REPORT TO: Strategic Scrutiny Meeting

DATE: 15 September 2016

AUTHOR: David Hannan

SUBJECT: Improving visibility and productivity in the Constabulary

---

1. Issue for Consideration

1.1. The purpose of this report is to provide an update to the Commissioner in respect of the use of technology in Lancashire and how it has increased visibility and productivity.

2. Recommendation

2.1. The Commissioner is asked to note the report and comment on the items discussed.

3. Background

3.1. The roll out new modern police ICT equipment was a key part of the Police and Crime Plan set by the office of the Police and Crime Commissioner in their promise to protect the frontline line, and to ensure visibility of officers. The plan included a strategy to maximise the potential benefits that technology can bring.

The investment and roll out was also a key component of the Lancashire Police ICT strategy which included:

- Deliver solutions which meet the national Criminal Justice 2016 digitisation requirements

- To deliver a capability to facilitate meaningful digital engagement by the public via a range of digital channels

- Further improvements in the capability and capacity for mobile / agile working by Constabulary staff

3.2. Samsung Smartphones

In September 2015 Lancashire Constabulary started the roll out of over 2300 Samsung Galaxy Note 4 Smartphones, to replace the old redundant PDA devices.

The Smartphone has enhanced capabilities which allow officers to become more effective, efficient and visible to the public.

Each device allows officer's access to the Police National Computer, local intelligence, access to incident logs, ability to input forms and statements from the location, as well as access to taking evidential photographs, email, telephone and internet access.

A proof of concept was undertaken in the summer of 2015 in which the overwhelming response by the officers who were involved were positive.
This status report will provide some data around the use of the devices, illustrating how they have made officers more effective in their day to day job. The report will also provide some case studies to highlight how the technology is being put to good use.

The cost of the project was a little under £5 million, which included the devices, call and text, data (bought as a large bundle) and associated licensing costs for the software. This was provided from the OPCC.

3.3. Panasonic Toughbook

The Panasonic Toughbook (rugged laptop) has been in use in the Constabulary for over 2 years now, and have provided officers with a virtual desktop and access to all the Constabulary systems out of the station. At present we have just under 400 Toughbook's in circulation across the county.

Recent additions to the Toughbook's have been the provision of Digital Statements, thus allowing officers to complete victim and witness statements from the scene of incidents.

Early problems with connectivity have been resolved during the trial period, and the roll out has since been completed to all the county with excellent coverage in most areas (it has been noted one or two more rural areas have less coverage but this is mainly out of the hands of Lancashire Constabulary, however these areas have been supplied the most up to date Toughbook's, which provide the best connectivity overall).

3.4. Body Worn Video

Lancashire Constabulary have steadily increased the number of Body Worn Video cameras, with the total now in circulation just over 400. Prior to the roll out of the cameras, there was no other solution in Lancashire for the digital recording of officer interactions at incidents.

Body Worn Videos are used to capture evidence at the scene of many incidents, including domestic violence incidents, to aid in the prosecution of offences by

providing visual evidence that otherwise would have relied upon the written statement of the attending officer.

4. Visibility

4.1. Toughbook's and Body worn video were rolled out across the force in a staged process, and as such it is very difficult to attribute any changes to police visibility to these forms of technology.

4.2. Samsung's were rolled out over a period of 3 months, finishing in December 2015. The Samsung smartphones were personal issue to officers, so each frontline uniformed officer received a device. As a result it is possible to see attribute any changes in police visibility during this period to the introduction of the smartphones.

