

CASE STUDY AN GARDA SÍOCHÁNA OMBUDSMAN



The Garda Síochána Ombudsman benefits from Equiniti ICS's case management solution

OVERVIEW

The Garda Síochána Ombudsman Commission (GSOC) is an independent body, founded in 2007 and governed by the Garda Síochána Act 2005 ('the Act'), tasked with impartially and openly investigating complaints made against members of An Garda Síochána (AGS).



Garda Ombudsman
INQUIRY INDEPENDENCE IMPARTIALITY



From the time of its establishment, GSOC needed a case management system (CMS) that would improve the processes it had in place for handling complaints against Gardaí from members of the public. It wanted a system that would make complaints tracking easier, more efficient, and more reliable - with the aim of improving public confidence in GSOC's service and supporting processes.

Equiniti ICS provided GSOC with a robust and secure CMS that would help expedite end-to-end case processing times and provide a clear view of the status of each case

during the process. The CMS has met almost all GSOC's requirements in the areas of case and investigations management and is used on a daily basis by GSOC's casework and investigations units.

The CMS is scalable to cope with likely future volumes of complaints and growth in the GSOC establishment of caseworkers and investigators.

The CMS is currently routinely used to manage GSOC's entire process for handling cases and investigations.

The focus on openness, transparency, and accountability – coupled with the need to inspire both public and Garda confidence in the GSOC and the complaints system – are fundamental to the work of the Ombudsman Commission. Handling a significant annual caseload, the need for the most comprehensive, effective and secure case management system is paramount.

Equiniti ICS's experience in this arena has been fundamental, as the company has provided us with a robust and now proven solution that is tailored specifically to meet our very precise requirements."

ANTHONY DUGGAN,
DIRECTOR OF ADMINISTRATION FOR GSOC

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INDUSTRY:

Police and security

SOLUTION:

Case management system (CMS)

KEY BENEFITS:

- Robust, flexible, scalable and secure solution
- Tailored CMS that meets GSOC's requirements
- Flexibility to meet business process changes and changing legislation
- Increased productivity through the reduction of time taken to complete each case
- Increased collaboration by providing visibility of the status of each case
- Full auditing and accountability tracking
- Automated business process flow control
- Extensive search and retrieval facilities
- Powerful reporting and analysis capabilities
- Intuitive and user-friendly interface
- Fast and effective
- Provides more complete information.

CHALLENGES

In 2007, GSOC was a new organisation and needed a case management solution that could easily track and record complaints and investigations. GSOC's mission is to provide the public with an

independent and effective oversight of policing, and to deal with the public's complaints concerning Gardaí fairly and effectively, thereby promoting general confidence in the complaints system.

SOLUTION

In 2006-2008, Equiniti ICS worked with GSOC to design, develop and test the basis of the current CMS. The solution was based on the Perito Enterprise Framework solution proposed for the Office of the Police Ombudsman (OPONI) in Northern Ireland which, at that time, was also under development by Equiniti ICS. The initial version of the CMS entered production at GSOC in April, 2008. Over the years since, Equiniti ICS has conducted repeated

functional modifications to the CMS, at GSOC's request, to meet specifications and Requests for change.

The case management system in all its versions has equipped the GSOC with a secure, robust, scalable, and flexible solution to help meet and comply with all required processes for governing the handling of complaints.

PERITO CASE MANAGEMENT

The solution provides 360 degree visibility of all aspects of case management, enabling GSOC staff to efficiently and effectively process complaints and manage the entire investigation process until the case

is either closed or a final outcome reached. This includes recording all interactions with the wide range of parties and individuals involved in each case.

ASSOCIATION OF CASES AND PARTIES AND ALLEGATIONS

The solution enables the association of many party types including complainants, investigating officers, witnesses, legal representatives, and interested parties across multiple

allegations within a case. It is also possible to link cases for incident investigation.

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