessibility (% of respondents)
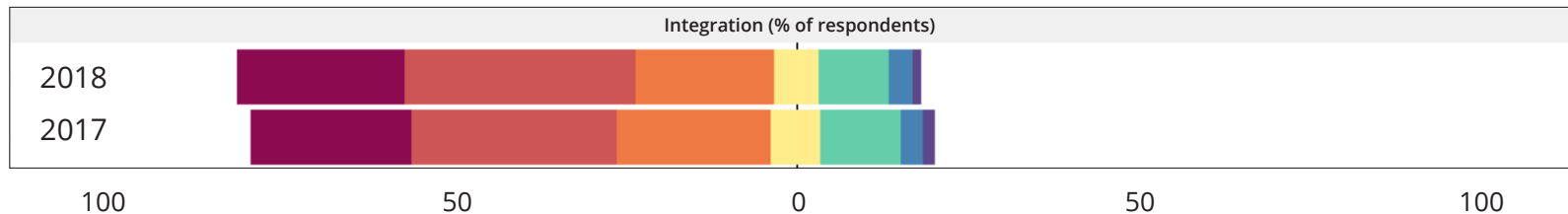

Completely disagree   Strongly disagree   Slightly disagree   Neither agree nor disagree   Slightly agree   Strongly agree   Completely agree

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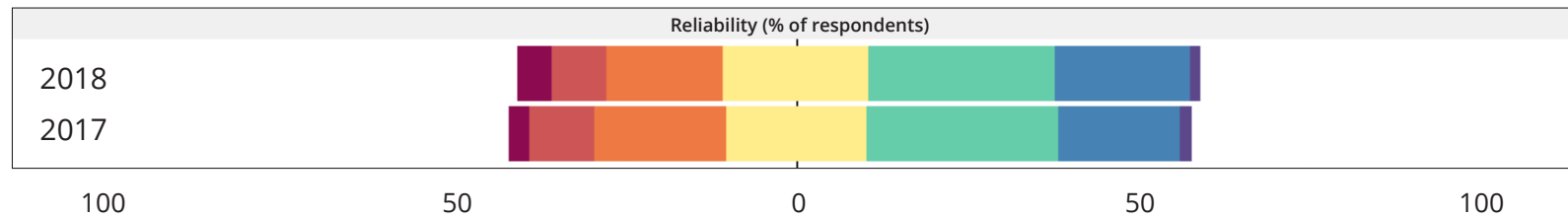USER PERSPECTIVES

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Year-on-year comparison

Reliability and integration

This section examines the views of officers on the reliability of the data on their systems and how integrated the systems are eg not having to reenter data several times on different systems. The views on integration of systems are overwhelmingly negative again this year with a slight increase in negativity. The reliability of information result is similar to last year with only a slight increase in 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

Integration (% of respondents)

2018		
2017		

100   50   0   50   100

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

Reliability (% of respondents)

2018		
2017		

100   50   0   50   100

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

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Year-on-year comparison

Training and support

This section looks at officer views on the ICT help facilities provided by their force and the quality of training provided. Views for both are mostly unchanged except for a slight increase in positivity about access to a help facility.

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

Help facilities (% of respondents)

2018
2017

100   50   0   50   100

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

Training (% of respondents)

2018
2017

100   50   0   50   100
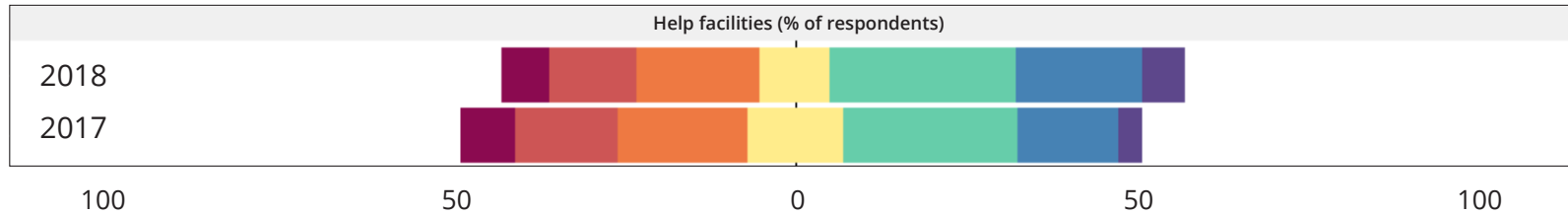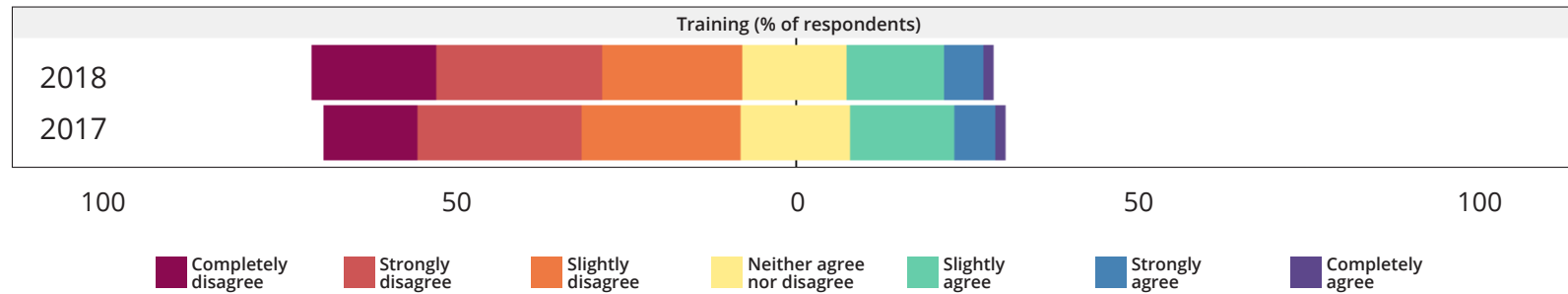
Completely disagree | Strongly disagree | Slightly disagree | Neither agree nor disagree | Slightly agree | Strongly agree | Completely agree

Appendix: Additional sample comments Q1

SURVEY QUESTION

How satisfied (or dissatisfied) are you with your force's overall provision of ICT to help you do your job?
Police ICT Users were asked to tell us about anything else they wished to share about their experiences

Sample 28 comments from a total of 2245 by respondents

● We collaborate with the Council for provision. It gives us excellent ICT. Sometimes it is difficult to prioritise our issues, but that is a small price to pay for the excellent equipment and support we get. **NPCC rank, small urban/rural force**

● It has got so much better since windows 365 has been allowed. We can use Skype for business that saves hours of driving and we are opening the potential of cloud technology. **NPCC rank, large urban/rural force**

● Our internal ICT team do the best they can but the systems are old and some are completely unsuitable. One particular system does not appear to be written for policing and the result is that officers have to spend excessive time completing irrelevant boxes to the crime being submitted. **Supt, Response, large urban force**

● Too many passwords, phone regularly fails and therefore miss calls (just cannot trust it), policing seems to be constantly behind on ICT advances mainly due to cost, lack of money means we simply do not have the ICT we need. **Supt, Neighbourhood, mid-sized urban/rural force**

● Still on Windows 8.0. Not enough laptops and phones available to all officers and staff to enable effective remote, flexible and agile working. Still awaiting delivery of new contact management platform (Current C&C Oasys system circa 1980s). No real effective video conferencing which would enable networking and reduce travelling. etc. Not yet using Microsoft 365. **Superintendent, CID (specialist), large urban/rural force**

● There are many areas of my work which ICT still falls short. I understand that much of this is to do with security however, it makes technological progress and keeping up

with technology very difficult. It is also incredibly frustrating that forces still are not ICT compatible. **Supt, CID (specialist), mid-sized urban/rural force**

● There are a lot of projects ongoing to make the ICT better but there are still too many separate systems and too many extra logins and passwords. **Inspector, Neighbourhood, small rural force**

● I see other forces with good mobile technology devices and see how antiquated ours are. We seem to have too many platforms that do not link up and we are also very slow to be utilising apps that could really enhance our efficiency. **Chief Inspector, Area Commander, mid-sized urban/rural force**

● The introduction of laptops has helped with the flexibility of working which is a plus. Unfortunately the actual IT systems such as crime reporting, duties are quite clunky and bureaucratic. **Sergeant, CID (Specialist), large urban force**

● I think that we could do more use of the technology that exists. Although we are more advanced than other forces, I believe that there are still improvements that can be made, for instance the use of Mobile data tablets in vehicles - Fire service and ambulance use them, as to the Mountain rescue service. **Sergeant, Tasking / Proactive Team, small rural force**

● As a Special Sergeant we have no access to a force mobile or laptop. For us to do our jobs to the highest standard we would have to be in the station on the systems most days. But as SCs we can't do that. I would say this is holding us back from doing the best we can for our teams. **Special Sergeant, Response, large urban/rural force**

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Appendix: Additional sample comments Q1

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Continued from previous page ↘

- This is mixed. Use of mobile devices and thinkpads is excellent. The reliability of Athena is nothing short of a scandal. **Supt, Control Room, mid-sized urban/rural force**

- I work on multiple screens with different programs. As such I have to have different settings for different screens which means software which runs across different screens has different appearances. So programs - such as the Share Service Centre are so un user friendly they are simply hateful. Some programs work in Internet Explore others have to be in Chrome. **Sergeant, Resolution Centre, mid-sized urban/rural force**

- Due to withdrawal of paper and more forms requiring to be sent via computer, means that as a frontline officer I have to continually return to the office to submit my paperwork. Our very small handheld device which is basically a small phone Is not suitable to do so. Nor can we complete submit various forms/reports etc except via the office computer. This is very frustrating and time consuming. **Constable, Neighbourhood, mid-sized urban/rural force**

- The computers provided are not up to the job required. The RAM is poor, the operating system is not fit for purpose, and if the computer isn't running too slowly it will frequently crash **Constable, CID (General), large urban/rural force**

- I am in an investigator role. Our team has very few MDT's, certainly not enough for one each. If you are able to get one to use the delay, setting it up and checking it is charged and ready to use takes so much time. I would like to see personal issue this would help me greatly, I would look after the kit, be familiar with it and know it was good to use each time. The job smart phones are also quite poor and not intuitive. Personally I own an iPhone, ipad and Mac laptop - these all sync and are easy to use -

in this day and age our IT should be so much better and more efficient and effective. **Constable, CID (Specialist), large urban/rural force**

- Basic infrastructure and support seem good to me. On the downside there are often minor issues with hardware and software. The system is sometimes slow. Support is good and usually resolves issues quickly, but not always. Getting hold of ICT support has usually been slow (waiting on phone) but this has improved recently **Constable, Neighbourhood, mid-sized rural force**

- The desktops need to be quicker - sadly they will be slower with the introduction of hot-desking even for detectives. The "portable" VRI kit needs to be made smaller and more "portable", along with a quicker turnaround for the relatively regular repairs. The force's position on viewing of e.g CCTV and Aceso downloads on desktops causes difficulties The laptops are difficult to use and to connect to the internet - I have yet to be able to do this successfully outside of the office - which somewhat defeats the object! **Constable, CID (Specialist), large urban/rural force**

- Improved provisions on work mobile phones. Apps do not always work (RMS). ICAD access from phones would be brilliant at some jobs. Some forms are updates on the systems, making them unrecognizable (CM/01) and little training provided. Other than this, ICT training provided in initial training stage is brilliant. Could be revisited with refresher workshops in station. **Constable, Response, small rural force**

- The laptops are good however when carrying them out and about all day they can be heavy. For operational officers and PCSO it might be better to have smaller tablets which can be used to agile work. **PCSO, Neighbourhood, mid-sized urban/rural force**

Appendix: Additional sample comments Q1

● The desktops in the office are slow, have too low working memory and get overwhelmed if you have too many things open. In a busy environment like ours this is not helpful. The hardware is also not great. A lot of the screens are too small, it would be helpful if there was dual screens on every computer and make our work a lot faster and more efficient. **Constable, CID (General), mid-sized rural force**

● The tablets we have recently been given were out of date when we got them. Training was rubbish, I still do not know how to use it. The phones we have been given have potential and I can make a call and send e-mails on it but the screen is too small for anything more. **Constable, Neighbourhood, mid-sized rural force**

● The training has been somewhat rushed & officers struggle with the number of duties now performed on hand held systems. We have over complicated the system of policing which takes more time than writing out a simple fixed penalty ticket or ringing admin staff. This means less time policing our streets. **Constable, Neighbourhood, mid-sized urban/rural force**

● We're provided with a good laptop, a decent mobile phone and the bits and pieces that go with it. However, our force desktop and the citrix system used to connect to it are totally useless. We have dangerously regular outages and the ICT dept seem incapable of fixing any of the issues we have, they always claim its an issue with the developer or a national issue. We shouldn't be relying on this rubbish, we'd never put up with any other type of kit being this unreliable. If I worked as infrequently as our IT systems I'd be dealt with for unsatisfactory performance very quickly, its a disgrace and a danger because the force has assumed it will all work

all the time and removed comms room controllers believing we'll be able to do our own checks and use mapping systems, when we can't (every day) the comms room collapses causing massive stress for us and them. It's a joy all caused by the force believing IT people who claim everything can be fixed by the products they have for sale, why do the forces believe these salesmans lies? **Constable, Response, small rural force**

● Equipment constantly breaking down and not being updated, and apparent lack of service contracts for vital equipment, leading to delays in case files and causing backlog of cases. **PCSO, Neighbourhood, mid-sized urban/rural force**

● The Police ICT Company is now starting to add value to forces and we are seeing more assistance and relevant work being undertaken. **Police staff member, Procurement, small rural force**

● Our dept has requested some new parts for our printer several times, they still haven't arrived! **Police staff member, Scenes of Crime, small rural force**

