

Kent & Essex Police

Mobile First Programme



Challenge

With both Forces' mobile solutions and devices either at or close to end of life, they were now required to collaborate on deploying a mobile solution that met the needs of their uniformed officers which would:



Provide access to real time data



Reduce the use of paper and forms



Increase officer visibility to the public



Financial return on investment

In addition

- The programme business case needed to reflect the priorities and objectives of both Essex Police and Kent Police.
- Both forces had different ways of working and the implementation of new technology required the redesign of business processes that met the operational requirements of both forces.

Background

Essex Police and Kent Police are a collaborative force sharing back office and support functions. The mobile policing programme, "Mobile First", is part of a wider transformational change programme, to improve the way that policing services are provided to members of the public and local communities. This is against a backdrop of operational budget reductions year on year.

Both Chief Constables and Police and Crime Commissioners (PCCs) had identified technology, particularly digitisation of information, as an important enabler to reduce:

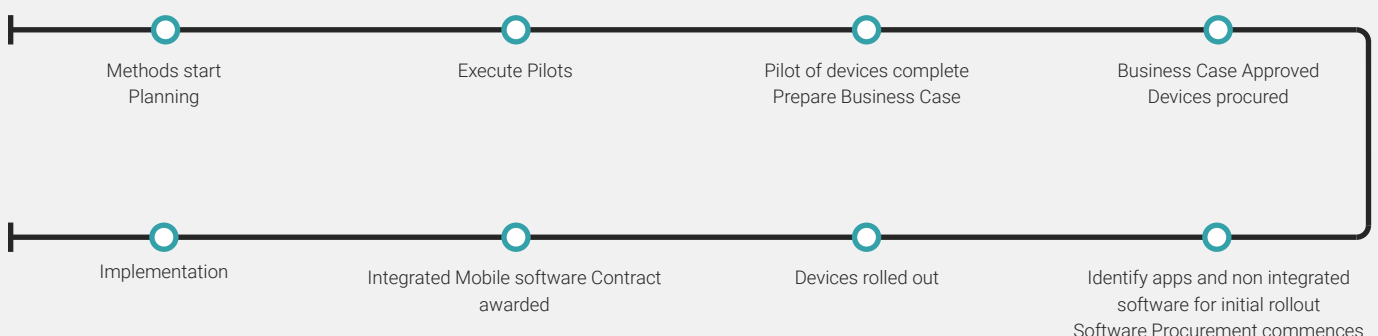
- Bureaucracy and duplication
- Improve access to real-time information

while maintaining frontline productivity and public visibility.

Solution

The Methods team focused on supporting two principal elements of the programme:

- The provision of a business change specialist and programme manager to work with operational officers to evolve the user requirements, to establish the expected benefits and to set out the governance required to support the pilot and the subsequent transition programme.
- A small team of procurement specialists to plan and deliver a successful procurement of the required solution.



Kent & Essex Police

Mobile First Programme



Why did client select Methods?

This was a profound transformational change for operational policing, technological, process and cultural change dimensions.

Methods is a trusted partner of Kent and Essex Police and has:



A track record of providing expertise and support



Specialist understanding of the supplier market for digital solutions



Supported negotiating the best deal for the solution

But most importantly, Methods understood that this change had to be owned and valued by officers; so it was essential that this was a co-delivery project. Methods began working with the forces in July 2015.

What was Methods' added value?

Methods' involvement has helped to ensure that the programme has been business-led by enabling front-line officers to embrace the change through influencing the final solution, ensuring that the programme is a success from a cultural and operational perspective as well as a technical one and ensuring suppliers deliver exactly what is expected by the Forces.

Methods are now engaged with Digital Asset Management across both Forces.

Results

100

Successful pilot of mobile devices to a cohort of 100 officers per force to trial usability, connectivity and device functionality



Development and publication of the mobile programme business case



Benefits baseline



Secured budget from offices of Kent PCC and Essex PCC

4200

Rollout of 4200 mobile devices to all uniformed officers in Kent and Essex



Implementation Plan and establishment of programme governance and PMO



Procurement of integrated software solution specific for officers' use on mobile devices

What are the learnings?



Strong governance & senior sponsorship is vital to the success of this type programme



Front line users must be involved at all stages



The business must own this transformation, IT is an enabler



Don't be afraid to challenge current working practices



Listen to user feedback



Must manage expectations of all stakeholders



Need clarity of stakeholders interests and priorities

Office locations:

London | Birmingham | Bristol | Cardiff | Chelmsford | Edinburgh | Manchester | Sheffield

