

Devon and Cornwall Police Authority Resources Committee

3 September 2009

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Report of Tim Bishop, Airwave Development and Services Manager

Airwave Business Benefits Summary - Further Update Report

Recommendation(s):

- (i) That the Committee notes and accepts the contents of this report.

Introduction / Summary

1. Following a request from the Committee, this further update report has been written to provide the current state of benefits realisation of the Airwave Service, as deployed within the Devon & Cornwall Constabulary.
2. This further report provides a summary of benefits realised, target dates of benefits to be realised and barriers to achieving realisation.
3. The force completed its geographic migration to Airwave in November 2005. In the intervening time, many further developments and specialist migrations have taken place, including the use of Airwave by the helicopter, surveillance community and alarms to protect vulnerable people & property. The introduction of the Airwave APLS (Automatic Personal Location System) supporting officer safety and resource management of our officers and staff, our remote radio programming capability and user engagement programme has drawn national attention to our use and development of the Airwave service.
4. A summary of the NPIA (National Policing Improvements Agency) benefits for Airwave, sorted by importance to this Constabulary is shown at the end of this report where sixteen of the eighteen national benefits have been fully or partially realised. This update focuses on those that are not met or only partially met.
5. Since the last update in February 2009, the following summary changes have been made in Airwave benefits realisation: -
 - One previously not met benefit has now been partially met (ref. 14).
 - One previously partially met benefit has now been met (ref. 17).
 - One previously partially met has been further improved but still only partially met (ref. 7).
 - Work continues on the three remaining benefits (refs. 8, 9 and 16)These changes are more fully explored in the following section.

Update on Benefits Realisation Plans and Activities

6. Ref. 7 – More Effective Use of Officers' Time (Performance) – Partially Met. This partial realisation has been further improved by the following; - use of templates in radios, marketing of status messaging for resource and log updates, remote programming of radios and PIN resetting with reduced need to travel to get radio issues fixed. Plans on increasing use of status codes for Stop

and Account reporting, improved access to pool radios and “gateways” to extend our Airwave coverage, all in 2009/10 will further add to this benefit. Final full realisation will be met by the introduction with Mobile Information across the force with a current project assumption to use the Airwave service as a transport for a Cable & Wireless data solution, taking advantage of the coverage and investment made in Airwave. The first stage of this should be complete in 2010.

7. Ref. 8 – Reduced Time in Station / Remote Working (Performance and Capability)- Not Met. Progress on this has been made particularly with the remote programming and resetting PINs of radios. However the benefit is still marked as “not met” as remote working in reality will best be delivered by the force Mobile Information project (see above)
8. Ref. 9 – Free to Speak - Partially. The control equipment will be undergoing an upgrade, planned for completion in Q2 FY2010/11 that will further enhance their capability and availability. The other factor in play here is the number of main Airwave Talk Groups; each associated with Radio Deployment staff. Our CMC Unit has undertaken a review of this set up and will be trialling more Talk Groups in early 2010 which will create more capability and mean our users are more “free to speak”. Our Airwave network statistics show minimal queuing showing a technical meeting of this benefit and full realisation now dependent resourcing.
9. Ref. 14 – More Immediate PNC Result – Now Partially Met. This previously *not met* benefit has now been partially met by the introduction of an easier “simple vehicle PNC access” via Airwave handsets and the use of Airwave PNC for comprehensive vehicle returns in ANPR cars. This benefit only had a low expectation of realisation at baseline because of the lack of functionality in the invested interface to PNC that is owned and administered by the NPJA (and therefore outside of force control). Further realisation will be delivered the Mobile Information project.
10. Ref. 16 – More Effective Control Room – Partially Met. This benefit has been technically met and dependant on the CMC resourcing changes and trial described earlier to deliver for the users. This is of course a balance between cost and return. The control room systems upgrade to be undertaken in 2010 will give CMC further flexibility and options on this.
11. Ref. 17 – Improved Access to Other Applications – Now Met. This benefit has now been met as all capable applications available through our current Airwave terminals have been delivered. We are offering full status messaging (planned soon to incorporate a change to allow automatic “Stop and Account” reporting), telephony & voicemail, vehicle PNC access, easy Booking On and Off duty and of course APLS (which has been further improved in recent months)