● We have good systems but some don't talk to each other properly, which creates inefficiencies (having to check 2 systems, double keying, etc). Hardware is not managed effectively (ie it's a departmental responsibility rather than every item being assigned to a role or a person, which can then be tracked effectively). There is also a lack of specific guidance / training creates further inefficiencies (eg we have good systems on the face of it, eg Lync and SharePoint, but the level of knowledge on how to use these is so low that we are not maximizing the benefits they offer). **Police staff member, Corporate Development, small rural force**

Appendix: Additional sample comments Q2

SURVEY QUESTION

My force compares well with other forces: we are ahead of the game when it comes to technology
Based on what they had seen and heard police ICT Users were asked to tell us about anything else they wished to share about their experiences

Sample 34 comments from a total of 1357 by respondents

● My Force has long been a class leader relative to other Police forces. That said, being ahead of other Forces is like being a leading player on the veteran's circuit, it is not keeping pace in anyway with commercial and criminal cutting edge development.
Supt, Investigation, mid-sized urban/rural force

● I think most forces are in the same boat, however, it is clear some forces are ignoring or paying less attention to security and therefore seem to have better technology which our force won't entertain
Supt, CID (Specialist), mid-sized rural force

● Other forces have up to date devices and software systems. The force we have collaborated with has up to date devices, and better more up to date versions of software making their day to day job easier, we are asked to use our devices and software in the same way and this causes many problems
Sergeant, Traffic, large urban/rural force

● My ancient force system does have a considerable strength over other forces in that most information is held on one system. Other forces have developed IT through separate stand alone systems leading to a profusion of separate information systems most of which cannot talk to each other.
Ch Supt, Area Command, mid-sized urban/rural force

● This is patently untrue as a statement in my opinion. There are forces of varying sizes which compare favourably with this service. When we further consider, e.g. military capability (with which we are often required to inter-operate) public sector agencies, the comparison becomes even less favourable.
Ch Supt, Operational Support, large urban/rural force

● Progress is being made but we are still behind the curve. Procurement still does not resolve collaborative approaches to IT
Chief Inspector, CID (Specialist), small rural force

● Other forces have smartphones that actually work.
Chief Inspector, Operational Support, large urban force

● We are behind the curve in mobile technology, have decided not to use drones/UAV's despite massive coastal areas to search and the closest NPAS being at least 30 minutes, although more like 60-90 minutes away.
Sergeant, Response, mid-sized urban/rural force

● Lagging behind as a force in using IT to shape response to policing and no drivers to use artificial intelligence or IT solution to mitigate risk. IT costs immediately place a barrier to evolution or progress **Ch Supt, CID, small rural force**

● My force appears to be late to the game. The basics are beginning to show but the progress is slow. Little things like a use of force form that auto populates officer details from a database would save a lot of time, but it is not done here. Comparison to other forces like West Yorkshire, although at a larger scale shows how much they can do paperless and we cannot. **Constable, Response, mid-sized rural force**

● If it wasn't so serious it would be a better comedy than The Inbetweeners. It brings the forces that implemented it to a standstill so we buy it !. I know a number of officers who have either transferred to other forces, or even left the job fully due a computer system - totally ridiculous **Sergeant, Custody, small rural force**

Appendix: Additional sample comments Q2

● I transferred from another force so I am able to compare on this and can say that my force are very much behind other forces when it comes to technology. **Sergeant, Response, mid-size urban/rural force**

● Our systems are archaic - our main crime reporting system cannot operate on current windows platforms. Our result roll out of laptops/tablets does not include having the cameras on those devices enabled **Ch Supt, Personnel, large urban force**

● I have worked in the West Mids, NCA and Warwickshire and we are not in a good place. **Sergeant, CID (Specialist), small rural force**

● We have laptops, but the network underlying them is poor as is ATHENA. We have mobile devices that are budget Samsung phones, mostly okay but again relying upon the dismal \CITRIX services. **Sergeant, CID (Specialist), small rural force**

● Until there is central funding to boost IT networks & software where all forces use common systems then we will always struggle to move forward. Buying systems on a local force basis is costly & inefficient. **Constable, CID (Specialist), large urban force**

● I have seen better equipment which is available within Surrey, North Yorkshire Police. **Constable, Traffic, mid-sized urban/rural force**

● Meet lots of officers from other forces with better kit, shorter processes. Clearly better investment. **Constable, Neighbourhood, mid-sized urban/rural force**

● I have knowledge of Niche and although as all systems there will be those who dislike it most forces using Niche have less complaints to those forces using Athena.

The issue I have is that I understood that due to the Bichard enquiry all forces were to get a centralised computer system yet we now have Niche, Athena and some forces thinking of creating yet another system so will still be down to PND requests via CIB for any cross border enquiries. **Constable, Response, mid-sized rural force**

● Not interested in other forces. I would want my force to perform better! **Constable, Serious Collision Investigation, large urban/rural force**

● I worked another force prior to my current force. Previous force was one of the smallest and poorest in England. Yet 9 years ago was using much better software and IT than my current force is using in 2018... Productivity cannot even be compared. There is none in my current force. **Constable, Response, large urban force**

● Every force around us uses other systems that officers find easy and quick to use and allow officers to leave the station. After every incident I now have to return to a police station to update something. **Constable, Response, small rural force**

● Having worked for two different police forces my current force has a better system. We will be upgrading to Athena soon. **Constable, CID (General), mid-sized urban/rural force**

● We should be utilising BWV more for interviewing. If it is acceptable for use in intox procedures, then why can't it be used to conduct simple MG15 interviews. **Constable, Firearms, small rural force**

● From speaking to other serving officers, in other forces, our systems appear inadequate for our roles today. **PCSO, Neighbourhood, mid-sized urban/rural force**

Appendix: Additional sample comments Q2

- I have no knowledge of other Forces IT **PCSO, Neighbourhood, small rural force**

- Whilst forces can innovate locally, the HO, PICTco and others are in better positions to set out a development roadmap. **Police Staff Member, OPCC, small urban/rural force**

- We are disgracefully behind. Our mapping tools (AutoRoute/MapInfo) are alarmingly out of date, the ICT (as said above) is super slow and in comparison to friends in other forces it is so clear we are severely lacking when it comes to technology. **Police Staff Member, Intelligence / Crime Analyst, mid-sized urban/rural force**

- I have knowledge of Niche and although as all systems there will be those who dislike it most forces using Niche have less complaints to those forces using Athena. The issue I have is that I understood that due to the Bichard enquiry all forces were to get a centralised computer system yet we now have Niche, Athena and some forces thinking of creating yet another system so will still be down to PND requests via CIB for any cross border enquiries. **Constable, Response, small rural force**

- I believe most forces have more sophisticated technology than NWP. Viewing and inputting logs easily on ICad/RMS/Itrace should be something we are able to do at the present time. **Constable, Response, small rural force**

- Lots of little forces trying to much above their weight. Please deliver national infrastructure and solutions. Forces are asking for mandation but we dance around the houses asking 43 agendas for consensus. **Police Staff Member, Information technology/communications, small urban/rural force**

- Other forces have a more joined up approach, for example, [FORCENAME] actually have their HR system linked to their training system. Other forces are able to share training expertise because they have similar systems/technology and are working regionally. **Police Staff Member, Administration, small urban/rural force**

- I have worked for another Police force [FORCENAME1] and the force systems at the time were more efficient and didn't seem to have as many 'outage' issues. They also worked far more consistently than Athena. Also, having worked for [FORCENAME2] prior to the arrival of Athena, the previous systems (CRIMES and GENIE) worked more efficiently in terms of outage times and were more user friendly. They allowed us to undertake our HAU job much more efficiently. **Police Staff Member, PVP-MASH, small rural force**

- I believe we used to be ahead of the game however with the introduction of ATHENA I feel this has taken a massive step back in productivity. **Police Staff Member, Safeguarding, small rural force**

Appendix: Additional sample comments Q3

SURVEY QUESTION

My force invests wisely in high technology products to enable me to do my job
Police ICT Users were asked to tell us about anything else they wished to share about their experiences

Sample 28 comments from a total of **1685** by respondents

- We do not capitalise on our ICT investment. We do not enable cameras or switch on dictation or translation apps . We don't allow staff to use the technology and exploit opportunities
NPCC rank, large urban/rural force

- We do not buy the latest gadgets or applications for the sake of being cutting edge, but instead we acquire pragmatically functional systems that do the basics needed. The problem is that our technology is always a step behind industry standard and our training lags even further behind meaning that most of the workforce lack capability to make full use of ICT or to fully grasp its functionality.
Superintendent, Investigation, small rural force

- Having done the job for 17 years and having received awards for it - I now have totally lost confidence in my own ability - Ironically, whilst filling out this survey - Athena has crashed !!!
Sergeant, Custody, small rural force

- Recently have invested in BWVC (body worn video cameras) and iPhone 6 to enable us to carry out a more efficient job - however, Laptops when they are old and in-efficient seem to not be replaced until they do not work at all, however a slow laptop - can cost a lot of working time.
Constable, Response, small urban/rural force

- The force has largely abrogated responsibility and control to its collaborative alliance, meaning the ICT function does not respond well to force needs. It still invests in systems with long lead times, meaning they're outdated come implementation.
Chief Inspector, Staff Officer, small urban/rural force

- Try to develop systems which takes years and often fails to deliver at all when Off the shelf products would do 80-90% right away. Huge waste of money.
Superintendent, Command Team, large urban/rural force

- I honestly think we were doing very well until we installed Athena - and insisted on doing so when it is overwhelming clear that it is unstable and not fit for purpose
Sergeant, Response, small urban/rural force

- I think for many years we have under invested in IT and devices and as a result are now suffering the legacy of this which I stake an inordinate amount of time to rectify. As a result we have some ok laptops to give to response officers but our mobile phones and the applications they can support are. Every operational officer and PCSO should have access to a device that meets their needs.
Chief Inspector, Area Command, mid-sized urban/rural force

- Whilst we have recently be given laptop computers and smartphones I suspect that these have only been provided to make up for anticipated problems with the delayed Emergency Services Network. They do not make anything easier as they simply replicate things that we were able to do anyway. The introduction of Body Worn Video probably has been a wise investment.
Sergeant, Operational Support, small rural force

- I think the drive to have good technology has been fast moving in recent years, I am hopeful that re-investment will be made so the current tech is future proof and does not become obsolete.
Constable, Response, small rural force

Appendix: Additional sample comments Q3

● They invest in systems that are not reliable and then require Superintendents authority to contact IT support on a weekend
Constable, Neighbourhood, mid-sized urban/rural force

● While bodyworn video is a great addition, I can't even receive small CCTV clips via email from victims. It is embarrassing.
Constable, CID (General), mid-sized urban/rural force

● New mobile devices provided to officers are out of date before being issued, software designed specifically for them requires multiple log ins to different applications
Sergeant, Custody, mid-sized urban/rural force

● Smart phone and Body Worn Video have been user friendly and work. The laptops are okay, but hardware and software is atrocious, worse than I have ever known it.
Sergeant, Custody, small rural force

● There has not been a great deal of technology investment within my department specifically (CID) however we did recently have some laptops to replace desktops. These would be useful to record lengthy statements however we do not have a portable printer to enable us to print statements off and they aren't used out of the office for this reason.
Constable, CID (General), small rural force

● My force has invested a lot of money into what is very poor mobile technology - we have tablets which have such low working memory that they can't even handle working on a single word document let alone multiple things at once. Just keep crashing all the time. I've sent one back already as the camera was not working, the one I have

had back has the same problem and now I hear that there are no more spares left to give out because there was so many that were faulty and needed re-builds that they ran out of back-ups. The tablet itself has been discontinued by the manufacturer which is why the force thought they were getting a cheap deal when in fact any person with an ounce of common sense would know this would end up costing more in the long run. Surely we should just fork out the initial bit of money to get decent kit so that ultimately it will pay for itself with all the officer time saving. The amount of working hours we waste trying to find work-around for rubbish technology on top of all the duplication of info we do is just silly.
Constable, CID (General), mid-sized rural force

● As most occurrences require the use of a computer there is a severe lack of terminals especially on shift cross overs or during the day when day staff are working.
Constable, Response, small rural force

● The force does invest in technology but by the time the equipment is issued it is usually obsolete or not fit for purpose. Officers usually require a few basic features to enable them to perform their job but the force often includes software unlikely to be used and which subsequently causes issues. It often over complicates the use of the device which makes officers reluctant to use it or it causes the device to fail or not function correctly. **Constable, Cybercrime, mid-sized urban/rural force**

● I am a regular attendee at the International Communications Data & Digital Forensics event. There is a wealth of technology available to us - very little is utilised. We do not have the necessary resources to properly review digital evidence. Our Digital Forensics Unit can provide us with downloads, but often our machines/devices are ill-equipped to review them. **Constable, CID (General), small urban/rural force**

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POLICE ICT
USER PERSPECTIVES

Appendix: Additional sample comments Q3

2018

Continued from previous page ↘

- I think the new lap tops are good, but it is very difficult to work on them for a whole eight hours, without a monitor or mouse or keyboard.
Constable, Child Protection, large urban force

- BWV is a fantastic tool and enables me to carry out my duties effectively.
PCSO, Neighbourhood, small rural force

- The body worn cameras that we have had are an improvement but the mobile data devices are not fit for purpose and lack a lot of programs that would allow us to stay out of the office with the need to use a desktop computer.
PCSO, Neighbourhood, mid-sized urban/rural force

- I am unaware of the force's investment strategy. All I know is the infrastructure is worse now than it has ever been since "improvement" works were carried out.
Police Staff Member, Investigator, small rural force

- New officer equipment, BVW, Taser, etc, we seem to be heading most forces, but our day to day IT is atrocious. We are several updates of Windows behind, systems don't talk to each other, meaning stuff has to be double keyed, we're supposedly getting a new Command & Control system, which has been stalled several times already, but it will not do as much as we are capable of already - it will be of no benefit to our roles. **Police Staff Member, Business Support, large urban/rural force**

