Police Digital Service

Digital Policing of the Future

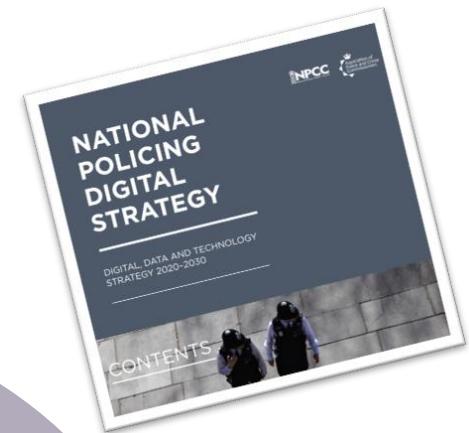DATE: March **2022**

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Why? A Clear Case for Change

"We know the nature of crime is changing. So too the tools, technologies and intelligence needed to prevent, deter, detect and prosecute successfully need to change. I recognise that more needs to be done to better support law enforcement agencies and we must ensure we are best placed to rise to the challenge.

"The National Policing Digital Strategy, launched in January 2020, emphasised that the pace of change has never been this fast, yet it will never be this slow again. Never before has technology been relied upon so heavily to help us adapt and revolutionise the way in which we interact, plan and deliver our services and stay connected.

"The Strategy describes the future digital, data and technology priorities, ambitions and desired outcomes of UK policing and law enforcement to achieve this aim."

Ian Bell, CEO, PDS

Seamless Citizen Experience

Empowering the private sector

Strategy Ambitions

Addressing Harm

Embedding a whole public system approach

Enabling officers and staff through digital

How? Unlocking the power of digital policing – key enablers

	Data	We will unlock value from data while maintaining public trust. We will do this by improving national support and guidance on data management and drive convergence to a national data architecture model.
	Strategic alignment and design	We will align around a national vision for police data and technology. This will be born from the architectural principles we apply, and will guide our investments
	Modernised core technology	We will take every opportunity to reduce the complexity and cost of the legacy infrastructure as we modernise.
	Connected technology	We will put the power of data and information in the hands of our officers and staff when and where they need it.
	Risk and Security	We will maintain public trust by securing our data and by applying a consistent, proportional approach to technology risk across policing
	Talent in data & technology	We will identify, develop, and position the next generation of data and technology talent required in our technology functions to help inform and enable our transformation.
	Transforming the PoliceTech market	We will incentivize an open, vibrant PoliceTech market that drives value and innovation around real-world policing challenges in a responsible way.

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What's changed in the last two years?

Pre-Covid (2019)

- Remote working was the exception
- Culture of presenteeism
- Numerous conference platforms (many with no security assurance)
- Personal technology being used to work around to achieve collaboration (WhatsApp etc)
- Assumption that we can't use modern tools
- Competition and silo approach to development

Now (2022)

- Common blueprint approach proven to deliver benefits
- True COTS approach proven in policing
- Nearly 200,000 active users on MS365 on a common commercial MOU
- Single proactive national cyber security covering multiple forces (NMC)
- Proven remote works and has benefits for estates and workforce mix
- Starting to use robotic processing and workflows
- Teams empowered to collaborate
- Sharing of developed approaches and willingness to use common solutions
- Better connected teams including beyond the force boundary (federation)
- Better service to the public and communities we serve

Future

- New estate strategies -
  - Less cost in buildings
  - Improved working conditions
  - New employment contracting
  - More diverse workforce mix, part time home working
  - Reduced travel costs
- Innovation enabled by modern core technology
  - Officer (citizen) developers
- Data strategy and interoperability
- Transforming the tech market with clearer, smarter requirements
- Designing workflows enabled by technology and powered by data rather than governed by out of date systems

Examples:

» ## Modern Meetings

- Chiefs Council to Heads of Comms, significantly more people involved in national working together as a result of enabling virtual engagement rather than travel
- Significant cost and environmental benefits with reduced travel
- Last month over 1,000 front line officers and staff had access to interactive training on dealing with rape via online meetings with a globally recognised expert (based in Australia) via teams all at the same time.
- Co-authoring and shared files across different forces using a connected technologies

» ## Improved operational effectiveness

- Online tasking and intelligence via common shared solutions
- Better informed officers, able to share images direct to officers devices for missing and wanted people
- Better situational awareness across teams dealing with incidents and more efficient use of resources.