Conclusion

12. The Airwave service as deployed in Devon & Cornwall Constabulary has produced the majority of the expected benefits. The engagement with the user community along with the positive and progressive attitude and actions by Devon & Cornwall’s use of Airwave is recognised by both NPJA and the Service Provider.
13. In the single remaining area where benefits have not been met, plans are in place to deliver full realisation, focused around the introduction of Mobile Information. Realisation will also be supported by other initiatives such as our increased use of status codes for “Stop and Account” and APLS, alongside our new functionality and increased security included in the new software we are deploying to our radios.

14. Further activities and initiatives are underway to enhance benefits for those that are partially met and those met but not in-line with the user expectation.

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Summary Table of Airwave Benefits Realisation

Benefit Theme	Benefit	Expectation of Realisation (April 2004)	Change since last report	Devon & Cornwall Benefit Realisation
Health and Safety (HR)	(1) Increased officer confidence	High	No change	<u>This benefit is deemed as met</u>
Coverage	(2) Improved coverage	High	No change	<u>This benefit is deemed as met</u>
Coverage	(3) Enhanced in-building penetration	High	No change	<u>This benefit is deemed as met</u>
Clarity	(4) Improved voice clarity	High	No change	<u>This benefit is deemed as met</u>
Security	(5) Reduced criminal scanning	High	No change	<u>This benefit is deemed as met</u>
Security	(6) Less intrusion by non-police	High	No change	<u>This benefit is deemed as met</u>
Performance	(7) More effective use of officers' time	Good	Improved Partial Realisation	<u>This benefit will be realised by the use of the Airwave service for Mobile Information. The force has been successful in Home Office funding and a project has been established to full scope and deliver this first phase of our Mobile Information journey. TARGET DATE FOR BENEFIT REALISATION – 31/3/10 (In line with Home Office funding requirements)</u>
Performance & Capability	(8) Reduced time in stations/ More effective remote working	Marginal	No change	<u>This benefit will be realised by the use of the Airwave service for Mobile Information. TARGET DATE FOR BENEFIT REALISATION – 2010 (In line with Home Office funding requirements)</u>
Capacity	(9) Free to speak	High	No change	<u>Technically enabled but not operationally met. Full realisation will follow with the adoption of the Control Room review. An independent technical review of the Airwave Control Room system has recommended that it be upgraded and is to be carried out during 2010. TARGET DATE FOR BENEFIT REALISATION – Control Room Review – 31/03/10 Control Room System Upgrade by 31/07/10</u>
Availability	(10) Less interference	High	No change	<u>This benefit is deemed as met</u>
Command & Control	(11) No overtalking	High	No change	<u>This benefit is deemed as met, but that is not in line with user requirements. Barrier to user acceptance will be the adoption of the Control Room review.</u>
Capability	(12) Improved interoperability between Forces	High	No change	<u>This benefit is deemed as met</u>
Capability	(13) Reduction in geographic constraints	High	No change	<u>This benefit is deemed as met</u>
Capability	(14) More immediate PNC result	Low	From “not Met” to “Partially Met”	<u>This benefit will be more fully realised by the use of the Airwave service for Mobile Information. TARGET DATE FOR BENEFIT REALISATION – 2010 (In line with Home Office funding requirements)</u>
Capability	(15) Enables Private Conversations	High		<u>This benefit is deemed as met</u>
Capability	(16) More effective control room	Not assessed		<u>This benefit is technically enabled but not yet fully operationally met.</u>
Capability	(17) Improved access to other applications	Minor	From “Partially Met” to “Met”	<u>This benefit is deemed as met</u>
Dis-benefit	(18) Queue to speak	Not expected to be a problem		<u>This benefit is deemed as met, in that there is no over-talking but that is not in line with user requirements.</u>