4.3. The below table shows the amount of time out of a police station by police in Lancashire. This information has been created using ARLS (automatic resource location service) from officers personal issue radio sets.
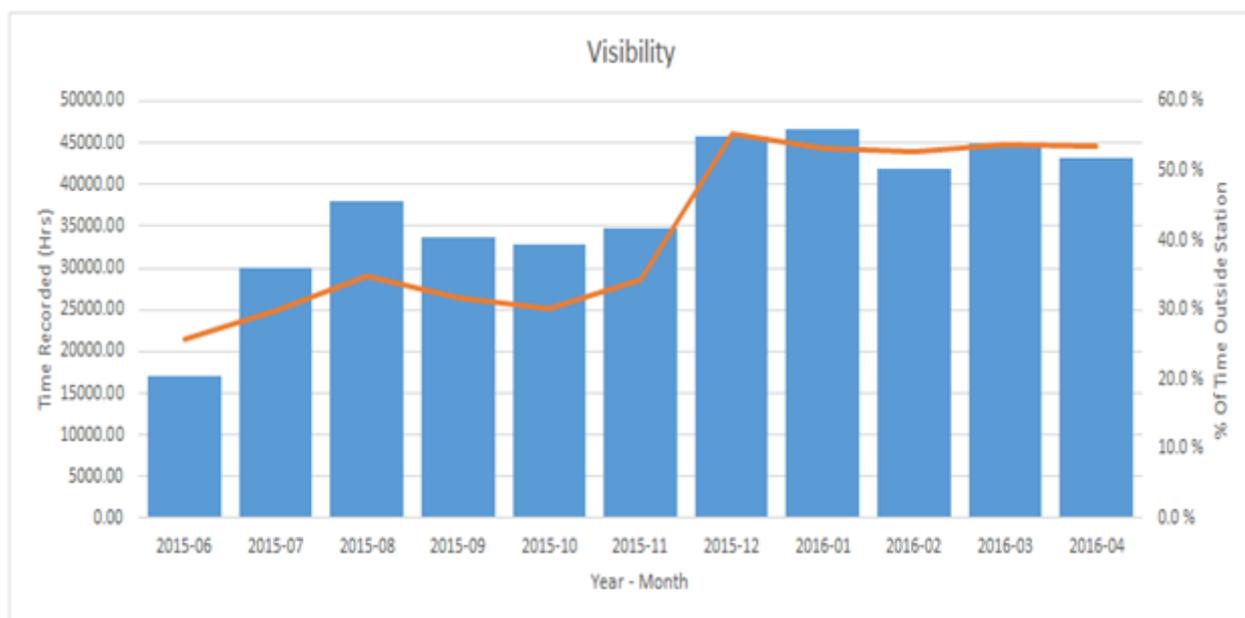

4.4. The table shows a very clear and definitive increase in the amount of time that officers spent out of the station in the month of December. The increase in time equates to approximately a 3% increase in time. This is roughly 7-8000 extra officer hours spent out of the police station.

5. Productivity

5.1. The introduction of new technology in Lancashire Constabulary has revolutionised how the organisation undertakes its daily business. The ability to directly input forms, create digital statements, and access data whilst out of the station has created a far more efficient and productive workforce.

5.2. The next few tables will show how the technology is being used to create a more efficient and productive workforce.
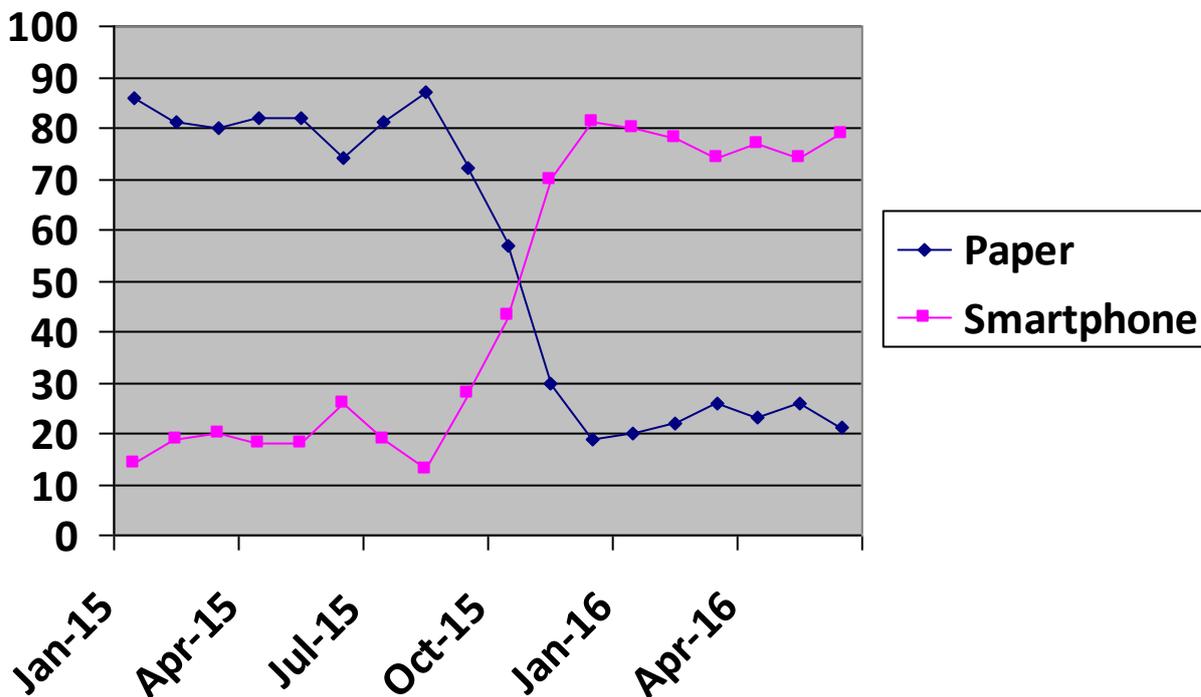

