

## **DMPC Decision – PCD 1507**

**Title:** CONNECT Drop 2 Training Approach

### **Executive Summary:**

1. The CONNECT programme, formerly known as Met Integrated Policing Solution (MiPs), delivers an integrated core policing IT solution, which will enable the transformation of operational policing services within the Metropolitan Police Service (MPS). This will be achieved through the replacement of legacy applications and building on the investment already made in mobile devices.
2. CONNECT went live with Drop 1 in November 2022 covering Case, Custody and Property - replacing the related legacy systems. Drop 2 will bring additional functionality into live service and Go Live is targeted for early 2024.
3. To adequately prepare the MPS for CONNECT Drop 2 Go Live and address user feedback on the Drop 1 digital training approach, the decision was taken to implement a hybrid training approach with 22,500 officers and staff receiving classroom training and the remaining c.22,500 an enhanced digital package including virtual trainer led sessions. The programme requires additional funding and contracts to be in place to implement this revised training approach.

### **Recommendation:**

The Deputy Mayor for Policing and Crime is recommended to:

4. Approve the funding required to implement CONNECT Drop 2 classroom training to 22,500 officers and staff from across BCUs, Met Intel and Specialist Crime, funded from reserves.
5. Approve the award of a contract to the supplier of choice via a value-added reseller (VAR) for CONNECT Drop 2 training with a contract term of 12 months
6. Approve a modification to the existing contract with Premier Partnership for facilitators with a policing background to support CONNECT Drop 2 training

### **Deputy Mayor for Policing and Crime**

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. Any such interests are recorded below.

The above request has my approval.

**Signature**

*Spue Under*

**Date**

04/08/2023

## **PART I - NON-CONFIDENTIAL FACTS AND ADVICE TO THE DMPC**

### **1. Introduction and background**

- 1.1. The CONNECT programme, formerly known as Met Integrated Policing Solution (MiPs), delivers an integrated core policing IT solution, which will enable the transformation of operational policing services within the Metropolitan Police Service (MPS). This will be achieved through the replacement of standalone legacy applications and building on the investment already made in mobile devices.
- 1.2. CONNECT went live with Drop 1 in November 2022 covering Case, Custody and Property - replacing the related legacy systems. Drop 2 will bring additional functionality into live and Go Live is targeted for early 2024.
- 1.3. To adequately prepare the MPS for CONNECT Drop 2 Go Live and address user feedback on the drop 1 digital training approach, the decision was taken to implement a hybrid training approach with 22,500 officers and staff receiving classroom training and the remaining c.22,500 an enhanced digital package including virtual trainer led sessions.
- 1.4. These changes are key to delivering the optimal CONNECT Training experience to officers and staff, enabling successful adoption of CONNECT Drop 2.

### **2. Issues for consideration**

- 2.1. Further information is contained in the restricted section of this report.

### **3. Financial Comments**

- 3.1. MPS have given a clear assurance that the funding is available to cover these costs via reserves. There is no impact on the Capital Programme or Medium Term Financial Plan.

### **4. Legal Comments**

- 4.1. The Mayor's Office for Policing Crime is a contracting authority as defined in the Public Contracts Regulations 2015 ("the Regulations"). All awards of public contracts for goods and/or services valued at £213,477 (inclusive of VAT) or above will be procured in accordance with the Regulations.
- 4.2. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve all requests to go out to tender for contracts of £500,000 or above.
- 4.3. Paragraph 7.23 of the MOPAC Scheme of Delegation and Consent provides that the Director of Strategic Procurement has consent for the approval of the award of all contracts, with the exception of those called in through the agreed call in procedure.
- 4.4. Award of a Call-Off contract to the supplier of choice via a VAR:
  - The award of a Call-Off contract to the supplier via a VAR is permitted by the Public Contracts Regulations 2015.
  - The use of a compliantly procured Framework Agreement will constitute a compliant process where the Framework Agreement's ordering processes are followed. In this case, a direct award is permitted and therefore the contract will be lawful and compliant.

#### 4.5. Uplift to Premier Partnership Contract:

- A contract uplift is permitted under Regulation 72(1)b of the Public Contracts Regulations 2015.
- The proposed increase of this contract is within the limit of 50% in regulation 72(1)(b). It is clear that changing contractor would cause significant inconvenience. On that basis, regulation 72(1)(b) would apply.