- I don't think we invest wisely. The force purchases things that the business team or the bosses think will work without consulting with response bobbies or officers on the ground. For example.. the phones! Might be simple to use etc when in a clam office situation but near enough impossible to write a proper statement on it etc when in a

vehicle or noisy area. That money would have been better spent on ipads or laptops. Also the body worn cameras are not good enough - the camera angle is wrong compared to where they sit on the body armour - they should sit on the shoulder - otherwise all you see on screen is peoples chest and waist area and not their face! **Constable, CID, small rural force**

- Completely disagree, our force seems to be constantly on the catch up with older products. Firstly MDT's were almost obsolete when they were issued, we are currently using Windows smartphones which are out of date. The new call management system is running behind schedule, despite what our organisation states. We install an in car tracking system which came and went, who knows how much that cost? **Constable, Special Branch, small rural force**

- The force has largely abrogated responsibility and control to its collaborative alliance, meaning the ICT function does not respond well to force needs. It still invests in systems with long lead times, meaning they're outdated come implementation. **Chief Inspector, Staff Officer, small rural force**

- I feel that sometimes systems are purchased and not enough time is spent consulting the every day users who work with these all day every day they are working to gage ideas and their thoughts on how these will work in the real word in an every day user environment. **Police Staff Member, Control room/communications/command and despatch, small urban/rural force**

Appendix: Additional sample comments Q4

SURVEY QUESTION

If I need it, my force can provide me with a mobile data device that is fit for purpose
Police ICT Users were asked to tell us about anything else they wished to share about their experiences

Sample 30 comments from a total of 1497 by respondents

● We are well equipped with hardware and the supporting applications are increasingly useful, having been many years in the making. There is always however the nagging doubt that we have invested as wisely as we might have done in ICT solutions and the reality is that we fund this function in a manner that means it always lacks capacity and is very, very slow to adapt to the changing needs of the business. **Supt, Investigation, medium sized urban/rural force**

● My mobile data device is very slow on email, press a button....wait 5 seconds.... it happens. It makes clearing 20 emails a very frustrating issue! Also operationally, the MDT only does about 40% of what I need it to do to keep me mobile. **Supt, Area Command, large urban/rural force**

● Those who need it may not necessarily be issued with them due to the nature of their roles i.e Specials who work on Response don't get issued with Laptops, although Response PCs do, however, most desktops are being replaced with laptop hubs which mean some officers cannot access a computer at all. **Special Sergeant, Response, mid-size urban/rural force**

● They provide me with one, it is not fit for purpose - mobile/wireless signal is unreliable, Microsoft applications regularly crash and still unable to access any applications unless logged into mainframe system e.g. NSPIS custody package **Ch Supt, Personnel, large urban force**

● Laptops for use in interview have been requested but not appeared. Any laptops that were available are often broken and outdated (running Windows XP). Mobile devices are no use other than a mobile phone **Constable, Response, mid-sized urban/ rural force**

● We do use mobile devices that are adequate for some application. The so-called 'Tough books', however, repeatedly fail or 'drop out' at key moments or otherwise have no coverage. The hand held devices are adequate for some applications but not at all user friendly. I have suggested tablet sized devices for ease of use, to no gain. **Inspector, Response, mid-size urban/rural force**

● Still in development but im sure they will be good when finally up and running **Sergeant, Response, mid-size rural force**

● Laptop signal is poor. They are slow and small. Mobiles are ok. **Sergeant, Neighbourhood, small rural force**

● The laptops are good, I'm not impressed by the phones **Sergeant, Response, small rural force**

● Only thing we have on neighbourhoods is a smartphone. A laptop / tablet, even if we share one to do statements on would speed up our ability to investigate which has started to be criticised and commented on as 'inadequate and too slow' by CPS. When we're responsible for investigating hate crimes it doesn't seem very fair that we don't have to tools to deliver the best service to some of our under reporting groups **Constable, Neighbourhood, large urban/rural force**

● Most officers in this force have been issued with a smart phone. It is not user friendly and has limited capabilities. There is talk of it being changed which begs the question why the research wasn't put into the phone prior to such a mass purchase. **Constable, Operations Planning, large urban/rural force**

Appendix: Additional sample comments Q4

- It takes about 5 times as long to submit a crime on a mobile device than it does by using the telephone **Inspector, Response, large urban force**

- The mobile device provided to Specials is archaic **Special Sergeant, Response, large urban/rural force**

- We are issued with smartphones. They are appalling. The e-mail accounts keep failing, the app to access operational information is incredibly slow and unreliable, the available functions on them are so limited that they are of little use other than as a phone. They are also used for recording stop searches in the most unbelievably long winded, time consuming and convoluted way imaginable. Result - no one gets searched anymore unless absolutely unavoidable. **Constable, Traffic, large urban/rural force**

- I have a current works mobile which is of good standard, I have also had a fault on it which was repaired swiftly, I am confident my force will be able to sort any issues I may receive. **Constable, Response, small rural force**

- I have laptop issued to myself, due to security installed on the device, I am unable to access certain shared areas when I am using my Wi-Fi at home. Almost defeating the object of working flexible. **Police Staff Member, Operational Support, large urban/rural force**

- The sensitivity of the screen on the smart phones makes typing difficult usually leading to passwords being incorrect and the phone becoming locked. The number of passwords needed for different applications gets confusing as to what password is needed for which function. It is understandable due to security and protecting data but the fact that the passwords all require changing at different times and have differ-

ent character requirements adds to the confusion. When using air point on the smart phone it is usually slow and un-responsive. The smart phone is useful for taking photos of evidence that does not require BWV and making/ taking calls (when not locked out). Many of the other applications on the smartphone are too slow to use effectively in the day to day job. **PCSO, Neighbourhood, large urban/rural force**

- Laptop good. Smartphone is poor. Very few force authorised apps are available, and it's not immediately clear what those apps are. Workarounds, predominantly using own smartphones, are common **Police Staff Member, OPCC, mid-sized urban/rural force**

- Again we are still hand writing statements. If each response vehicle was issued with a laptop that we could record a statement on at the very least I believe this would boost our efficiency substantially. **Constable, Response, mid-sized rural force**

- My force does not issue special Constables with laptops or smart phones which makes working difficult. **Special Constable, Response, large urban/rural force**

- Currently have the out of date tablet which can be slow and crash when trying to do multiple things, currently awaiting for a smart phone. **Constable, Response, small rural force**

- There is one laptop in the whole of the police station to view cctv on and that's if it works. **PCSO, Neighbourhood, mid-sized urban/rural force**

- Smart phone is very useful. Poor signal strength in my station but I appreciate that is not the force or phones fault. **Constable, Response, small rural force**

Appendix: Additional sample comments Q4

● The equipment is there, but with not all the training needed. It is fine if you grow up with technology, but to receive it without adequate training is of no use. **Constable, Response, small rural force**

● Laptop good. Smartphone is poor. Very few force authorised apps are available, and it's not immediately clear what those apps are. Workarounds, predominately using own smartphones, are common, e.g. doing this survey on a personal device **Police Staff Member, OPCC, small urban/rural force**

● Mobile data is something this force has been looking at for many years and don't appear to be getting anywhere with it. Again lack of understanding and direction here. I still have an old blackberry which won't pick up emails or do anything apart from call.s **Police Staff Member, Information technology/communications, small rural force**

● I have laptop issued to myself, due to security installed on the device, I am unable to access certain shared areas when I am using my Wi-Fi at home. Almost defeating the object of working flexible. **Police Staff Member, Operational support/specialist crime, small urban/rural force**

● As a department, there is a small number of network laptops that are available. However, these are frequently all in use, meaning that in the event of overtime or out of hours calls, analysts are required to come into headquarters from wherever they live in the county, in order to access a machine with the correct software installed on it. It has been raised before that ideally each analyst requires a laptop, or that there at least needs to be more than there currently are. **Police Staff Member, Intelligence/crime analyst, medium urban/rural force**

● I have access to laptops which I can book out from my department, but the infrastructure across the Force does not support it. For example, I take a laptop to a meeting but can't get access to the wifi so it becomes useless. Meeting attendees tend to tether their laptop to their phone's internet connection which must be costing the Force a lot of data fees. **Police Staff Member, Service Improvement Analyst, large urban/rural force**

● Most officers have been issued with smartphones, but not all essential Force IT applications are currently uploaded on to them. For example the project team are still working on the PNC mobile app, therefore this is not yet available, albeit our local system, Niche RMS is available via a smartphone app. **Police Staff Member, Training, small rural force**

Appendix: Additional sample comments Q5

SURVEY QUESTION

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

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

Sample 26 comments from a total of **1578** by respondents

- Aware new technology has been invested in and will bring significant improvements **NPCC rank, large urban force**

- No police system is particularly user friendly particularly the RMS crime and intel systems **NPCC rank, large urban/rural force**

- In the main, the systems are individually fairly straightforward to use but some could be more user friendly (e.g SID). Some standardisation relating to interface of the individual systems would be an improvement pending the introduction of a single system (if this is ever introduced/possible) **Supt, Operational Support, large urban/rural force**

- Niche is ridiculous for a new user. I can navigate within my area of business but it is unnecessarily complicated **Supt, Operational Command, mid-sized urban/rural force**

- ERP is useless and makes the job twice as long. Athena has potential but requires too much admin to be of help at times **Supt, Operational Command, small urban/rural force**

- Very few of our systems are intuitive to use and all rely on regular use and familiarity to ensure that all their functionality can be capitalised upon. Each business area seems to have niche systems and the interoperability of these between business areas is poor, meaning that retraining is needed if one moves between functions. There has been a recent improvement in integration with the arrival (after nearly a decade of development) of ATHENA, but this is not an easy system to operate and training has been delivered by function so that despite the system being integrated across a number of business functions, very few people know how to operate all elements in entirety. **Supt, Investigation, small rural force**

- The main operating system is extremely difficult to operate. You need to know various codes to access information and data is difficult to access and read. Accessing performance data is challenging. The force intranet is difficult to navigate and not well structured to access information. **Supt, Area Command, mid-sized urban/rural force**

- The force has within the last 12 months changed its operational policing systems which has caused great frustration for front line police staff due to the daily problems confronted. The system does not run smoothly and continually breaks or has faults. Not a great investment in time or money **Sergeant, Strategic Role, small rural force**

- My main work is on a national system called Visor. This is an inefficient system in terms of logging on times and log out times and the limitations it brings with terminal licences so my work cannot be portable to use laptops or do at other police stations in my force area **Sergeant, CID (Specialist), mid-sized urban/rural force**

- Is this question a joke ?? - things that used to take me 8 seconds, now take me 20 minutes (and I have timed them !!) - my god, the system doesn't even tell you you need to change your password - it just won't let you log in and then doesn't tell you how to do it !!! **Sergeant, Custody, small rural force**

- Crime recording system is easy to use however command and control system is outdated and new programme still awaiting to be completed. **Constable, Response, large urban/rural force**

- ViSOR database is easy to use. Niche is overly complicated (in comparison to Cedar). C&C and PNC are easy to use. **Constable, Public Protection, large urban/rural force**

Appendix: Additional sample comments Q5

● RMS or NIche can be very useful it can also be a complete nightmare to extract information from unless you know how to find it and use it often. **Sergeant, Neighbourhood, mid-sized urban/rural force**

● Generally speaking, the software packages we use are excellent, but they are let down by storage restrictions (such as maximum file size limits on Niche and Outlook) and the hardware they are run on **Constable, CID (Specialist), mid-sized rural force**

● Systems are becoming harder to use rather than being simplified. Frontline staff are being forced to make up for cuts to back office staff by completing excessively complex forms and duplicate information already submitted or available **Constable, Neighbourhood, mid-sized urban/rural force**

● There are lots of options, lots of systems that are not consistent or easy? I work for the NHS also where this is also being tackled to simplify systems and options to make it easy and logical. When I click on niche, there are many options and windows that can be confusing **Special Constable, Response, large urban/rural force**

● As a relatively new starter the operational systems are a struggle to understand. There are a number of platforms and layers to each which aren't as simple as they should/could be. **PCSO, Neighbourhood, small rural force**

● CRIS, Merlin, Crimint, CAD, COPA, NSPIS, inputting the same data into all of them. Got to be an easier way **Constable, CID (Specialist), large urban force**

● The software is easy to use but operates slowly due to the infrastructure running this software **Constable, Intelligence / Crime Analyst, mid-sized urban/rural force**

● The systems are generally easy to use however some are not particularly intuitive, and there are other issues due to the need for security that cause issues. This includes being unable to play CCTV discs on the system, and difficulties playing interview discs. **Constable, Response, mid-sized rural force**

● Dear god no!!!!! Trying to connect to start with is dire then when you do you get the joy that is Athena. When it works (rare) it's dull, slow and totally not user friendly. It makes every job take at least twice as long as it used to, it makes me want to hurt IT people!!!!! **Constable, Response, small rural force**

● Have Niche, not a user friendly system. **Constable, mid-sized urban/rural force**

● Whilst I personally don't usually struggle too much, our systems lack any real intuitiveness to how they function and this leaves me having to help colleagues often that are less IT savvy **PCSO, Neighbourhood, mid-sized urban/rural force**

● As with all things, It's easy when you know how. It just takes a long time to learn. Internal systems are far from intuitive at times... **Police Staff Member, Investigator, small rural force**

● PDR system is not sophisticated enough or easy to use, which undermines other processes. The system for recording training and CPD events is also not sophisticated enough. This makes it difficult to drill for information at a strategic level that can be used to justify future need and allocation of resources. **Police Staff Member, Corporate Development, small rural force**

● so many different systems and therefore passwords. **Sergeant, Neighbourhood, large urban/rural force**

Appendix: Additional sample comments Q6

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

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

Sample 27 comments from a total of 1450 by respondents

- This is getting better but why would we need NLEDS (replacement PNC) if in fact the three intel systems spoke to each other and were based on the cloud. **NPCC rank, large urban/rural force**

