CoPaCC
the police governance experts

Survey in numbers

10

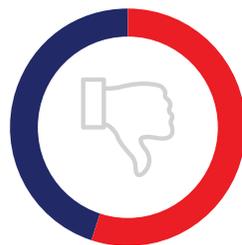core questions on user experience of police ICT

2

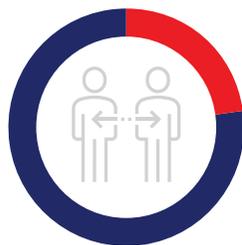new questions for 2018 on specific systems highlighted by users*

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
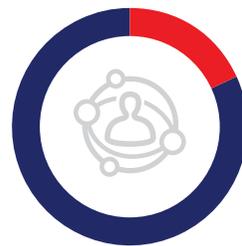
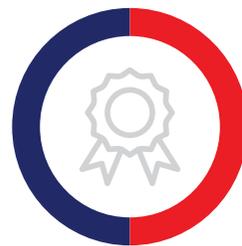**30%** think their force invests wisely in technology

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

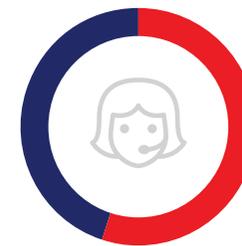**42%** think that the main operational systems they rely on are easy to use

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
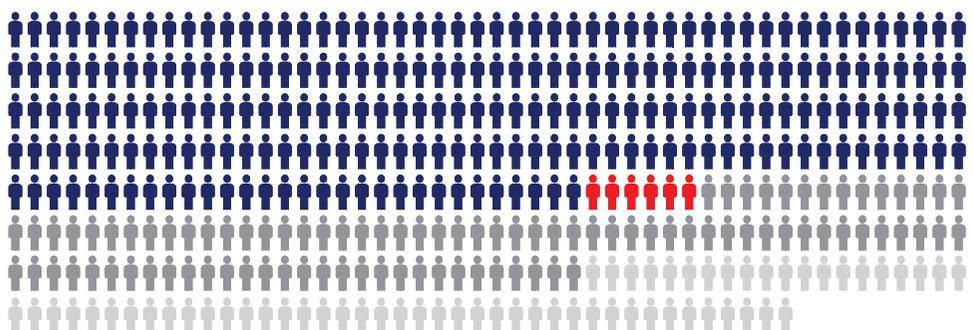
48 Police forces
43 England & Wales, Police Scotland, PSNI, BTP, CNC and National Crime Agency

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

9 minutes average time spent completing the survey

18,515 individual comments submitted

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

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POLICE ICT
USER PERSPECTIVES

2018

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