5.3. The above table shows the direct shift from paper stop and search forms to digital forms as created on the Samsung Smartphone. This ability to create the form on the device prevents the need to re input the form at the station.
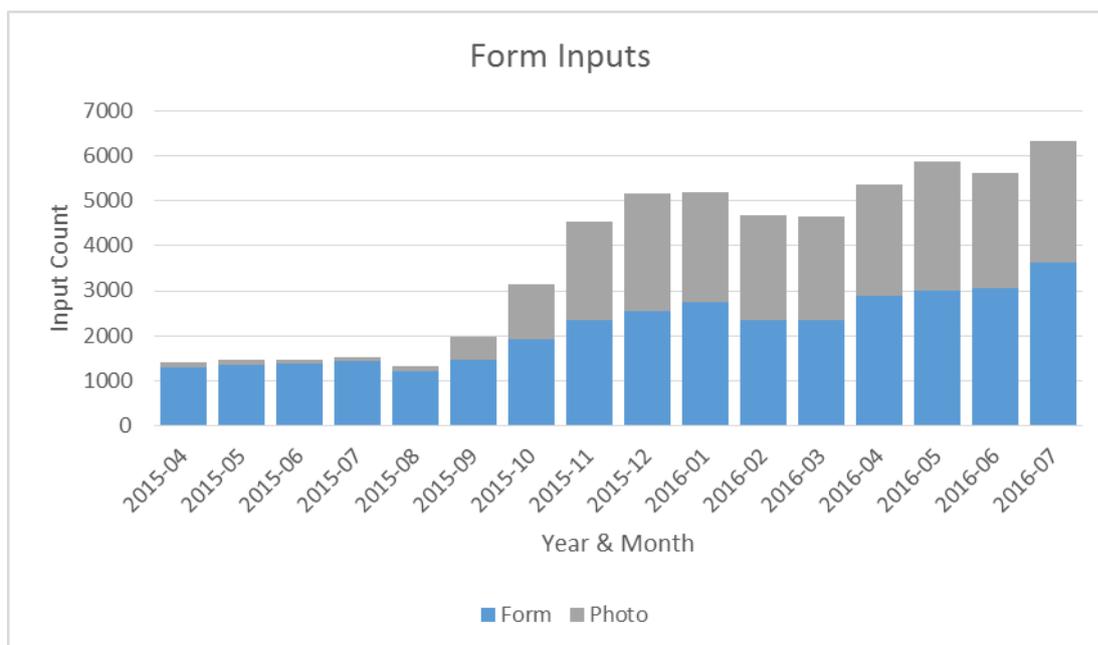

5.4. This table highlights the number of forms and photographs taken using a Smartphone. Since the introduction of the smartphones, the number of forms generated has increased by 300%, and now officers each have access to a digital

camera which date and time stamps a photograph for evidential photographs. Prior to the introduction of the smartphones officers were required to locate the station digital camera and then upload the images, the ability for each officer to take their own photograph and upload the image not only saves time in petrol in obtaining the station camera, it also increases the evidential prospects of each file.