- We now have Athena in force which is an integrated system however, it is not yet compatible with HOLMES for major investigations which means there is a lot of double keying of info and also a large loss of intelligence **Supt, CID (Specialist), small rural force**

- We don't use niche to its full potential. We have created a lot on internal forms that duplicates data unnecessarily e.g. POTF, crime reports, dash forms, RTC forms, use of force. We should be inputting this data directly to niche not a form for CROM or a property clerk to then type on the system. **Sergeant, Response, mid-sized rural force**

- This is not a significant implication for me in my role. However, there are still 2 versions of Niche, with some functionality only available on the older version. **Supt, ICT, mid-sized urban/rural force**

- Systems don't speak to each other. Systems don't speak between forces. Systems don't speak between different emergency services. **Supt, Area Command, large urban/rural force**

- Regularly have to do double data entry. ViSOR is a national database so must be treated as primary database and Niche is local - end up re entering same info onto this system. If new info entered onto Niche has to be transferred onto ViSOR. **Constable, Public Protection, large urban/rural force**

- There is clear multiple keying in place across most of our systems at all levels, especially where cross legacy boundary operations are concerned. **Supt, Operational Support, large urban/rural force**

- I'm probably just not doing it right but I have had no training and so I am constantly having to reinput stuff when trying to look things up. **Sergeant, Response, small rural force**

- Every system has a separate log on and repeats the previous system , every system has its own password and the whole system is full of duplication. This makes searching and obtaining information very and inefficient **Sergeant, Organised Crime Unit, mid-sized rural force**

- Attending one incident can mean replicating the same information several times. For example.....Domestic incident leading to arrest. Obtain handwritten statement, return to office to scan statement onto casefile, add MG11 to casefile, MG5, Handover Front sheet with event chronology, Use of Force form, DV incident form, crime report with M.O. All of which could be done on scene with the correct software applied to a tablet/laptop. **Sergeant, Dog Handler, mid-sized urban/rural force**

- Haha ! - has this survey been done to wind officers up? We have to input so much information that is not needed - ie: you are supposed to put the job on an appropriate adult - why the hell is that needed !) and it doesn't allow you to input stuff that is important (like doing an RUI or changing a bail condition once it has been input). **Sergeant, Custody, small rural force**

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Appendix: Additional sample comments Q6

● Although I do not have to re-input, at a management level, trying to get quality MI from such fragmented systems is ridiculously hard. **Supt, Criminal Justice, large urban/rural force**

● This is perhaps the most infuriating process. Safeguarding referrals, for example are a very important and time-consuming task, overcomplicated by duplication of details. If the STORM dispatch system can integrate with NICHE to put across POLE data, why can't NICHE integrate with Word, for case files, safeguarding referrals, youth disposals, missing person investigations, handover documents? **Constable, Response, mid-sized rural force**

● I have 19 separate passwords to access the Police Systems that I use. They all have different character requirements and change at different times. No further comment necessary. **Constable, Neighbourhood, large urban/rural force**

● A great deal of my job involves cutting and pasting between things that should have been integrated by now. **Constable, CID (General), large urban/rural force**

● The force has multiple systems that are unable to search or interact with each other, this results in time consuming work arounds **Constable, Intelligence / Crime Analyst, large urban/rural force**

● Getting information from outside your own force needs jumping through numerous hoops (contact one of the few people with access to PND, then contact the force directly and wait several days for something not very useful to come back). Nationally integrated systems badly needed. Nothing talks to each other other than NSPIS Custody which is linked with a few things notably PNC. Filling out duplicate information one of the biggest inefficiencies in the Job **Constable, CID (General), large urban force**

● Some safeguarding work requires input on Risk Management Plans, which haven't moved over onto Athena, therefore require input on two systems. Athena also requires all jobs to be QA and Linked, which means despite having done research into each nominal before creating the job, I then need to research again to find the existing nominal to link the information to. There are also a substantial amount of duplicate nominals already created on Athena. The nature of Athena also means that PVP information is often duplicated on enquiry logs, risk assessments, nominal PVP tabs and event summary boxes. This is duplication, takes extra time and leaves information potentially hidden in lots of different places, which causes confusion when future research is undertaken. **Police Staff Member, Safeguarding, small rural force**

● Take a domestic for example, you have to update the info on DASH form, on OEL, on risk assessment, on vulnerability assessment, on your statement, on handover, on DVPN, on DV checklist this is all before you go off duty. Not forgetting travelling 4hours round trip to custody with a prisoner, you are guaranteed to be stuck working over . Or MISPER, update the itrace and the CID16 with the exact same information. RMS is good as it covers intel and jobs/crimes which is better than some forces. **Constable, Response, small rural force**

● Duplication is an issue across all of the systems that we use, they do not obtain information from each other and as a result it often requires officers to input the same information more than once. **PCSO, Neighbourhood, mid-sized urban/rural force**

● This is improving and there is certainly less duplication than before. It has not been eradicated entirely but it is getting there. Once we make the move to having everything digital (including rough notes) then I think there will be a vast difference. **Constable, Response, mid-sized urban/rural force**

Appendix: Additional sample comments Q6

● We duplicate everything, you take a domestic you will input the same data for a marker on the address, an intelligence report, for risk assessment, on the original computer report in the statement. It is endless **Constable, Neighbourhood, mid-sized urban/rural force**

● Information on police logs are not automatically added into PIR's/NIR's (National Intelligence reports). An officer must manually input a separate report for the information to be logged. Due to the fact that each police force uses a different system information is not shared/assessable in an easy or user friendly way. Government should have stepped in and said: "All police forces in England and Wales will use X system." **PCSO, Neighbourhood, small rural force**

● I have access to approximately 15- 20 different Police and external database systems, with an equal number of passwords and user names to keep track of. As far as I'm aware none of these systems are able to talk to one another. This is a particular problem for the Major Crime teams who predominantly use to Holmes, but then have to spend huge amounts of time transferring information between RMS, PND and also PNC, which requires inputting individually every time. **Police Staff Member, Operational Support, mid-sized urban/rural force**

● Are you joking? **Constable, Response, large urban/rural force**

● At present, our C&C system doesn't integrate with the main system ATHENA but there are plans to replace it soon with one that does. Our old system Genie and new system ATHENA are supposed to communicate. So if you have a job involving someone who hasn't come to police notice since the Athena go-live date but was known previously you should be able to find this person on the legacy system when you link

the investigation - a system called Blade is supposed to pull through all the nominal details from Genie onto Athena but again it is so clunky and unreliable that things get missed and we now have loads of duplicate nominal records. **Police Staff Member, Safeguarding, small rural force**

● Peoplesoft and Dutysheet are not integrated so information has to be entered separately into both systems and reports run to transfer information from one to the other. **Police Staff Member, Administration, large urban/rural force**

Appendix: Additional sample comments Q7

SURVEY QUESTION

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

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

Sample 22 comments from a total of 1010 by respondents

● Athena and Genie still not working toward, still have to check Genie as Athena is pants **NPCC rank, large urban/rural force**

● Data quality remains a very significant headache and often discrepancies exist between and even within data sets on different systems. We do not have any data systems in which I have 100% confidence. **Supt, Investigation, mid-sized rural force**

● The complexities of the systems has led to all forces generating high volumes of duplicate entities **Supt, Area Command, mid-sized urban/rural force**

● Data quality remains a fundamental risk. Back office admin teams previously relied upon to carry out secondary data quality fixes are not present any more or are being removed in order to cut costs. **Ch Supt, Corporate Development, mid-sized urban/rural force**

● The information held have found as nearly always accurate however it is the ability of the user to find it that often is the greater risk. **Supt, Senior Management Team, mid-sized urban/rural force**

● There is known to be data inaccuracies such as duplicate crime and nominal records. Data fields are not always correctly completed. Officers miss flags so performance analytics are flawed. In fairness to officers it is difficult to remember everything they are supposed to complete and the system doesn't help. **Ch Supt, Area Command, mid-sized urban/rural force**

● On most occasions the information is accurate but there are delays in systems being updated eg PNC **Sergeant, Organised Crime Unit, mid-sized rural force**

● Our record keeping on RMS is shockingly bad. It is normal to open a person record and get multiple residential address & mobile phone numbers **Sergeant, Resolution Centre, mid-sized urban/rural force**

● Data is only as good as the person inputting it. An additional issue exists however as some of our systems do not communicate reliably with each other. Therefore there are occasions when some details relating to a person might not be immediately visible. This can have real implications for officer safety. **Sergeant, Response, small rural force**

● Most of the information is now input direct by the officers at the scene. They are not researchers or specialists in these fields, they are overworked and we need backroom support staff to make links and ensure accuracy and detail. **Sergeant, Intelligence, large urban/rural force**

● I feel the intranet needs to be kept updated as there is still a lot of old policy on there. I also find it is not easy sometimes to find the information you need and do not particularly find it to be user friendly **Constable, Investigations, mid-sized urban/rural force**

● The information held on rms isn't always up to date - and there isn't an easy way of updating it... in fact I think the only way to do this is either submit an intel report or phone IST who mostly are too busy to answer - so many officers come across inaccurate information held on nominal and leave it as its too much hassle to update their phone numbers or address etc. There is not a big onus on updating info and ensuring accuracy. **Constable, CID (General), small rural force**

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Appendix: Additional sample comments Q7

- Tends to be out of date for addresses. **Sergeant, Response, small rural force**

- Too much duplication of persons details on the IRIS system that we use which causes problems of missing vital important information. **Constable, Neighbourhood, mid-sized urban/rural force**

- I keep finding loads of duplicate nominal entries, both historic and live. It is a real pain that the historic ones can never be merged. I notice that many officers do not seem to update the contact details screen **Constable, CID (Specialist), large urban/rural force**

- I slightly disagree with this for my own personal experience - it mainly involves information that should be captured from Custody - ie. up to date addresses, telephone numbers, occupations. The descriptions of suspects upon being 'documented' are so important when trying to search for potential suspects on RMS, in my experience, a distinctive new tattoo had not been updated on a suspect's phoenix document which would have assisted when searching for a suspect for an armed robbery. **Constable, CID (General), small rural force**

- On the majority of occasions it can be relied upon, however there is still room for

human error and it would not be accurate to say the systems are always reliable as there have been occasions on which I have had to contact RMS admin to amend details held on the system. **Constable, Response, mid-sized urban/rural force**

- Double check everything **Constable, Investigator, large urban force**

- Duplicates in data are often missed; particularly if someone has entered incorrect details in the past - An easy example would be Sleuth or Connect nominals with multiple files with differing dates of birth.
PCSO, Neighbourhood, mid-sized urban/rural force

- Offenders/suspects often have outdated/no photographs on file. **PCSO, Neighbourhood, small rural force**

- Mainly correct with occasional typo. The issue is lack of ready access **Police Staff Member, ICT, mid-sized urban/rural force**

- Having disbanded the force management unit during recent cuts the quality of data in our main system RMS is poor with a lot of incorrectly linked or not linked at all, I find that I must do a lot of research to check and provenance attribution when preparing items for court.
Police Staff Member, Intelligence / Crime Analyst, mid-sized urban/rural force

Appendix: Additional sample comments Q8

SURVEY QUESTION

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

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

Sample 22 comments from a total of 1144 by respondents

- I have access to a smart phone and a personal issue tablet and in addition we have significant numbers of agile working facilities. Form this perspective my Force is excellent. **Supt, Area Command, large urban/rural force**

- There are very few occasions where I have been unable to access a computer. However, I am not in a frontline operational role and access for these officers in some offices is extremely limited. It doesn't help that people are insistent on locking their doors even when there is no requirement to do so. **Supt, Operational Support, large urban/rural force**

- With the drive to move people away from stations there has been a reduction in desktop machines however when all staff are in there are often shortages. **Inspector, Neighbourhood, large urban force**

- We almost exclusively use a hot desking system and so there are almost always computers available when needed, even if not in the office I regularly work in. **PCSO, Neighbourhood, mid-sized urban/rural force**

- Lack of available computers at work due to the force wanting officers to use their mobile phones have resulted in the removal of a number of computers. Only able to find computers during nights and day time , you'd struggle to find one that isn't being used or is locked by another user who has disappeared. **Special Sergeant, Response, large urban/rural force**

- The laptops are reliant on wifi signal which can be temperamental. If there is no wifi there is limited opportunity to access a computer. **Constable, Response, large urban/rural force**

- Sometimes there are just not enough computers available for officers and the long winded linking and updating of occurrences takes so long to do. Officers do have their own phones provided by the force but these can often crash and lose data **Sergeant, Federation representative, mid-sized urban/rural force**

- Is now changing with personal issue laptops however without these it has been an issue during changeover **Sergeant, Response, mid-size urban/rural force**

- I do not believe we have enough computer equipment and a lot of apps are still not available on our personal tablets. **Sergeant, Response, mid-sized urban/rural force**

- But only because I have a personal issue... I understand this is a real issue for the operational officers that actually deliver the service. **Supt, Investigation, small rural force**

- I do not have to "hot desk" and have my own work station and terminal **Sergeant, Intelligence, small rural force**

- There are not enough work stations for Officers to use. We are encouraged to be mobile and complete tasks and emails via our smartphone but with signal so poor and the limited functionality of the apps there is no choice but to return to base to complete the required tasks. The speed of the network (bandwidth) cannot cope with the modern size of programs running on the desktops PCs. **Constable, Traffic, small rural force**

- More often than not, when there is a cross over on shifts, there are no computers in the station with officers / pcsos / specials all using them **Constable, Response, small rural force**

Appendix: Additional sample comments Q8

● If I could not rely on my laptop, I would struggle from time to time to find a suitable computer in every building I attend. **Inspector, Intelligence, large urban force**

● Usually not an issue **Constable, CID (General), mid-sized urban/rural force**

● I have a personal issue laptop which usually works on the wifi, but the computer needs to be docked regularly, but there are only a few docking stations, several of which are usually broken and unusable. **PCSO, Neighbourhood, small rural force**

