

‘Police Scotland mobile working project’: implementation and impact evaluation, and benefits realisation

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'POLICE SCOTLAND MOBILE WORKING PROJECT': IMPLEMENTATION AND IMPACT EVALUATION, AND BENEFITS REALISATION

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STUDY BACKGROUND: The 'Mobile Working Project' is part of Police Scotland's 'Digitally Enabled Policing Programme' (DEPP), which seeks to equip operational officers with a digital mobile policing solution to replace the traditional paper notebook system, to provide remote, live access to key policing information systems.

The project's aim is to increase efficiency and improve frontline service delivery, and visibility, for both officers and the communities of Scotland.

STUDY AIM: The research study's aim is the evaluation of the implementation and impact, and benefits realisation, of the national phased roll-out of digital mobile policing across Police Scotland.

The evaluation will be undertaken concurrently with the phased Divisional roll-out of mobile devices, to identify associated issues, benefits and challenges; which will inform the final stages of roll-out to 10000 police officers across Scotland.

BENEFITS REALISATION:

Identified long-term potential benefits of mobile policing include:

- realised time efficiency savings to both police officers and staff
- improved officer safety and wellbeing
- increased officer visibility
- improved detection rates
- improved public confidence
- reduced organisational risk

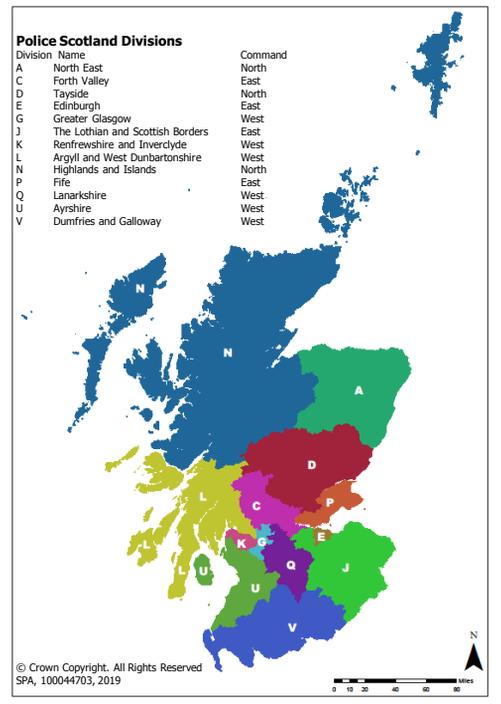
IMPLEMENTATION OVERVIEW:

The national phased roll-out commenced in June 2019.

To date the mobile device has been deployed to five Divisions. Over two thousand officers have been trained in using the device. This includes experienced police officers and officers in their probation.

- Tayside (D-Division)
- Highlands and Islands (N-Division)
- North-East (A-Division)
- Greater Glasgow (G-Division)
- Renfrewshire and Inverclyde (K-Division)

Phased roll-out will continue across the remaining Divisions with a target completion date of Spring 2020.



STUDY DESIGN: The research utilises a combined prospective and retrospective design, using the 'Realistic Evaluation Approach' (Pawson and Tilley 1997). This approach allows police officers' attitudes, views, perceptions and experiences of working with the mobile device and digital policing solutions to inform the current implementation of mobile policing, and future deployment.