As can be seen from the table, the number of forms generated using the modern technology is on a monthly increase as officers gain more confidence in the new processes.
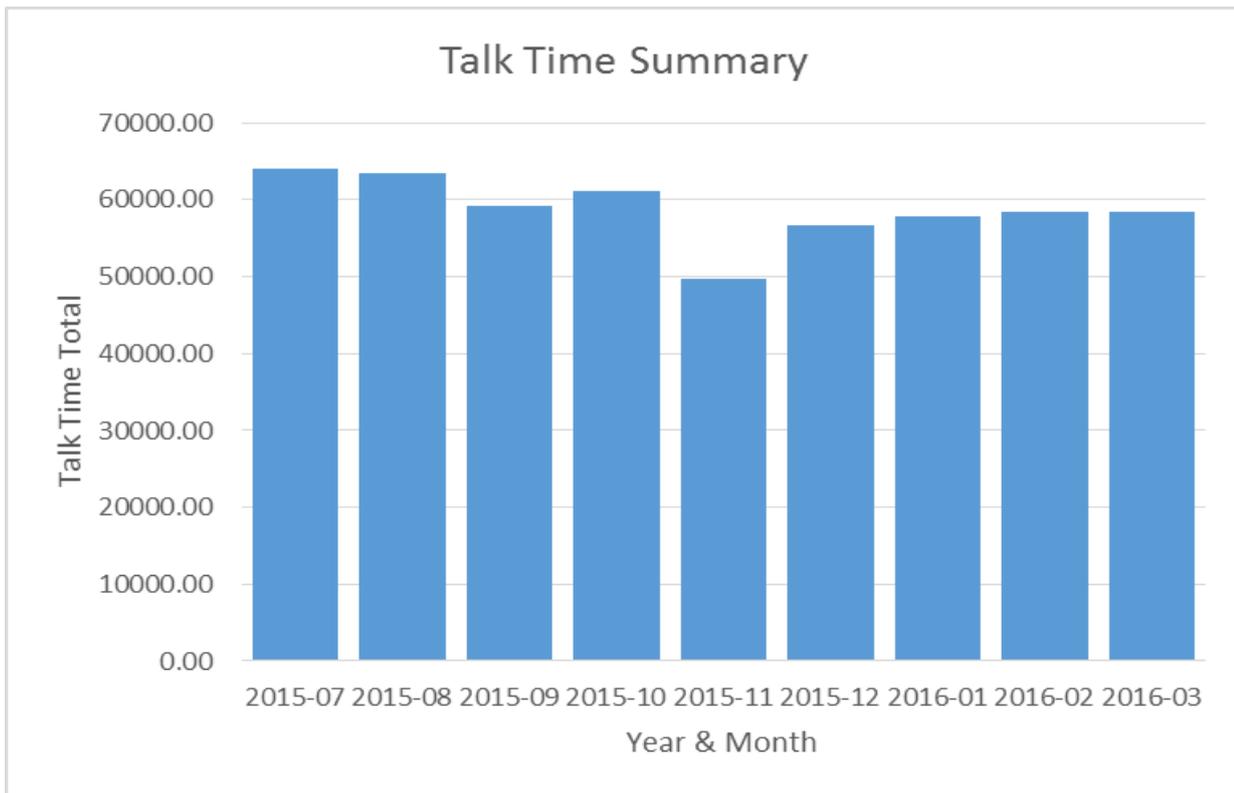
5.5. This table highlights a reduction in the radio transmissions recorded by officers. Once again a visible reduction is recorded from November and December when the Samsung Smartphones were introduced. The reduction in radio transmissions from July 2015 to March 2016 is 10%. This reduction in radio transmissions has allowed the communications room to remove an enquiry channel and free up 2 members of staff. The reduction