● As a predominately mobile device user there are no facilities for 'touchdown' or hot desks available in HQ. **Police Staff Member, OPCC, mid-sized urban/rural force**

● Most printers are broken - difficult to find one working **Constable, Traffic, large urban/rural force**

● Most of the time, this is never an issue, sometimes during shift change-over but rare. **Constable, Response, mid-sized urban/rural force**

● Usually I can find a computer to use but finding one with a duel screen can be very difficult in hot desk area, but as more and more are crammed into buildings as other buildings are sold off this becomes more difficult.
Police Staff Member, Intelligence/crime analyst, small rural force

● We need dedicated agile working zones in every main police station to allow employees to finish shifts in different locations as and when it makes sense around meetings, visits, etc. Plus, employees need to know that this is the norm. What you tend to find is that only employees with a longer employment history or those who

have been based in other stations/location previously will rock up at a station and ask if there's s a desk they can use to finish their shift.
Police Staff Member, Corporate development and performance, small rural force

● Hot desking in an office where computer use is essential is not cost effective and creates wasted time trying to find a computer and then getting it ready for use. Hot desking is only appropriate for occasional office users and shift workers. This has not been thought through - especially considering the wasted space created by unused 'pods' an wooden window desks which are never used
Police Staff Member, Civil disclosure and subject access, large urban force

Appendix: Additional sample comments Q9

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

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

💬 Sample 21 comments from a total of **1467** by respondents

- Not after 9-5 hrs you must be joking **NPCC rank, small rural force**

- We are behind private sector in self service and on line help **Supt, Area Command, large urban force**

- Only Monday to Friday in office hours **Supt, Area Command, small rural force**

- Capacity can be an issue, but in general our ICT Helpdesk is genuinely helpful and moreover their willingness to help generally matches their capability. **Supt, Investigation, small rural force**

- Whilst the ICT Department are on duty the response is relatively good. However, once they are closed there is difficulty in getting access to some systems and not straightforward to get back into systems if you have invalidated your passwords. **Inspector, Neighbourhood, small rural force**

- Out of hours it is a portal and IT staff will only get called out for something critical to the force. In office hours there is rarely an answer to the help phone and the portal is again used to which the response is slow. If my IT doesn't work I can't work and so much time is wasted. **Inspector, Custody, small rural force**

- Able to phone IT up to 10pm and are always handy. **Special Sergeant, Response, mid-sized urban/rural force**

- ICT is a joint venture with council - helpline is mon-fri 9-5 and largely takes ages and doesn't resolve the problem or put you through to who you need. All other forms of contact with ICT are denied. **Sergeant, Traffic, small rural force**

- As long as its between 9-5, Monday to Friday **Sergeant, Response, mid-sized urban/rural force**

- I have a background in IT, however have worked in the Police for 12 years. If there is a problem with IT locally I am usually the person that people will come to for help. This is because it is incredibly difficult to get the help you need, especially when working shifts. We have an event logging service by telephone we generally only get to speak to an operator who logs the job and puts it on a queue. We then wait for a response by telephone which may come minutes later, hours or sometimes not at all. If the problem is urgent and you need an immediate response to continue working i.e. you cant log onto a computer this can be incredibly frustrating. If it is some hardware that is broken you can potentially say goodbye to that software for months, or you may never see it again. If your issue occurs out of office hours you need to obtain permission from a high ranking officer in order to log the event, even if its important you are often made to feel that waiting until the next day in office hours is the best course of action in order to save some money on a "call out". **PCSO, Neighbourhood, mid-sized urban/rural force**

- We have a helpline but can only use it if it is 'business critical'. We are a 24hr police force - almost everything is business critical especially after 4pm on a weekend. **Sergeant, Response, mid-sized urban/rural force**

- The ICT Helpdesk has an unacceptable wait time whilst on the telephone. Myself and colleagues have been on hold for over 20 minutes before a call is answered. **Constable, CID (General), small rural force**

- The ICT service is easy to use and helpful! **Constable, CID (General), small rural force**

Appendix: Additional sample comments Q9

Continued from previous page ↘

● As we share IT services with another Force it can be a long wait for help on the phone or via the self help / report portal. not ideal when you are working to time limits on some matters **Constable, CID (General), mid-sized urban/rural force**

● Requesting assistance is easy enough and reporting a fault, having to wait several days for an engineer to attend a Police Station to fix a problem is unacceptable. **Constable, Response, small rural force**

● The IT helpdesk have always been helpful when I have needed them **Constable, Response, small rural force**

● Our ICT Helpdesk only work normal office hours which means that for half the day/night there is NO support unless it is for a Force critical system. **Constable, CID (Specialist), mid-sized urban/rural force**

● You have to phone someone who takes a message to pass on to the person you need to speak to instead of just ringing them direct. **PCSO, Neighbourhood, mid-sized urban/rural force**

● Nigh on impossible to locate an IT number externally, often waiting 30minutes or more for contact, only other option is email - not helpful when you can't login. **Police Staff Member, Operational Support, mid-sized urban/rural force**

● As an ICT Trainer, previously, we asked many times for a 'hotline' service to the helpdesk, but this was never resolved. Instead we were kept in the 4-hour call back system or, at best, a call was made for someone to call asap. This is not efficient or effective use of resources, particularly when you have a classroom of 12 people on a

2 day course about to go out operationally, and there is no possibility of staying on to train late of moving the training to another date, as the timetable is to full. There have also been issues when the engineer is unable to get into the building where the issue is and is expecting the IT Trainer who reported the issue, who is not based there to either meet them or sort access, and has resulted in weeks and months long delays, with Trainers having to find work rounds on consecutive courses, eg it took 6 months to get a bulb replaced in one of the projectors, which is essential for delivering to groups of 4 or more. On other occasions the help desk have been brilliant, to be fair, it just does depend on what the problem is. There is also a complete lack of interest in assisting in any areas that are related to understanding software, so I asked for help with mail merge once and that was turned down - there are so many advanced functions, such as this, that would help make the organisation more efficient and effective, but no one willing to provide such a service. **Police Staff Member, Corporate development and performance, small rural force**

● There are IT support lines (often very busy) and there's an online forum/helpdesk, however, lots of the IT issues can't be fixed remotely or need to be resolved by the main IT supplier. **Police Staff Member, Safeguarding, small rural force**

Appendix: Additional sample comments Q10

SURVEY QUESTION

The training I received to use systems has been of a high quality and delivered at the right time
Police ICT Users were asked to tell us about anything else they wished to share about their experiences

Sample 25 comments from a total of **1380** by respondents

- The training we had for Athena was a joke , absolute joke. We get new equipment but have no training on it. For example the phones and laptops were simply given to us. I'm sure there is loads it can do but no one has shown me, an example of that is taking a statement , I'm told we can get them to sign the statement but no one has shown me. This I don't see this as an investment, it may as well be gathering dust or stopping a table from wobbling. Getting a signal is also an issue. **NPCC rank, small rural force**

- This is a slightly false question....... what we want are intuitive systems. none teaches me to use my apple phone as it is common sense **NPCC rank, large rural force**

- Training is a joke and practically non-existent across an broad array of policing functions and this is by no means limited to ICT. I have learnt 99% of what I know about any of our ICT systems through trail and error and on the job experience with assistance from colleagues. Training and the capacity to deliver/receive it has been the biggest casualty of "austerity" in policing after Neighbourhood Policing. The best I can generally hope for is an on-line training package and these are about as useful a the manual that one gets with a new electronic device. **Supt, Investigation, small rural force**

- Athena training. I was trained in Athena custody 18 months before the go live date and had to play in the 'sand pit' (childish name for a training area) which was out of date and different to the live system to hone my skills. I received Athena supervisors training before my basic Athena users course from trainers who simply read out of a book. The training was dreadful. I have never been trained on Genie, Compact (although I was briefly trained on Impact), OIS. The only system I have received proper training on is PNC. **Inspector, Operational Support, small rural force**

- IT training generally consists of a video or power point on the intranet. Gone are the days of face to face training when something new arrives, which is a shame as we learnt so much more. **Supt, Area Command, large urban/rural force**

- What training? **Ch Supt, Personnel, large urban force**

Some of the training is actually "just play with it and self teach" or we get it too far in advance of getting new systems and then forget it by the time we need to use it. This is also the problem with using multiple systems for different types of jobs as personally if I'm not using a system regularly I do forget how to. **Chief Inspector, CID (Specialist), mid-sized urban/rural force**

- I was trained to use new software that replaces custody/case/crime recording functions at the beginning of August 2017. The software was not implemented until beginning of December 2017. The quality of the training was of a reasonable standard but the training software was (significantly) out of date and didn't reflect the live system that we would be using. I felt I picked up the training better than others as I am fairly competent with technology. Others weren't but weren't offered the opportunity to learn and catch up but simply hurried along to keep up. **Sergeant, Custody, mid-sized urban/rural force**

- The trainer who trained us was a police Sergeant who had been given a manual and a few days to read it (and I am not joking !!!) **Sergeant, Custody, small rural force**

- Some of the training has been excellent. The initial training for Athena was not. **Sergeant, CID (General), small rural force**

Appendix: Additional sample comments Q10

● Athena training was far too far ahead of the implementation, also it was not accurate and we have had to relearn many ways of doing things by trial and error. There is no training to speak of with regard to any other systems. **Sergeant, Firearms, small rural force**

● E learning based packages in the main. We do not get the time to do online training so it backs up. Not intentional but we have to put policing first. **Sergeant, Neighbourhood, large urban/rural force**

● Training on the Niche system implemented two-three years ago was very poor and when the system went live, all officer's worked it out via trial and error. The new digital charging system which is essential to our job in CID has not been trained at all and a lot of time and effort is wasted getting it wrong due to complete lack of training. **Constable, CID (General), mid-sized urban/rural force**

● All training delivered has been at high quality and made easy to understand **Constable, Response, small rural force**

● In all my years in the Police, other than a brief RMS course I have never received training in force systems and it is a learning on the hoof experience **Constable, CID (General), small rural force**

● Some systems require completion of formal training courses before access is granted, this is then dependent on the quality of the trainer. Other systems have no training, have no online help function & if they do they are generally poorly written or out of date which leaves training to trial & error or colleagues that have hopefully already worked out how to use it. **Constable, Economic Crime, national body**

● Some training has been of a high quality, unfortunately other training has been very poor **Constable, Intelligence / Crime Analyst, mid-sized urban/rural force**

● I have only ever received ICT training when I joined some years ago and have muddled through since this time. I feel we would benefit from trainers coming into the workplace on a less formal basis as opposed to sending out help guides in emails as we receive far too many emails and the information is not absorbed well. **Constable, CID (Specialist), small rural force**

● By and large new Officers/PCSOs/Special get appropriate systems training. What IS needed for to support this operational group during their Tutor phase is refresher RMS/ICAD/PNC training for the Tutor Constables, because what we find is that they quickly slip into 'bad' habits when they go out on Division as their learning is not being reinforced by people with the right level of knowledge/ skills. For Police Staff there is NO introductory systems training (unlike Operational employees who all received a 3 hour input on the Intranet and an overview of Microsoft). They only receive specific role specific systems inputs, eg RMS, etc. This means that the majority of Police Staff in, who use computers as their 'daily' tool have no formal training on the software packages we use or the Intranet - it is assumed their Microsoft skills are fit for their role, and need no further improvement. It is also widely held that it is the responsibility of their line manager to check they have the knowledge and skills they need in this area, when in fact many of those line managers haven't had a formal input, and have just picked up what they think they need along the way (ie they don't know what they don't know!!) – 10 years in a job doesn't mean you have all the IT skills you need to manage your systems interactions effectively; or, we also have scenarios where we have relatively new Line Managers managing new staff, which can create sectors that lack the core skills they require. **Police Staff Member, Corporate Development, mid-sized urban/rural force**

- Generally we do not have any training. When things change we normally have to navigate and learn the new systems by trial an error. Any training we do get is usually so far in advance that by the time the new system/procedures are in place we have forgotten what we had learnt. **PCSO, Neighbourhood, small rural force**

- We receive very little training about computer systems or changes to them. Often this is in the form of a document produced after the event. An example is the recent training on the tablet computers. The training was extremely poor. During the whole training all of the tablets were updating and so nobody could do anything. **Constable, CID (Specialist), mid-sized rural force**

- When in training, admittedly some years ago, the IT/systems training received was what I can only describe as 'abysmal'. Since however online learning has been developed in easy to use understand language. **PCSO, Neighbourhood, small rural force**

- On the whole training for the systems I use have been sufficient. However with a new system impending CMP 2 days to learn such a complicated system is no where near enough. I appreciate due to volume of work we can not release people for longer and that there are workbooks to follow when it does come in however several people failed the training as it was jammed packed and rushed into 2 days and is quite a complicated system and a totally different way of working and needed more time spent
Police Staff Member, Control room/communications/command and despatch, small rural force

- The training was not tailored to individual departments, which meant I spent time away from the office learning functions such as building a case file, which I will never

use, rather than learning about the use of the PVP tabs or risk assessments. The other major part of training that was missing was where information should be recorded. Guidance was issued prior to go live by the Athena PVP strategic team, however we had not had any practice at applying this. Also a lot of changes have been implemented since which would have benefited from training. The jobs that we receive to assess (put on by other departments) also demonstrate the lack of training. Officers and staff record things very inconsistently and the way work is tasked to us shows a lack of understanding about how the system works. this is dangerous and could lead to information being missed and safeguarding opportunities being lost. This doesn't sit comfortably when dealing with safeguarding jobs.
Police Staff Member, PVP-MASH, small rural force

- It is a fight every time training is required so you can get access to a new system. It can take months to get a simple 1/2 hour training session. **Police Staff Member, Investigator, small rural force**

