i6 Risk and Concern Management

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Police Scotland inherited a variety of IT systems and paper based processes, which have mainly operated independently of each other up until now.

i6 is a single national IT solution for Police Scotland, which will largely address this fragmentation, with the system at the final stages of completion, prior to its implementation across the country. It covers key business areas including:

- Crime recording, management and investigation.
- Criminal Justice including full case reporting, warrants, deaths, direct measures, police citations and countermands.
- Custody and care and welfare of prisoners.
- All Vulnerable Persons including child and adult protection and domestic abuse.
- Missing Persons recording, management, coordination and investigations.
- Property and Productions including full audit and tracking.

The i6 solution is without a doubt the biggest change in terms of national reform that Police Scotland has faced to date. As Police Scotland consolidates legacy systems and processes across the country, i6 will enhance our daily business and provide a national visibility between national and local divisions. This is a significant step forward in broadening and supporting the way Police Scotland delivers its services.

i6 will be implemented through a phased roll out commencing December 2015. During this roll out, legacy IT systems will be incrementally replaced, providing a national policing solution by Autumn 2016. It goes without saying that replacing between 130 - 145 different operational systems across Police Scotland is a significant challenge and will require intensive training of staff and close communication with partners.

This brief has been prepared by the Risk and Concern Project Team to help inform partners of the i6 solution and answer some common questions that have already arisen.

General Information on the i6 system

- i6 records information across the above six key areas of policing, thereby allowing users to access detailed chronologies on persons, objects, locations and events which will no longer be constrained by legacy boundaries and previous IT arrangements.

- i6 will enable officers and staff to share information easily across a variety of different business areas no matter where they are in the country.

- the system has been designed to re-use existing information which will significantly reduce the current requirement for officers to re-key the same information into multiple systems.

- i6 will benefit police and communities by freeing up officers to spend more time out on the streets Keeping People Safe.

- It will significantly improve organisational and operational efficiency.

- It will be a key enabler to deliver future criminal justice changes.

- It is a strategic tool which supports the flexibility required for organisational change and the future restructuring of key business functions.

- The phased roll out of i6 marks the "start of a journey" where a single national system will compliment our single national force. This new system provides an opportunity to further develop and enhance our business processes which we know will evolve and improve as the application is deployed across the country.

- It is unlikely that the public will see a visible change to policing.

Risk and Concern Common Questions and Answers

What does i6 mean for Public Protection partners and how will it impact on the way we do things now?

- Partners should be re-assured that i6 does not seek to re-shape existing local Public Protection partnership arrangements. It is in effect a much needed integrated IT system that will better support Police Scotland to deliver a more efficient and effective service.

- During the rollout phase, i6 will to run in tandem with the original IT systems it will progressively replace. This in effect means that some areas of the country will operate on i6, where others will still be using the interim Vulnerable Persons Database (iVPD) and associated systems. To ensure cohesion and visibility of information across systems during rollout, an Operational Data Store (ODS) has been developed, which will contain both information from i6 and the legacy IT systems. All divisions will have access to the ODS from day one ensuring visibility across the country.

- As the system rolls out, local police management will enter into dialogue with partners in advance of the change timeline in each division.

- Once the system is fully embedded, more comprehensive partner reports can be created. This includes detailed chronologies and streamlined preparation of case conference information using the powerful functionality of the system, which will result in less staff time taken to ensure a quicker flow of quality information moving forward.

- Improved performance reporting and management information to help police and partners target services where they are most needed to provide better outcomes for individuals with vulnerabilities.

Will there be partner access to i6?

i6 will predominantly be a police system, however it is acknowledged that some partners will have existing local arrangements in place where they may already have limited access to police systems. External users will be considered for role based access to i6,

subject to suitable data access agreements being in place. Work is being taken forward in this regard.

How will current information sharing arrangements be affected?

The sharing of PDFs will continue in the early stages of i6 with no change to current arrangements. There will be opportunities to improve upon the current state as learning is captured and the system develops during the phased rollout and beyond. All of this will be taken forward in conjunction with partners.

Whilst every effort is being made to ensure a smooth transition to i6, there will inevitably be some teething issues experienced in the initial stages, which are to be fully expected in delivering such a significant change programme. All learning will be captured and used to drive improvement as the system rolls out.

Will the product that Public Protection partners currently receive from the police be different?

The introduction of i6 will change the look and feel of concern forms in respect of individuals with vulnerabilities. The forms may look different in their presentation, and it may take some partners time to adjust to the new format, however fundamentally the information provided will not change in terms of the minimum standard of content that is currently provided. We actually anticipate the introduction of i6 will provide opportunities to review and improve the current reporting standards moving forward fully supporting the aims of the Risk and Concern Project.

Will the volume of protection and wellbeing concern referrals from the police significantly change?

I6 will largely reflect current practice that has evolved against a background of the introduction of iVPD. For this reason, partners should be re-assured that the introduction of i6 should not, in itself, result in any notable increase in referral rates for vulnerable people.

Will i6 deliver improvements in efficiency and effectiveness of Risk and Concern Hubs?

Whilst the system will reduce some of the duplication that currently exists, it will take time for staff to become fully conversant with the system which is wholly reliant on officer input from day one. As the database grows it has the functionality to automate information retrieval for the creation of case conference reports, most of which is currently carried out manually across systems, taking time and adversely impacting on the capacity and capability of Hubs.

Will management information and performance reporting improve under i6?

Every field that is populated on i6 will be searchable and management reports can be created in order to extract key data which can then be used to feed management and performance information to police and their wider public protection partnerships strengthening our collective work around primary prevention and early intervention.

What impact will the Children & Young People (Scotland) Act 2014 have?

Police Scotland will continue to work closely with partners as we all prepare for the implementation of Parts 4, 5 and 18 of the Act on 1 August 2016. The work to progress this will continue to be driven locally with support provided by the Children & Young People Implementation team (part of the Risk and Concern project) to strengthen and in some cases, broaden existing local partnership information sharing arrangements to meet the requirements of the Act. i6 will be the means by which the police record, review, research, assess and share the appropriate, relevant and necessary information with the Named Person Service and other relevant partners where there is a concern or risk for a child's wellbeing.

Will i6 realise its full potential immediately?

The introduction of i6 will bring significant benefits in terms of reducing the administrative burden on officers by re-using data to avoid the need for double keying and will allow connections to be made more easily around people, objects, locations and events. The powerful functionality of the system will support trained staff in making a holistic assessment of individual and family needs and creates an improved environment to maximise opportunities for early intervention, prevention and demand reduction. It will however take time to realise the full benefits of the system as it will be phased into the organisation over a number of months and will require time to develop and realise its full potential.

How does i6 link to the work being taken forward by the Risk & Concern Project?

Both project teams have been working very closely together in recent months. Whilst i6 is the much needed solution that will be at the core of how we record, manage, assess, investigate and share our information, the Risk and Concern project team are taking forward the wider piece of work which is considering the future delivery model for Risk and Concern within Police Scotland. In effect, i6 will not in itself deliver the required improvements that have been identified for Risk and Concern moving forward. Both projects mutually complement each other with the i6 project team delivering the IT solution, whilst the Risk and Concern project team are considering the future structure, functionality, process, staffing model and staff skill set for Concern Hubs to more effectively and efficiently manage their daily business in Keeping People Safe.