in radio traffic is due to the ability for officers to conduct their own enquiries and not rely on the communication room for information.
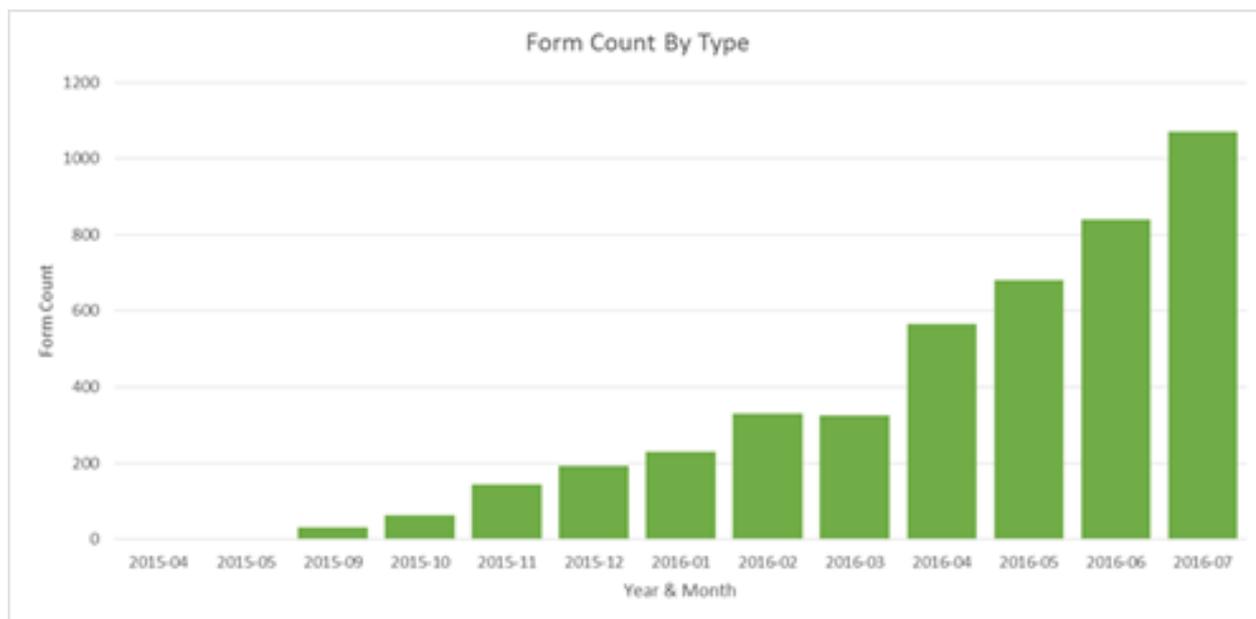
5.6. The above table shows the number of digital statements taken using a Samsung smartphone. The continued increase in numbers is due to the increased confidence officers have using the technology. This also shows a direct move towards the digital case file that the organisation is working towards, and the ability to upload these statements from the scene to Connect using a Toughbook demonstrates the ability for officers to more efficient in their work.