Appendix: Additional sample comments Q22

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

💬 Sample 90 comments from a total of **1221** by respondents

- The questions are not forward thinking and are too focused on what have now rather than what is needed from technology for the future to transform the way policing operates **NPCC rank, large urban force**

- There are IT tools available that would enable police services to load massive amounts of data onto single searchable systems. These are much more sophisticated and user friendly than existing systems such as Holmes. These offer considerable savings in staff time and carrying out roles such as case building and disclosure but are not often understood or acquired as the service does not equate costs to upgrade IT with reduced costs in staff time. **Chief Supt, rural force**

- Feels like we are miles behind what we know is out there in terms of technology and its use to better assist crime investigations. I appreciate the constant issues with procurement and different forces investing in different systems that don't talk to each other. Central Govt Home Office need to mandate one set of systems! **Supt, Neighbourhood, medium urban force**

- There is no doubt that UK policing is getting better at using technology, but we remain behind the curve and there would be a very significant benefit in ICT training and unification being invested in nationally. The piecemeal and insular way in which procurement and development of ICT systems has been allowed to develop has lead to huge inefficiencies and our inability to pay the salaries needed to attract market leading expertise means that we are increasingly failing to keep pace with even moderately capable criminal use of ICT to commit fraud and other cyber enabled crime. I have very little confidence in our national ability to prevent and detect crime now and into the future as a result of our failure to invest and keep pace with developments in this area of our work. **Supt, Investigation Standards and Covert Authorities, small rural force**

- We are always at "the coo's tail" with investment and delivery of new technology. One example; a few years ago one of my constables was at the scene of an RTC in legacy L&BP area. With less than a year left to give, he commented that he'd soon have to give up his PDA (used for many years) and revert to a paper notebook for his daily work as the software licence was no longer being updated... In the year I was born we put men on the moon - how hard is it to digitalise basic functions?! Introduction of SurfacePro devices in past eighteen months has been a great leap forward but we're still at the coo's tail... **Chief Supt, large urban/rural force**

- Home Office needs to invest in police IT systems under two portfolios the one that allows us to do our day to day role and one that supports the actual forensic side (investigations). Even a basic shoplifter will often require forensic digital support re CCTV / mobile phone down loads etc. **Supt, Neighbourhood, small rural force**

- There is a lot of work going on to improve and we are improving, I feel though, that some apps are being rolled out before the glitches are ironed out **Chief Supt, large urban force**

- I really do not understand why we continue to pursue separate systems (Storm is used by about 19 Forces, Athena by about 9) across the UK that mean we can not still properly identify and share information. An incident recorded in [FORCENAME 1] on Storm for the [FORCENAME 2] has to be completely rewritten for the [FORCENAME 2] Cad. This is an absolute waste of ever decreasing resources and would never be tolerated in private industry. The incoming NLEDS is welcome, but there have been so many delays as there now are with the Airwave replacement one wonders if they will ever arrive. **Supt, Control room/communications/command and despatch, medium urban/rural force**

Continued from previous page ⬎

● Main gripe is making sure that IT security doesn't become so onerous as to make the system unworkable. The most obvious problem is that Outlook is set up so as to be unable to work unless it can access the network at all times - this makes it needlessly difficult to on trains, for example. **Supt, Force Authorising Officer, small rural force**

● Much better than it used to be - but let down by support function and availability out of hours. systems still convoluted and not operating to enable single keying - hence inefficient re officer and staff time. **Supt, Operational support/specialist crime, medium urban/rural force**

● We are always behind on technology; finance, procurement, length of time to implement and lack of joined up purchasing and use between forces is largely to blame. We should be cutting edge and using technology to stay one step ahead but we just don't. Our IT contract with a large outsourcing firm is expensive, poor value for money and delivers little without the need for extortionate additional costs added on at any opportunity. **Supt, Counter Terrorism, small urban force**

● At a time when increased pressure is being placed upon officers to be more efficient and be held to account for their often administrative functions, the force must be faster and more committed to investment in IT to support them. **Supt, Senior Management Team, small rural force**

● The police service do not always ask the right questions of our staff before then commissioning a piece of work or new digital technology solution. There is also a perception that technology will reduce demand and provide thousands of hours of efficiencies without joining up how they speak and interact. **Supt, Neighbourhood, small rural force**

● The technology has improved over time as has accessibility to force systems. This is critical to our mobile working.[FORCENAME] is investing heavily to improve technology which his great to see for the benefit of staff and the public. **Supt, Senior Leadership Team, medium urban/rural force**

● It's a tall order but all UK emergency services should be on the same CAD system, so we can send each other incidents (crazy that police voice call ambulance in an emergency for example). Next, all UK forces need to be on the same RMS/crime/intel system. **Supt, Neighbourhood, small rural force**

● [FORCE NAME] needs to invest circa £200m to transform its ICT. No idea where the funding will come from so no prospect of meaningful improvement in the short to medium term **Chief Supt, large urban/rural force**

● National rules and intergrated national systems would be helpful. **Supt, CID, large urban/rural force**

● In general I feel that everyone from Chief Constable down to Constable and all police staff colleagues appreciate that ICT is a difficulty for the police service and those with experience tend to accept this as 'always been'. This would suggest repeated failure of ICT projects over many years and compounded by the fact that we all carry in our pockets technology (personally owned) which far outstrips that provided to us by the service which, in many cases, is there to help us deal with life and death situations. It cannot be right that we have massively powerful technology which is used to Snapchat photographs of our favourite meal in seconds, yet we cannot easily send a photograph of a dangerous offender to front line officers on the street. **Supt, Operational support/specialist crime, large urban/rural force**

● Insufficient availablity and use of video conferencing (Skype for business etc.) Continued use of Blackberry's. No use of App's etc to reduce time and double keying. Police IT seems to be at least 10 years behind what users in private industry have access to as do we all at home. **Supt, CID, large urban/rural force**

● We need more flexible and agile working - technology should assist with this. We need to engage on social media more and on more platforms Reduce emails by bringing in smarter systems which allow you to see who is logged on and to instant message them in real time. **Supt, Command Team, large urban/rural force**

● Having joined the police when the only computers were in the control room and everything was hand written I have to question whether computers have made things easier. I currently do 10 to 15 times the amount of form filling and bureaucracy than I did twenty years ago. I'm now tied to the computer all day every day. I should be going out with my staff doing enquiries, interviews and searches like a DS used to. To be fair obviously computers have improved investigations and intelligence as these can be cross referenced. However, the [FORCENAME1] unlike [FORCENAME2] do not seem particularly efficient in using this technology. **Sergeant, CID, large urban force**

● Unfortunately limited police funding has prevented the development and introduction of single data entry, user friendly, coordinated IT systems which ultimately would provide efficiency and real savings. **Supt, Operational support/specialist crime, large urban/rural force**

● The Constabulary has come a long way from when IT started to figure within Policing, however decisions are often made by personnel in high ranking positions with no reference to, or discussion with practitioners performing the roles they are purchasing equipment for. Often by the time authority and funding has been found for

the equipment it has gone out of date. Restrictive/draconian IT security measures are hampering our ability to use equipment to its full capacity and to do our day to day work **Constable, CID, medium urban/rural force**

● The technology is outdated, it is slow to respond. Software is not interlinked, there should be more drag and drop facilities between applications. I have a smartphone which is turns itself off at random or vice versa will switch itself on, when attempting to put in password it adds random letters/numbers. It does not allow me to connect to ESS which is an application officers/staff need to access. It was embarrassing when I had to attend the European Parliament and took an MDT to type up witness statements and their IT officer was horrified to see the lack of security and the software we were using. **Constable, CID, medium urban/rural force**

● New IT and software are definitely the way forward and it is important to purchase a system and hardware that is at least future proof for approximately 10 years and that contracts are correctly thought out. I believe that collaboration is needed either regionally or nationally to ensure the cheapest contract rates for the best equipment and all Police Forces in England and Wales should be using a national system **Constable, CID, small rural force**

● There are massive opportunities to improve policing with technology, I do not believed these are being progressed effectively and we are always behind the curve vs the offenders and public expectation. Risk adverse leadership continue to result in over complicated, and inefficient everyday processes at frontline level. As a frontline officer I have very low expectations of development of ICT in policing. Nothing I hear from the government or police leaders changes this. Disappointing. **Constable, Neighbourhood, medium urban/rural force**

Appendix: Additional sample comments Q22

● We need a national system for a national organisation which is able to adapt to requirements all the systems fundamentally have to achieve the same simple objectives around legal storage and use of data and be able to exchange information with the organisations we work with **Sergeant, Corporate development and performance, small urban/rural force**

● The need to save money is forcing police organisations to reduce training of new systems and rely heavily on word of mouth and officers with prior knowledge to train the rest of the force which may save money but puts further strain on officers. E.G introduction of niche electronic case files (which is a core part of our business taking people to court and getting them charged) lack of training reliance on a 2 hour long powerpoint. **Constable, Roads policing, large urban/rural force**

● Ask (sensible) front line officers for their suggestions. I am a Roads Policing Officer so I would suggest a tablet based app to record RTC's that can retrieve data from PNC, eg. registered keeper info, insurance, driving licence information, etc and auto populate it to the report. Photos could then be taken on the tablet, location could be pinpointed via GPS, etc... I suggested this several years ago Most importantly - please make these systems easier to use and access. i.e. is it really necessary to have multiple login ID's and passwords that change at different times and have different restrictions. Surely in this day and age we should be able to login with a fingerprint / swipe warrant card and 4 digit pin. Easy...??? **Constable, Roads policing, large urban/rural force**

● As an older officer I would be the first to admit that I am not as comfortable around technology as my younger colleagues that have been brought up with it. I find it frustrating when assumptions are made that I will and should be able to do things

which I've never been trained to do and then take inordinate amounts of time simply getting something to work properly just to do my job. I'm happy to use technology when it works, but so often there seems to be issues that I never encounter in the outside world when using technology. I think that whilst helpful, the over reliance on technology can be detrimental to actually being outside doing the job I joined to do. **Constable, Roads policing, large urban/rural force**

● I feel Athena needs to be more user friendly in regards to creating cases etc. On an investigation being raised linking has to be done by IMU, supervisor has to check each document and CJU needs to forward to CPS. It seems that we are doubling the work and staffing required to submit a case and in these financially difficult times is this really the way forward? **Constable, Response, small rural force**

● 1) Mobile phones - I have been provided with an android mobile phone. There are multiple apps out there which might be useful when out and about - none of which I can download as the phone is locked down. I can't even use google maps to find my way about as that doesn't work either. I am able to access some force sytems from the device but have to keep entering passwords and the screen is tiny. 2) Tablets - we have been provided with tablets which are not fit for purpose. They are unreliable - frequently needing restarting for no apparent reason, freeze repeatedly and generally don't seem up to the job. Most people want these devices to work as they are in keeping with what people use in their day to day lives and there is great potential for them to be really useful in increasing efficiency and visibility but not in the state they are currently in. 3) Desktops - They struggle to process the amount of data on some devices - mobile phone extractions for example cannot be viewed on local machines as they cannot cope with the volume of data. Standalone machines for CCTV are frequently inadequate for playing the media. **Sergeant, CID, small rural force**

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POLICE ICT
USER PERSPECTIVES

2018

Appendix: Additional sample comments Q22

● Police technology is failing (in this force) to be consistently improving. Application that has been developed has stalled following Niche upgrade and offers very low functionality. Only ability at the moment is to add a Sudden Death report, CID56 has been removed, no ability to add MG11's or VPS's. No ability for digital signing. Very poor integration on mobile device for force systems, ICAD viewer is slow and often times out - not an official way of accessing ICAD and no support. ICAD app available however requires upgrade to back office software; current phone/airwaves upgrade has shown numerous faults No ability to cross reference addresses with RMS automatically or warning markers. Poor signal in some areas (particularly stations) have hindered ability to upload files Poor device selection at initial stage has led to no ability to utilize Samsung DeX - one of the main benefits of having the device. The device initial settings have high power drain - often unable to complete shift with a full charge. Email system unable to cope with high quality picture size, often requiring pictures to be resized prior to sending. No ability to add photos directly to Niche requiring access to desktop computer to add files to occurrence. **Constable, Response, small rural force**

● In my experience there are two big problems with technology in my force and probably other forces. 1) The people who develop tech solutions are clever and tech savvy. They are given a problem and produce a solution that they believe works. police officers are reluctant to change, often do not want to see something new come in and many have a lower level of tech ability. Solutions are not tailored to these police officers. Things needs to be simple. I have looked at many retail companies who invest in this sort of tech. they employ testers who look at a product and then advice on what needs to change to make it usable to the average person. The police need to learn from this. Simple internet based or apps are the way forward. 2) A lot of solutions put in place are not aimed at helping the front line officers. with shrinking budgets front line officers need to be protected. it is far too common to see something new come in that makes

someone else's job easier but causes more work for front line officers. All new tech needs to be easy to use and designed to be used on the street, rather than returning an officer to a police station. **Inspector, Response, small rural force**

● I feel our force has bought into a new system that is extremely poor, time consuming and not user-friendly. I am constantly hearing colleagues complaining about it. I believe our force hierarchy are trying to make something poor work as they do not want to admit they have spent a lot of money on such a poor system. They clearly do not want to listen to any of the complaints. They have released a site called 'dispelling myths of connect', which does not actually address any of the real problems. I also question their knowledge of the technology they buy and their understanding of operational needs. One example is: when they purchased toughbooks, telling everyone to not use the station computers and go out and use the toughbooks in the police cars. The toughbooks can take up to 45 mins to log on, the keys do not light up so when it is dark you cannot see what you are typing. If you then switch on your car interior light, you cannot see the screen! Other than your knees, there is nowhere to put the toughbook, when typing. After 20 mins, your back and neck are in pain and your eyes are strained. **Constable, Response, medium urban/rural force**