### 5. Commercial Issues

5.1. This information is contained in the restricted section of the report.

### 6. GDPR and Data Privacy

- 6.1. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.
- 6.2. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.
- 6.3. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the programme meets its compliance requirements.
- 6.4. A DPIA has been completed for this programme. The programme will ensure a privacy by design approach, which will allow the MPS to find and fix problems at the early stages of any project, ensuring compliance with GDPR. DPIAs support the accountability principle, as they will ensure the MPS complies with the requirements of GDPR and they demonstrate that appropriate measures have been taken to ensure compliance.

### 7. Equality Comments

- 7.1. MOPAC is required to comply with the public sector equality duty set out in section 149(1) of the Equality Act 2010. This requires MOPAC to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations by reference to people with protected characteristics. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 7.2. The equality impact assessment (EIA) for CONNECT was accepted by the EIA Reference Group in September 2022 following consultation with stakeholders from across the MPS.
- 7.3. The EIA is a living document, and a further updated version will be submitted to the EIA Reference Group for acceptance in October 2023.
- 7.4. Consideration has been given to the impact of the revised training approach for CONNECT Drop 2 which will implement an increase in face to face delivery for 22,500 people. This includes the following:
  - Classroom Training:
    - Venues will be accessible with parking available

- Classrooms to be equipped with accessible equipment including hearing loops and height adjustable desks
- Breakout areas and Contemplation rooms will be available
- Enhanced digital training will be available for individuals unable to travel to the venues.
- Digital Training:  
It is recognised that individuals have differing requirements to facilitate optimum learning and it is recommended that CONNECT training should be managed on a case-by-case basis. Line managers will work with individuals and if appropriate the CONNECT team, to identify solutions that provide the optimum training experience to ensure individuals are confident at the point of Go-Live. Examples of possible solutions are:
  - Individuals afforded extra time to complete their training
  - Individuals completing training in manageable chunks over a number of days
  - Individuals to undertake the training at a more suitable location to limit distraction (e.g. away from the office)
  - Individuals provided with 121 Support
  - Provision of Assistive Technology Software (e.g. Dragon Naturally Speaking or TextHelp).

## 8. Background/supporting papers

None

### **Part 2 – This section refers to the details of the Part 2 business case which is NOT SUITABLE for MOPAC Publication.**

The Government Security Classification marking for Part 2 is:  
OFFICIAL-SENSITIVE [COMMERCIAL]

Part 2 of the Command & Control Reset Update & Request For Interim Funding Briefing Note and Business Justification Paper (BJP) is exempt from publication for the following reasons:

- It is exempt under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Data Protection Section 43 – Commercial Interests); and
- The relevant sections under the FOIA that would exempt this information from disclosure, particularly Commercial Interest Section 43

The paper will cease to be exempt when the relevant commercial decisions set out within the Command & Control Reset Update & Request For Interim Funding BJP have been contractually agreed and publicised via the relevant channels.

**Public access to information**

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOIA) and will be made available on the MOPAC website following approval.

If immediate publication risks compromising the implementation of the decision it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

**Part 1 Deferral:**

Is the publication of Part 1 of this approval to be deferred? YES/NO

If yes, for what reason:

Until what date:

**Part 2 Confidentiality:** Only the facts or advice considered as likely to be exempt from disclosure under the FOIA should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a **Part 2** form – YES

ORIGINATING OFFICER DECLARATION	<i>Tick to confirm statement (✓)</i>
<b>Financial Advice:</b> The Strategic Finance and Resource Management Team has been consulted on this proposal.	✓
<b>Legal Advice:</b> The MPS legal team has been consulted on the proposal.	✓
<b>Equalities Advice:</b> Equality and diversity issues are covered in the body of the report.	✓
<b>Commercial Issues</b> Commercial issues are covered in the body of the report.	✓
<b>GDPR/Data Privacy</b> GDPR compliance issues are covered in the body of the report .	✓
<b>Drafting Officer</b> Omo Okuonghae has drafted this report in accordance with MOPAC procedures.	✓
<b>Director/Head of Service:</b> The MOPAC Chief Finance Officer and Director of Corporate Services has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.	✓

**Chief Executive Officer**

I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Deputy Mayor for Policing and Crime.

Signature



Date 04/08/2023

