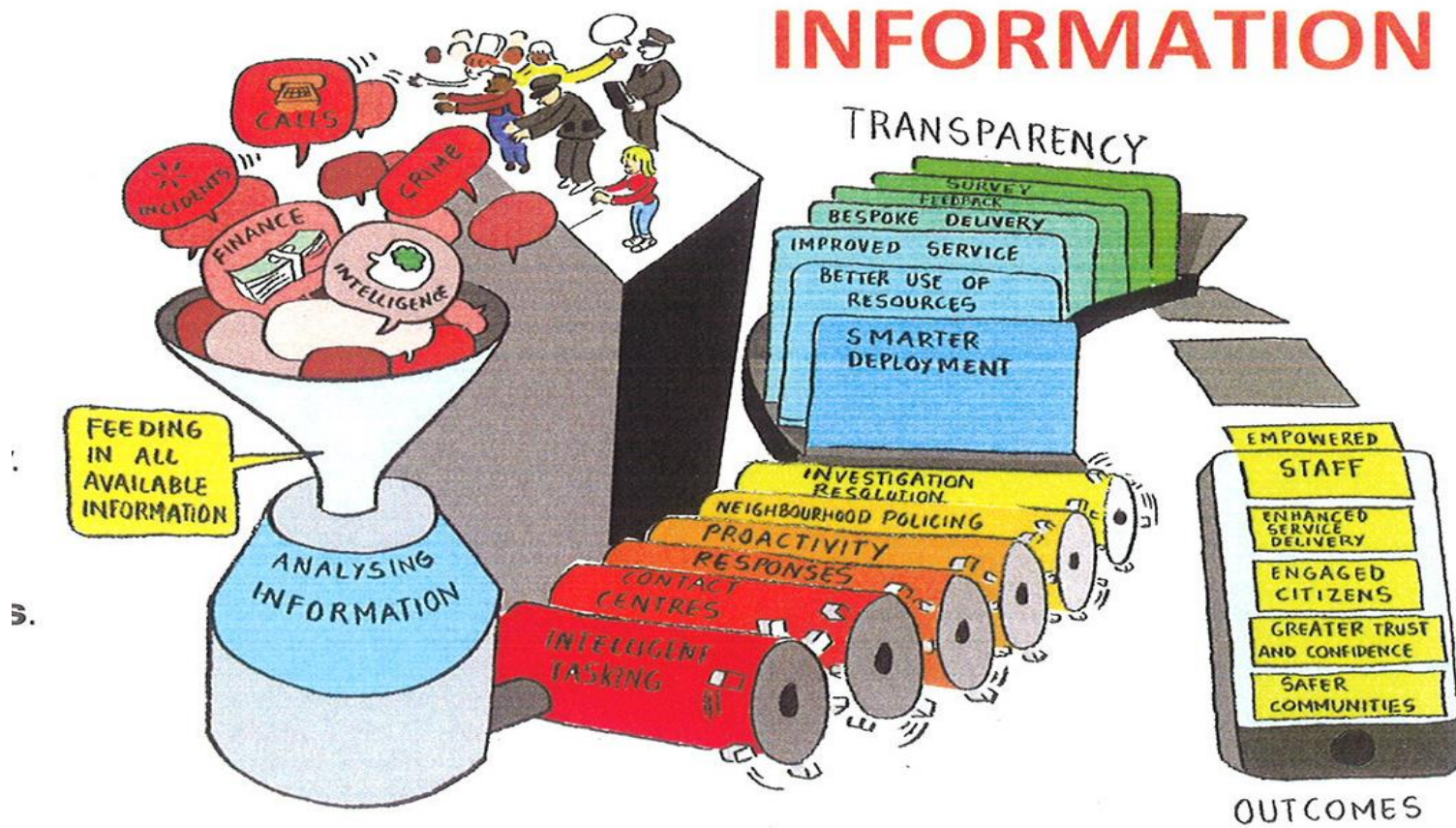


## Information Management Update May 2013



## Overview

It is often quoted that information is the life blood of policing; its proper use underpins all that we do, allowing safe, effective and successful, intelligence led investigations, court cases, witness care programmes and offender management as well as supporting more strategic operations and as such plays a vital role in delivering the force's vision – serving our communities, protecting them from harm.