● I feel that we are constantly behind the times with IT. What I can do at home with a laptop/mobile phone cannot be replicated in work due to restrictions put in place by administrators, CPS etc. As an example, I have excellent CCTV footage of a large scale disorder. I need CPS to give me charging advice but the video cannot be sent across their system as it is too large. I either have to send them a series of stills (time consuming and not impactive) or drive a considerable distance for an arranged face to face meeting. A simple link via an application such as Dropbox would allow police to show the video in full at a time that suits. **Sergeant, Roads policing, small rural force**

Appendix: Additional sample comments Q22

● The roll out of laptop was very quick, the training I received in using the new laptops was inadequate (5min log on and wiz through) .I have experienced numerous problems with accessing everyday applications like PNC and have been told that this is an issues across the board affecting many users due to windows 10. **Constable, CID, large urban force**

● The introduction of mobile phones and laptops is a positive move - I use these regularly and they work well. The body worn video system is a valuable addition and simplicity itself to use. The idea that officers will spend more time out on patrol using mobile technology is a fair comment. However, I think sat in a café or at the roadside trying to prepare files is not practical. I have updated incident logs, created crimes and written statements using mobile devices whilst on patrol but will not be sat in the public domain preparing lengthy files. **Constable, Response, medium rural force**

● There should be one policing system that every force uses that brings together crimes, files, nominal details, intelligence etc. On these systems you should be able to share cctv and photos etc with CPS so they can view it without sending hard copies of cctv. Currently each force has different systems and no force speaks to each other and I don't get why the government outsources police systems to different companies when money could be pooled together to design a state of the art system for modern day policing that is actually easy to use for front line police officers. There needs to be better consultation with front line officers with technology as on paper technology looks good but most of the time people not using the system have been sold the dream by sales people. **Constable, Response, medium rural force**

● I feel that the force I work for has cut corners and not provided the best phones to front line officers. There is a great expectation to write reports on the phones when it is simply

not fit for purpose. It doesn't matter that the programme can be accessed, it is so small it takes far too long to complete. A computer is much easier and I always go back to a station to write it up properly. They want us to use the phones more so we remain on the streets and visible but it's not possible. **Constable, Response, medium urban/rural force**

● Devices are trialled once a decision has already been made and all feedback ignored. This is typical behaviour for all procurement. Constructive feedback given has resulted in management action from senior officers. All issues identified are brushed aside as "user error" without even ascertaining basic information about the problem and then the conversation is considered over. Feedback is never welcome unless glowing and heavily edited feedback has been published on the intranet as positive. **Constable, Response, small urban force**

● I work as a digiSpoc (help to improve the user experience from an operational point of view) and see the improvements we are making and how we can change the product from the initial suppliers spec to one which is directed towards our specific force requirements. I think [FORCENAME] has taken a very good and forward thinking step in using the end users extensively to fine tune the product before general roll out **Constable, Roads policing, medium urban/rural force**

● We are investing in new technology which should be to support service delivery to the public and should be usable for the staff expected to operate it. Not only do we need to invest in the technology we need to invest in quality training, service delivery, support and development of the technology. You cannot buy in the technology and just expect the workforce to adopt it and you need to keep staff developing the use of the technology to make best use of the investment. The common situation is a project to deliver the technology and then move on. **Sergeant, Response, medium rural force**

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● The force say that they listen to people on the ground, but I have never been asked for an opinion or been allowed to be involved in any working groups for new technology and I have useful ideas to present. We have waited years for tablets to be issued, only for them to be outdated and slow and the software used is just bloated and requires too much work to get the information which could just be loaded on normal systems - niche and PNC. There is a lack of usability because we haven't been provided with electronic documents or templates that we use daily (apart from MG11s), so it doesn't really speed up many processes or negate the need to always have to go to a station to complete some paperwork. **Constable, Roads policing, small rural force**

● [FORCENAME] has provided laptop and tablet style computers. The laptops are excellent pieces of kit, whereas the tablets are extremely poor. Officers are not given the choice over what device best suits their roles and an arbitrary decision has been made, so many officers have not been given the right device. Officers are also not being given the option to swap their tablet for a laptop, despite agreement amongst all officers that it is a better device, with a faster processor, more RAM and easier to use. This has created a two class system of how good your IT is. The tablets are slow and cannot run many processes, which are necessary for meet the needs of modern policing. Further to this, in many smaller sites, the bandwidth available is not sufficient to support more cloud based software, such as evidence.com. Some sites have a 2mb/second upload and download speed, which is not sufficient. There are also a vast number of redundant servers across the estate, which should be decommissioned and removed, due to poor design architecture and lack of record keeping on what kit is installed at each site **Sergeant, CID, large urban force**

● Before decisions are made about replacing systems, I would want to see engagement with Officers and Staff. Questions should be asked about what is wrong with current systems if there is a consideration to replace them, what is the impact likely to be on staff if a new system is brought in. Are old systems actually completely outdated, or can they just be updated a little, reducing financial and health / wellbeing issues? Can systems be nationally linked, and not just "local"? ATHENA is seen by many as being poor. The system we had, before it, was excellent. Could we have just tweaked it? **Inspector, Intelligence/crime analysis, medium rural force**

● I was previously employed in [FORCENAME1] police, where by I found their ICT support very helpful. They had administrator access therefore could often deal with the issue during one phone call, only having to refer to another department if it was a complex issue. In [FORCENAME2] the ICT support do not have administrator access therefore are unable to fix any problems by phone, so are basically a logging services and you are added to a list and have to wait often weeks if not months for the issue to be rectified. I am a FLO, currently deployed on 2 jobs, I am also a DVI. both roles involve being called out off duty or making calls whilst off duty. The work phone I have is a Nokia that is not a smartphone, even though we have them in force. As such I am unable to even view a picture message or contact information that is sent to me without having to log onto a computer, of which that involves coming into work. I cannot view incidents nor read emails, which has hindered me in my job. Despite raising these valid points I have been told there is no money and I am on one of 4 waiting lists for a smartphone. Colleagues who have been issued smartphones have found they are setup as permanently withheld numbers therefore this has hindered them being able to use them as a lot of people won't answer withheld numbers so as a FLO you need your number to be visible when calling people. Our IT systems also seem to go down quite a lot, specifically outlook, thus preventing emailing which can also interfere with my ability to do my job. **Constable, CID, small urban/rural force**

Appendix: Additional sample comments Q22

● I am amazed that in the current age of technology the UK doesn't have a single computer case file / Intelligence / Custody / Property system where by whichever force you are in you cannot access data from the other forces and if you are out of your force area use their systems to access any information you may need regarding your own cases. This is clearly a Home Office issue which in my opinion desperately needs to be addressed. **Constable, CID, medium rural force**

● Systems need to become more joined up not just within forces but across the country with layers of access depending on roles/function as for example in Germany where systems can be interrogated on a local, regional or national level; this would require joint procurement and bringing certain forces/services up to higher standards of modern technology; the police service as a whole should be exploring innovative technology to assist in all our activities, a lot of people have better technology at home than at work, and so will criminals. **Constable, Transformation, large urban force**

● The Police are only now getting to the point of technology that Private Industry was at in 2000, when I joined up. Our systems are cumbersome and I feel, outdated. They do not integrate well with other systems and I think our lack of joined up thinking, or knowledge of what we need for the future, leads us to be landed with what Suppliers can offer us, rather than something that fits our needs. As a result we (the Police) are ripped off and sold something which we adapt to use (we are really "make it work" people!). Prime example in our Force is the new Duty Management software, which is not flexible enough to allow different line managers to authorise annual leave - so when we have systems set up where leave for all officers in a team across the force goes through one supervisor, the system doesn't allow that supervisor to search duties across all teams, nor to authorise the leave. We now have to submit individual emails to that supervisor, so that the checks can be done "offline" and the leave

authorised via email so that the staff office can authorise it via the duty management system. You wouldn't look for a car without specifying your minimum requirements and certainly wouldn't buy one that didn't fit your needs - but we do it all the time with IT and software. Rant over.. **Constable, CID, small urban/rural force**

● Information such as court results should go on a system immediately. There should be a automatic link to the DVLA re a persons vehicle/insurance and their drivers licence (including photo). Housing Executive/Social Security info should all be linked into the system used by police. **Constable, Special Branch, large urban/rural force**

● I get frustrated that untrained police officers with limited technical understanding are still required to make decisions over specialist kit. There should be a national body who we can approach, explain our requirement, and be offered 3 solutions with scalable costs. This would streamline and make the process more efficient. There is so much competition around Police ICT that I do not feel we are getting value for money by working as individual forces. The price [FORCENAME] paid may be substantially different to that of another force because of outside factors. If this is the role that Police ICT should be fulfilling, then there is a clear awareness issue around their function. Technology moves so fast, and new opportunities arise all the time. Why does each force have to conduct isolated R&D. For example, we are interested in Evolve by BLD. It will cost £30k for the first year. However, we are aware there are alternatives in development that may come for free via Home Office. No clarity around timescales or advice. I do not want to be dictated to, but I would welcome clear unbiased information around similar products. Further example - just bought Longarm. Process was far from simple due to sheer volume of alternatives. Could Police ICT provide some form of seal of approval? **Inspector, CID, small rural force**

Appendix: Additional sample comments Q22

● The Tablets as slow and full of bugs. Basic tasks are made significantly slower when using them, ne it Cris,Merlin,criming,IIP. The role of response team officers has changed into a secondary investigator who holds onto his/her wn crimes. A Laptop is more suited to this as officers need to take time out of shifts to manage investigations and organise the cases fore court. Tablets at present are not fit for this purpose and many are frustrated and upset that the job has been made significantly harder to do as a result **Constable, Response, large urban force**

● Greater choice to suit the user - example a mobile device is great for uniformed officers on patrol going to a number or different jobs each shift whereas myself being an investigator and taking more detailed and extensive statements requires a laptop with touchscreen (or signature pad) and then this laptop can be docked at my workstation in the office and display on my dual screens, no need for a fixed desktop machine unit **Constable, CID, small rural force**

● During the design phase of all police computer systems/software input should be provided from persons who will be the main day to day users. This should not come from ACPO or other senior officers but from constables, sergeants and police staff. These people are the main users of all software. This will assist in preventing software not fit for purpose being introduced. Often software is released and requires immediate updates once it becomes apparent that it does not perform as intended. This is both costly and time consuming creating further work for front line staff. **Constable, CID, small rural force**

● The Athena system is clunky and takes an inordinate amount of time to use. We are servicing a system rather the the victim or community. You can't use the system efficiently while using a mobile tablets. We still use workarounds when it comes to sending the file to CPS as the system doesn't quite work. Plus ATHENA is not being used by many forces so the idea that it's easy to access the data from other forces who also use ATHENA doesn't work. **Constable, Response, small rural force**

● I have previously worked for [FORCENAME1]. I found their IT to be much more reliable. There I found I might have 1 issue with IT per week as opposed to at least one per day with [FORCENAME2].[FORCENAME1] had fewer police systems and as a result the systems they had did more than one job. For example property, crime recording, intel, files and custody records were all on one system which meant that linking and finding information relevant to investigations was easy to do. In [FORCENAME2] we have a separate system for intel, one for crimes, one for incidents, one for custody, one for property and so on. separate log ons are required and you have to have several systems open most of the time to work effectively. If one system fails this can cause problems completing work in others. **Constable, CID, small rural force**

● The systems whether they are crime management, incident handling, missing person, property, crime file management, performance figures should be aligned to one system. A system covering all Partners and agencies in the Criminal Justice system should be compatible nationally, which relevant partners having access to specific areas. This would allow more effective information and data sharing, case management in courts to CPS, and disclosure to defence. Third party material transfer from partner agencies, such as mental health, NHS, Dentists, social services etc **Sergeant, Policy officer, small rural force**

● The majority of our systems are antiquated and to my knowledge there has never been any consultation with end users on how best to design them. The duplication required due to the lack of connectivity between systems is embarrassing and a significant drain on police resources that could better spend time serving communities. **Constable, Violence reduction unit, large urban/rural force**

Appendix: Additional sample comments Q22

• Need compatible, up to date and easy to use technology which links in with police systems. All technology we have been given so far had been out of date, meaning they can't be properly updated slowing the device down. The mobile phones and tablets issued have been discontinued and the tablets were used for 2 weeks then not again due to so many issues. Early investment even if slightly more expensive is worth every penny. Ipads/iphones are easy to use and proven technology. **Constable, Response, large urban/rural force**

• Further investment is required in Video editing tech , redaction software for audio and visual product. The short timescales that CPS leave officers with to work on old time consuming, unreliable and quality degrading systems is desperately poor. Private CCTV should be viewable and officers should be able to enhance and review with ease rather than have to rely on others who require weeks to complete the work. **Constable, CID, small urban/rural force**

• The Police systems long term need to be much more compliant with CPS systems, in this day of digital files and huge quantities of digital evidence we need to use systems that can talk to each other. **Constable, CID, small rural force**

• We are constantly being told that improvements to the Force IT are imminent however we are still in the same position as a couple of years ago. The computers are ineffective and regularly crash - making whole days unworkable. This is not an effective use of time or resources and is very frustrating. I do understand that we are privileged in the use of BWV and access to our own mobile data however for specialist investigators who primarily spend their working day in the office - a working computer is essential **Inspector, Operational support/specialist crime, small rural force**

• The training input has deteriorated over time and the systems are ever more complex. There often seems to be no logical progression through some of the Niche workflows requiring you to go backwards and forwards to enable the correct system processes to work. **Sergeant, Custody/detention, small urban/rural force**

