

Report title: Police IT Implementation Projects - Athena Programme and Emergency Services Mobile Communications Programme (ESMCP)	
Report to: Essex Police, Fire and Crime Panel	
Date: 13 January 2020	For: Noting
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County Divisions affected: All Essex	

1. Purpose of Report

This report provides an update on major IT implementation projects for Essex Police with a focus on the Athena Programme and the Emergency Services Mobile Communications Programme (ESMCP).

This cover paper outlines updates on the Athena Programme presented to the Commissioner's Joint Audit Committee on 13 December 2019, and the attached Appendix A has been prepared by Essex Police for the Commissioner to answer the following questions:

1.1 (Athena Programme)

- How are partner agencies benefitting from the implementation of Athena?
- Which other police areas are using Athena and which are planning to use the programme going forward? Plans for collaboration with other policing bodies going forwards
- Update on key issues that the consortium is actively addressing
- Impact of the project on overall budgets

1.2 (ESMCP)

- Is the Emergency Services Network (ESN) fit for purpose and meeting its strategic aims?
- Project risks and associated impact on the budget if the risks are not mitigated
- Areas of the system that require improvement and any planned enhancements

2. Recommendations

This information is for the Panel to note.

3. Context / Summary

A strategic update on the Athena Programme was presented to the Commissioner's Joint Audit Committee on 13 December 2019. The highlights from that paper that are not covered in more detail in Appendix A are represented below.

Athena - Current Position and Achievements

- 3.1 We are now 11 months on from achieving the consortium ambition of nine forces live. All nine forces share the same instance of a common Records Management System (RMS) providing Intelligence, Crime, Custody and Case functionality. The system is predicated on a shared police database, addressing the key recommendation from the Bichard Inquiry following the tragic murders in Soham.
 - 3.1.1 In October 2019, of all new intelligence reports entered onto Athena, 8.9% linked to a person record, 4.7% linked to a location record and 4.3% linked to a vehicle record that had already been linked to intelligence within another force. These figures demonstrate some of the benefits of the common RMS that Athena provides.
 - 3.1.2 In addition to cross border intelligence sharing, in the same month, of all the new investigation records that were entered onto Athena, 3.5% (1,077) that were linked to the record as a suspect were also identified as having previously been linked as a suspect to an investigation by another force.
- 3.2 The consortium has found an innovative means of addressing complex Data Protection and GDPR legal requirements by sourcing specialist expertise (TLT Solicitors) to provide Data Protection as a Service (DPaaS). TLT has drafted a Data Protection Impact Assessment (DPIA) for consideration by the forces. TLT is also working on the draft Code of Connection (CoCo) that will be presented shortly after the DPIA. Once the DPIA and CoCo have been agreed and signed off, TLT will commence work on the information sharing agreements (ISAs). This information sharing work is intrinsic to the progress of the Partnership Problem Solving Solution and how Essex Police manages data sharing.
- 3.3 The Home Office hosts and manages the Police National Database (PND). All forces that provide data for publication on the PND are required to meet a number of Home Office standards prior to connectivity being enabled. This is called Gateway 4. The Athena consortium achieved Gateway 4 on 3rd September 2019, enabling data from all Athena forces to be sent to the Home Office automatically. This data is then made available on the Police National Database.

- 3.4 A previous briefing was delivered to the Commissioner's Joint Audit Committee in March 2019 with regards to the stability and performance of Athena. This followed the scheduled release of version 5.3.5.4 and the significant issues experienced with the availability of the system. A further software release, version 5.3.6.2 (Quarterly Service Pack (QSP) #1), was deployed on 16 July 2019 and has seen a dramatic improvement in system stability and consistency of performance.
- 3.5 In October 2019, two unplanned outages were experienced. Both of the outages were caused by a third party undertaking work at the data centre. Prior to the first outage, the landlord did not seek Northgate Public Services' (NPS's) approval for these works as they were not isolated to NPS or Athena, but related to the entire data centre. No downtime was expected as similar power work had been undertaken on a number of previous occasions without impact, most recently in December 2018. However all consortium forces experienced an outage of just over 6 hours.
- 3.5.1 The second occurrence was notified to NPS, however again no downtime was expected. Given the previous outage and prior to the planned work, NPS undertook a visual check of all data centre equipment, issued important system information communications to forces (enabling forces to forward plan), agreed a communications plan with the Athena Management Organisation (AMO), deployed engineers to the data centre and assembled an incident team. This limited the outage and the service was restored in 3 hours.
- 3.5.2 Northgate Public Services (NPS) reports back to the AMO and forces on Athena performance and stability through the fortnightly Service Management Board, where service credits can be claimed in accordance with the Service Level Agreements of the commercial contract. In the event of unplanned outages or severely affected performance the AMO initiates a consortium Gold Group to ensure an early restoration of service and instigation of a formal debrief.
- 3.5.3 Following the unplanned outages and the subsequent strategic Gold Group, the Essex Athena team held an Essex specific debrief. The findings from the debrief indicated that departmental business continuity plans were well embedded and utilised during the outage, however it was found that plans did not include sufficient detail on operational recovery. Local remedial work is underway and the learning from the outages has been provided to the Contingency Planning Team. A table top exercise is planned in the first quarter of 2020 to test business continuity plans more comprehensively.

4. Appendices

Appendix A: IT Implementation Projects - Athena Programme (Annex 1) and Emergency Services Mobile Communications Programme (Annex 2).