The department is part of the Information Services directorate, led by CIO Chris Price. The Head of Information Management is Kate Jeffries. Information Management is split across six main areas and this report provides an update on each. The IM department as a whole is working closely with the New Ways of Working team to implement electronic storage utilising SharePoint. This will support the move into Lloyd House and overarching estates strategy by drastically reducing the volume of paper records that need to be stored.

**Geo-spatial** – over 2012\13 this small specialist team has worked with the Olympic planning team and contributed to a safe torch route across WM and the rest of the region. 2013\14 will see the team leading on design and implementation of a modern corporate geo-spatial solution, moving away from individual geo-spatial databases for each separate system. This will bring a step change in the force's ability to utilise the valuable data it holds as well as data available from external sources such as local councils' and Census data.

**Compliance & Disclosure** – Over 2012\13 the CRB unit (now called DBS) has continued to deliver enhanced CRB checks to quality, time and budget. 2013\14 will see the move to portable certificates which will bring many changes. West Midlands chair the regional forum and so lead the way in challenging and implementing changes.

Several factors including an increase in the complexity of FOI\DP requests has led to a growing backlog of requests. WMP asked the ACPO central referral unit to audit our processes and 2013\14 will see some changes in processes which should improve the situation. The force is currently at risk of investigation by the Information Commissioner's Office. There have been some incidents of potential DP breaches that are being investigated. There is no suggestion of an inherent issue with behaviour in this area – the incidents appear to be one off mistakes. Over 2013\14 the team will further engage with L&D who are supporting IM in raising awareness in this area as well as general security issues and are developing some bespoke eLearning packages.

HMG's transparency agenda will inform much of the work completed by this section and an objective for 13\14 is to embed a culture of openness within the force (balanced with appropriate security protection)

**PNC** – The PNC Bureau is a centralised function, created two years ago to improve both the force's quality of data and speed with which we share relevant information with courts\other agencies. The year has seen a reduction in numbers post PBB and an improvement in the percentage of cases resulted on PNC in the necessary timeframes. A new function – printing to email – has been successfully implemented; improving security and reducing paper usage. An electronic audit capability has been introduced giving local supervision the tools to appropriately monitor their

colleagues' usage. Plans for improvements in 2013\14 include a focus on raising the force's position in the national table of impending prosecutions that need updating.

**Records Management** – this team negotiates and conducts data quality audits on force systems, based on risk and impact. The results of these audits then drive a variety of activity aimed at “turning the taps off”. The year has seen some improvement in the quality of initial input using a variety of mechanisms including –

- Message of the day
- E-mail to Sgts
- Team Talk slides
- Posters
- Newsbeat data quality article
- Included in Continuous Professional Development day data quality input

However there is more to be done and over 13\14 work will be started to make more dramatic and long lasting improvements. Audits planned for this period include – Holmes II, Serious Crime and a revisit of the custody system.

The budget for off-site storage has been centralised and reduced and will now be controlled by this team. This will lead to further savings – an additional £20,000 has already been identified since the start of April.

The implications of the Savile report are not yet fully published and may generate some work for this section over 13\14.

**Relationship, Contract & Supplier Management** - In partnership with ICT, IM continue to review existing and planned contractual arrangements. 2013\14 will see the force participate in national discussions on how to improve existing national functions (Sprint 2). Robust, effective contract management will be embedded within ICT which will result in better value contracts and ensure that maximum benefit is derived from those that already exist.

**Security and Accreditation** – The NPIA as was (currently part of the Home Office) provides national systems such as PNC and Visor and to access these forces must comply with a level of information assurance that is set by the centre. 13\14 will see the underlying processes that necessary to achieve this brought into one robust overarching project plan enabling more effective planning and tasking and an improved reporting mechanism.