



Project I

Delivering Through Partnerships

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Project I - context

- **Proven track record - delivering through private sector partnerships**
 - **Authority led delivery of PFI Action Stations [£32.64m]**
 - Ageing Estate – ability to invest
 - New HQ Middlesbrough & Redcar, 2 new Town Police Offices
 - **Custody Civilianisation – partnership with Reliance STM**
 - Approximately 80 officers in custody
 - 36 officers released for Protective services
 - 40 new jobs created
 - + £500k non cashable efficiencies [15 officers]
 - 10 year £33m contract
 - **CUPID [Cleveland Universal Police Information Device] £7.3 million – partnership with Steria & Beat Systems**
 - More time on beat
 - Gathering of intelligence/ information / people information
 - Less bureaucracy
- **Project I**
 - ***Exploring* the potential to outsource ICT and elements of the Control Room Function**



Project I - outcomes

- **Key outcomes for the process**
 - **Release officers to front line duties**
 - 60 Officers currently working in Control Room
 - **Increase service efficiencies**
 - Current cost of Control Room & ICT £11.8m
 - **Improved customer service ethos**
 - Circa 36k detainees per annum – population 558k
 - **Improved customer satisfaction**
 - Feedback is a gift?
 - **Improved communication with stakeholder groups**
 - Links with stakeholders – CUPID?
 - **Improved Confidence in Cleveland Police**



Project I – the process

- **September 2008**
 - **Soft market testing**
- **January 2009**
 - **Scope agreed re ICT and elements of control room**
 - **Bidders to work up 3 business cases**
 - Reducing Bureaucracy
 - Case File Preparation
 - Secure Mobile Access
- **May 2009**
 - **4 bidders selected from fifty expressions of interest**
- **December 2009**
 - **Working up detailed proposals with 2 bidders**
 - Steria and a partnership between CapGemini/ Reliance STM



Project I – current position & potential Benefits

- **Proposals received on 23rd December 2009**
 - **Key services will be run from Cleveland HQ**
- **Key decisions to be made January 2010**
- **Current benefits position – ICT & Control room**
- **Both bidders can;**
 - **Release significant police officer resource to front line**
 - **Improve service efficiencies**
 - **Better links with the Council Call Centres re ASB**
 - **Better feedback to Customers**