• I am due to attend a Digital Media Investigation Course later this year having been selected for this by a supervisor who has nominated me due to aptitude in this area. I realise that cost and roll out is expensive and time consuming. However in terms of investigation we are being left behind. In 2018 basic phone reading equipment is not available in the police station where I work. I cannot transfer, images, electronic documents, body worn video or 999 digital files to the CPS. This is due in part to systems such as Connect and firewall security as well as lack of disc drives as previously stated. I regularly have to undertake 25 mile journeys by car to hand deliver these items to CPS in person. This is hardly an efficient or effective use of police time. When recovering crucial CCTV from engineers they often send secure electronic files by e-mail, drop box or licenced links all of which I am unable to access due to lack of systems or security protocol. I find it hard to believe that there is not a nationally procured, linked and effective police system. ICT issues such as those I have described often leave me feeling frustrated and annoyed. At times it can feel that the systems that are designed to make my life easier are actually blockers to productivity. Areas such as the use of Samsung and keyboards are great effective pieces of kit and the apps style amendments made to SHERLOCK are a real step in the right direction **Constable, CID, small rural force**

• We could do with a DevOps community in the police where new innovations can be shared and collaborated on. A private GitHub organisation would be perfect. **Constable, CID, small rural force**

Appendix: Additional sample comments Q22

- I was a systems programmer/analyst in the private sector for 17 years before joining the police. I'm continually shocked at how bad the police IT systems are, when I know how well the key systems could be implement if the police (a) thought longer term (b) invested in some high quality key people (c) stopped "thinking short term" about investing. **Constable, Crime assessor, large urban/rural force**

- Police Services seem constantly to lack any awareness of the importance of up to date, effective IT provision, and saddle their staff with obsolete hardware, and out-dated, clunky software, poorly-supported by internal ICT departments. There is very little inter-operability between forces, let alone between the police, other blue light services, or public sector organisations in general. My force has likely spent hundreds of thousands paying Microsoft to develop a new C&C system with [FORCE-NAME1], yet it will be different to that operated by all our other neighbouring forces, including the [FORCENAME2], which seems ridiculous. In 2018, the time is far overdue for a national police IT programme, used by all forces in England & Wales, with joint provision of hardware & software, & true inter-operability between forces. Increasingly, the public find it staggering that this does not exist, and officers are still recording and submitting evidence on paper-based systems. **Inspector, Neighbourhood, large urban/rural force**

- [FORCENAME] have tried hard to invest and improve technology. We lead on many aspects and do very well. However being a huge advocate of tech I feel frustrated at the inhibited policies around mobile and digital tech. Mobile devices don't have the full scope of features available (Pronto system). Our Intel system is MSDOS based and 25 years old!!! its usability is poor and difficult to extract info. It doesn't talk to any other system. The biggest frustration is reliability of late however this is probably due to network changes and a drive to create a single platform for all software. Second to

this is the duplication of entries and an inability to easily search all systems at once. **Sergeant, CID, small rural force**

- I find the small screens difficult sometimes to use on the mdt. When comms send the jobs to our phones it should populate the location automatically on the maps. Niche runs slowly when writing up jobs on the wise terminals meaning it takes a lot longer to write up the jobs. Misper need to be put onto Niche as does the G5 form. Compact misper is a terrible piece of kit. Niche is good but CJIT etc is too complicated, CPS need to have a read only version of niche, we can task them the Niche number which gives them access negating the need for CJIT and another waste of time. BWV is only able to be used at the station you have been allocated to use. A system needs to be used whereby discs are not needed to be burnt to keep files paperless, this will also save time having to run the 'file' to custody, this usually only consists of a BWV disc. **Constable, Response, small urban/rural force**

- Every Police force in the UK does the same job in the same way, a case file in [FORCENAME1] is the same as a case file in [FORCENAME2] and yet we still insist on having 43 separate IT departments doing things 43 different ways. This hinders information sharing, does not provide us economy of scale when negotiating contracts and leaves users with what is effectively a post code lottery of IT provision. We are reluctant to source and invest in new ideas and new technology and rarely engage with end users to understand what they need, instead telling them what they are going to get. Why in 2018 can we not have a national IT strategy that addresses this, one integrated national system for crime recording or intelligence, bulk buying of mobile devices to reduce costs the list goes on and on. We need a simple single approach for IT across the UK but if we wait for forces to collaborate this will never happen it needs to be mandated by the Home Office. **Inspector, Response, small rural force**

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● National procurement is the way forward. One system for all forces. Cheaper and more efficient and easier for best practice to be implemented. **Sergeant, Control room/communications/command and despatch, medium urban/rural force**

● The issues are both national and local. Nationally there are 19 ICT change programmes which are not interlinked. Forces also lack visibility of these programmes. There are competing pressures (eg. procurement, cost efficiency, interoperability, intelligence and investigation) that all lead to different priorities and different solutions. Locally forces try to join up these programmes and understand how their delivery will interface with local programmes. Slippage, either local or national, is problematic, and precludes the ability for a strategic plan. Often ICT users are an afterthought and their needs are not taken into account when specifying new systems or changes. **Police staff, Chief Officer, OPCC, small rural force**

● The oracle system is always 'falling down' over some issue or other. There is now no dedicated system team to help any user within the force. The people who do help are doing it out of good will and it is not their specific role. The force has gone to an outside provider to solve more complex cases which means we have to wait before there is any resolution to the issue The Oracle system does not 'talk' to the system used in the HR dept which is an Oracle based product as well **Police staff, non-supervisory, Finance and services, small rural force**

● I firmly believe that the service would be best served if the Police ICT company and the Home Office came together and ensured all organisations used systems that talked to each other. All organisations use PNC and PND; why can't there be one Command and Control and Intelligence system. **Police staff, non-supervisory, IT trainer, small rural force**

● A review on all printers needs to take place. We have inadequate printers and are spending hundreds of pounds per week on supplies because the printers keep breaking down. We have various printers that can not print full colour pages and therefore makes the ink stick to the fuser and then the fuser can not be used. Sometimes we are left with printers out of action because we are awaiting stock (due to having to use so much) - think of all the money that could saved if we had decent printers that could keep up with the demand. **Police staff, non-supervisory, Administration, large urban/rural force**

● 20 years ago the Home Secretary should have imposed a national protocol - different forces have different systems, but they all generally get by, the systems are immaterial but their divergence is an obstacle. The same systems should be imposed upon all forces: that recurring investment will develop those systems beyond recognition, improve information-sharing, lessen training demands and so on. Our oldest system, PNC, is still very useable, reliable and accurate and has been so since 1973, so 'clunky' is not necessarily a problem. Forces have their 'favourite' systems and suppliers, and it's a competitive financial arena, but one or two systems will eventually win, and this decades-long process has to be shortcut for the good of policing the UK. **Police staff, non-supervisory, Intelligence/crime analysis, medium urban/rural force**

● We should be looking to minimise the amount of different systems we use, and should be working harder to improve data quality. Training should be less rushed and more bespoke to users. Devices should be subject to a better consultation period before going ahead with huge expenditures. Communication in-force should improve - why do I have an old Windows phone which doesn't work, but my counterparts from a different department have a new, fully functioning Android phone? **Police staff, non-supervisory, Intelligence/crime analysis, medium urban/rural force**

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● I feel as though a "board" for data quality, collection, automation and storage should sit regularly and address the issues. the same board could also look at new technology ideas / suggestions and make consistent decisions to fill data gaps and capability. There are too many forums which discuss these ideas but no corporacy or consistency in approach. i have known many examples were silo'd units have purchased and used software which has wider capability. I feel as though not enough is done to fully exploit the capabilities of the systems that we have - mostly due to lack of IS support or understanding of how addressing a technical blockage can hugely change the efficiency / capability at the business end. **Police staff, manager, Intelligence/crime analysis, small rural force**

● When the systems work well, I can carry out my role to the best of my ability. However, when the systems fail, throw me out, won't log in, seize and freeze, refuse a correct password, or die half way though a document which is catastrophic, my morale drops and I find it increasingly frustrating to try to carry out my work in a timely manner which is important in my role. Over my time in the Constabulary, IT services when they were employed exclusively by [FORCENAME1], were brilliant, we knew individuals, who could help us with a particular system and they were more than happy to work out our issues in as timely a manner as possible. They were not perfect all the time but they knew the systems which were used within the Constabulary and we knew if they couldn't sort it out, there was a genuine problem and they would consult with the appropriate department to fix it . Since our IT services have merged with [FORCENAME2] this has all changed. There is no personal knowledge of those who can sort out the problems, some (not all) appear not to understand the issues of systems not working for our department and don't seem bothered with resolving the issues in a timely fashion. They cannot possibly understand all the systems both[FORCENAME2] and[FORCENAME1] have, their quirks or work-arounds

and I don't think the knowledge bank they have is enough to help them resolve our issues. They need dedicated persons on each shift, some for [FORCENAME2] and some for[FORCENAME1] who know our individual needs and systems. Something has to be done, our unit and myself personally have lost uncountable man hours over even the last 18mths due to IT. Sometimes, it has been so bad, we have actually not been able to carry out vetting due to no access to the relevant files on the secure server. Something has to be done for the benefit of the whole Constabulary! **Police staff, non-supervisory, Professional standards, medium urban/rural force**

● I personally feel that if more Police systems were on a national platform as are PNC, PND, NFLMS that it would be more beneficial for forces. As an example, our Force has been developing and introducing a Tri-Force Collaboration project which has put [FORCENAME1], [FORCENAME2] and [FORCENAME3] Police Forces all on the same platform for the Niche RMS system which provides our custody, crime and local intelligence recording and retrieval. The project has been underway for at least 18 months, and we have only just introduced the intel element as a Tri-Force collaboration. The project has tied up a Lead IT trainer for the amount of time it has been running, thus leaving the ICT training team short of a trainer with just as much, if not more IT training to be done. It has put all of the ICT training team under a lot of pressure and unfortunately cracks are starting to show. **Police staff, non-supervisory, Training, small rural force**

● Overall, we are too restricted by external companies who we pay vast amounts of money. They limit what we are able to do, and superinflate the price of anything that is done outside of their influence. Equipment is poorly selected and does not take into account user roles or requirements. Specialist roles are finding it increasingly difficult to carry out basic tasks on force issue devices. **Police staff, manager, Information Technology, small rural force**

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● Overall the systems we utilise function efficiently and allow me to complete the job I do. My biggest issue is around the ICT support. This has been handed over to local authority and since then they do not seem to understand what it is that we do and sometimes have no idea what system I am talking about. They over complicate simple processes and make simple tasks a lot harder. The response time for requests is simply too long. **Police staff, non-supervisory, Control room/communications/ command and despatch, small rural force**

● Policing has changed considerably and so has the profile of crime. The Police service as a whole is so far behind in it's ICT capability and workforce skills and knowledge. The challenges we now face with Big Data, Data analytics, Disclosure, GDPR, privacy laws etc. present enormous challenges for Forces who use antiquated systems that simply are not fit for purpose. Add to this the financial constraints we now operate under, then we are constantly playing catch. Lack of direction from a National perspective from the Home Office, DII and Digital Policing has caused disjointed working between Forces and partner agencies which add to the daily challenges. **Police staff, manager, Forensics/scenes of crime, small urban/rural force**

● I think ICT are in a difficult situation in that there are not many of them, not a huge budget and a huge area to cover and the digital age is moving at a pace that law enforcement is not keeping up with. But the decisions made in relation to software seem to be made by people who are not on the ground practicing the roles. Simple things are being overlooked (like printers) and going straight for complex systems that are causing higher workloads rather than adapting things that actually worked. Genie worked and Genie could have been developed further. I have seen changes in Genie in my time here and so it had more potential. **Police staff, non-supervisory, Intelligence/crime analysis, small urban/rural force**

● Current changes to software and ICT provision have made my job almost unmanageable at times. I'm currently working on extracting a dataset that would have taken ten minutes to access a year ago but now is taking days. That is because of the changes to ICT within the organisation - changes that have been made and embedded without consulting the workforce on the ways in which we record, access and use data and records. The introduction of Athena last year was an absolute catastrophe for the organisation but we're not really supposed to acknowledge it because chief officers want to give a party line about it being wonderful. I'm happy to problem solve, as are others, but the changes to our systems have made our jobs less efficient and effective. Our local ICT support are pretty hopeless as they rely on northgate to address issues and I'm aware that Northgate have been particularly unhelpful about the issues. **Police staff, non-supervisory, Intelligence/ crime analysis, small urban/rural force**

● ICT is an enabling factor to policing. Our own ICT Department do not appreciate this and seem to always aim for the ICT 'industry' average instead of accommodating a 24/7/365 environment. **Police staff, team leader, Operational support/specialist crime, large urban/rural force**

● I think there should be a national police case management system to cover crime, intelligence, custody, property and forensics. It should integrate with any other systems such as Ident 1 and the NFD and should be user-friendly. Seems ridiculous that there are still 43 different ways of doing things. **Police staff, Head of department, Forensics/scenes of crime, small rural force**

● When you have been involved in delivery of a big ICT project I think you have a better understanding of how complex the police world is - how difficult it is to truly join up and how quickly and implementation can become out of date **Police staff, Chief Officer, Resources, small rural force**

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- My role is heavily ICT dependent. My team often drives the scoping and building the business cases for specialist systems. We often struggle to get support from the Force ICT Dept. to install these and especially network them. We often liaise directly with the service provider for support. Although there are user managers for some of our systems it can often be difficult to obtain support for issues from the general ICT Dept. **Police staff, non-supervisory, Intelligence/crime analysis, small rural force**

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Bernard Rix CoPaCC Chief Executive and Publisher

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Sergeant Simon Kempton *Deputy National Treasurer and National Board Member, Police Federation of England & Wales* Simon Kempton joined Dorset Police in 2000 as a frontline response officer. He was elected as Deputy National Treasurer in 2017.

Chief Superintendent Paul Griffiths *Vice President, Police Superintendents' Association* Paul Griffiths is a Gwent Police Officer and has served in both uniform and detective ranks. Paul has held Branch and District Executive roles since 2010. He was elected Vice President in 2016.

Chief Superintendent Ivor Marshall *President, Association of Scottish Police Superintendents* Ivor Marshall has been a divisional commander in Lothians and Scottish Borders and was appointed President of the Association of Scottish Police Superintendents in October 2017.

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