6. Body Worn Video

6.1. Body Worn Video is a regular piece of equipment for response officers. The table below shows the number of recordings made using body worn video cameras over the past 3 months.

Month	Non Evidential Files	Evidential Files	Total
May	1118	276	1394
June	758	131	889
July	1165	245	1410

6.2. With over 200 pieces of evidence recorded on average recorded, this demonstrates how valuable the kit has become. They have been shown to provide crucial evidence in domestic violence incidents, as well as reduce the potential for complaints against police with footage of the incident viewable for review by supervision.

7. Case Studies

7.1. Samsung Smartphone

1. Missing from home enquiries on behalf of GMP:

   An officer was deployed to search an area of Preston City Centre for a vulnerable female that had been reported missing from the Greater Manchester. Greater Manchester Police and the care home were unable to provide a picture of the female however whilst remaining mobile the officer was able to use mobile sleuth on their Samsung and it allowed them to find a picture. Although an old picture it allowed the officer to positively identify the female on the street which led to her being detained and return to the care home. Without being able to do the street ID it is possible that the female may have become involved in CSE whilst missing.

2. Vehicle Stop

   Officers stopped a man on the motorway who could not speak any English. The officer used the Samsung and the translate function to enable a conversation with the man. The officer used the device to issue a Traffic Offence Report for no insurance and seized the vehicle. To ensure that the person fully understood, on completion the officer called language line using their phone to translate everything that had occurred and what was happening next. Without the technology this would have been a very long on protracted enquiry.

7.2. Toughbook

1. Using hospital waiting time wisely:

   A man was arrested for damaging a pub window by head-butting it. Sadly this caused a serious injury to the man and he was taken to hospital to have his injuries taken care of. Whilst at the hospital, using the Samsung and Toughbook laptop the officers used their time at looking after the prisoner to complete:

   - Handover package

   - Photograph of injuries

   - Crime report

   - Booked evidence in to ERP

   - Completed the officers statement

   This allowed the officers to have completed all their work in the hospital which would normally need to be done at the station, also allowing the officers to finish on time, whereas normally this would have been completed late on return to the station.

2. Burglary – Chorley

   Officers attended a report of a break in at an industrial unit in Chorley. The report had come in a few hours previously, so they brought up the incident log on the Samsung and called the victim from the phone to arrange a suitable time to meet them. They used the sat-nav function on Samsung to find the unit as it was set in an isolated rural location. On arrival they obtained details from the victim directly into the crime report on Toughbook, this removed normal duplication of copying details into pocket note book. Once the crime was recorded at scene they looked at lines of enquiry and recorded them on the case management system against the crime report using the Toughbook. The officers agreed what lines of enquiry they had with the victim and progressed them while they were there. Using their Samsung, the officers called CSI and liaised with the officer to confirm an ETA, this was 20 minutes so we remained at scene for their arrival. Once CSI had attended they agreed that there were no further lines of enquiry unless any fingerprints or DNA was recovered. To complete the investigation, the officers emailed the neighbourhood policing team for the area to let them know about the incident and asked them to contact them if they had any community intelligence that may assist in finding the offender for this burglary. The officers were able to complete all actions at scene using mobile technology and did not need to return to the Police Station as would have been the case historically.

7.3. Body Worn Video

1. Officer Complaint

   A male who was arrested by police made a complaint that officer had used excessive force during the arrest and that they had assaulted him. The officer making the arrest was wearing his Body Worn Video camera and had recorded

the arrest. The footage clearly shows the arrested male head-butting a wall, and showed no excessive force from the arresting officer. This footage was able to be viewed by the investigating officer to conclusively show this, and thus find no case against the officer. This reduced the time that would normally be involved in the investigation of the complaint.

2. Officers were involved in a pursuit in a vehicle which did not have in car video. The passenger had Body Worn Video, and recorded the pursuit. The footage was able to clearly demonstrate the manner of driving, record numerous driving offences, and show the level of risk taken by the driver. This footage was then used to successfully obtain charges for 6 different offences.

8. Conclusions

8.1. Overall the introduction of Toughbook's, Body Worn Video and Samsung Smartphones have provided Lancashire Constabulary the platform to undertake much of their work outside of the station, and also ensure that they can complete work at first contact, preventing duplication and double keying of information. It is clear from the data provided that the collective use of the technology has provided a more visible and productive workforce.

The use of the technology for enhancing evidence is also obvious with the number of evidential photographs taken on a Samsung and videos taken with Body Worn Video cameras providing visual evidence for court, all of which is digital and easily uploaded into the connect case and custody system.

8.2. There is scope for more development, and work is ongoing to increase functionality for Body Worn Video and the Samsung Smartphones, as well as an increase in the roll out of the Toughbook's.

8.3. Work is also under way to begin scoping out possibilities for a more agile workforce, this may include a shift in the ICT strategy from a desk based computer to more purchase of laptops, and thus allow officers to work from any location as the job would require.

9. Implications

Financial:	Nil
Legal:	Nil
Equality Impact Assessment:	Nil
Risks and Impact:	Potential risk of public misunderstanding when they continue to see more officers parked up on the roadside using technology. Impact of the increase visibility of officers should be positive for the public.
Link to Police and Crime Plan:	Contributes to the delivery of the increase officer visibility by maximising use of technology.

10. **List of attachments / appendices**

11. **Background Papers**