» ## Remote custody interviewing

- Reduced travel and improved officer availability when interviews of suspects detained outside the force area are arrested
- More suspects accessing legal advice via online meetings
- Faster access and improved translation services reducing risk of harm in custody and better outcomes for victims
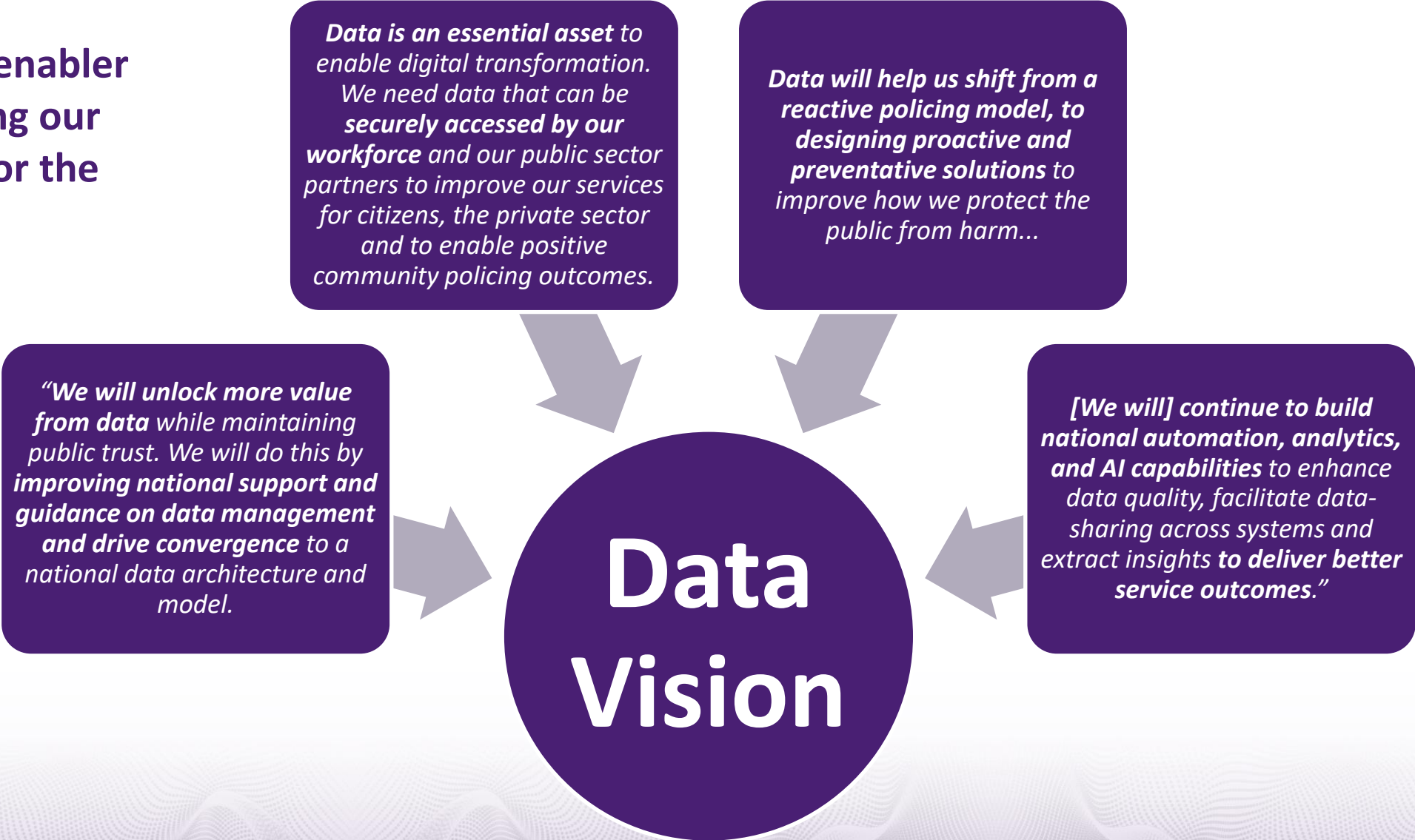
» ## Drones via Teams

- More flexible deployment options for commanders / better situational awareness. Approach developed in one force, shared by PDS via webinar resulted in immediate £31,000 saving in another force as an order for a more limited and bespoke solution was cancelled

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Our Vision for Data

The crucial enabler underpinning our ambitions for the future

Data is an essential asset to enable digital transformation. We need data that can be securely accessed by our workforce and our public sector partners to improve our services for citizens, the private sector and to enable positive community policing outcomes.

Data will help us shift from a reactive policing model, to designing proactive and preventative solutions to improve how we protect the public from harm...

"We will unlock more value from data while maintaining public trust. We will do this by improving national support and guidance on data management and drive convergence to a national data architecture and model.

[We will] continue to build national automation, analytics, and AI capabilities to enhance data quality, facilitate data-sharing across systems and extract insights to deliver better service outcomes."

Data Vision

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NPCC Data Office

Strategic & Supporting Data Pillars

To:
- ✓ accelerate our data transformation
- ✓ create a modern, data-driven Policing organisation, and
- ✓ ensure greater outcomes for Policing through data…

The NPCC Data Office, supported within PDS, will be formed comprising the following key strategic pillars:

1. Data Culture, Literacy & Adoption

2. Data Governance & Management

3. Data Innovation

4. Data Science, Analytics & Reporting

5. Data Architecture

6. Data Platforms

Additionally, the NPCC Data Office will support the following strategic data pillars (ownership will reside elsewhere and across Policing):

7. Data Ethics

8/ Data Sharing, Protection & Privacy

9/ Cyber & Information Security

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Getting it right – work we are are doing collectively

Seamless Citizen Experience

➤ Crime reported online Single Online Home and Police.UK

➤ Local engagement and calls for service via social media to build trust

➤ Digital demand to working to the same standards as 999 and 101

Addressing Harm

➤ Partnership, collaboration and data sharing enabled by M365

➤ Improved officer & staff experience improves effective delivery of policing

➤ Dealing with cyber threat and risk with a dedicated 24/7 service

Enabling Officers and Staff

➤ Digital as business-as-usual

➤ Nearly 200,000 officers using new, secure technology for improved ways of working

➤ Automating processes enabling our colleagues to focus on what matters

Embedding a whole public system approach

➤ Working in partnership

➤ Setting national standards and blueprints

➤ Putting people and ways of working at the core

➤ Shared solutions across common technical and aligned infrastructures

Empowering the private sector

➤ Enhancing client / provider relationships

➤ Growing partnerships

➤ Effective contract management and commercial frameworks

➤ Published Standards accessible and designed with suppliers

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Challenges Moving Forward

Resources

➢ Attracting and retaining talent

➢ Difficulties in delivering against evolving strategic objectives

Continued Alignment of Forces and Relationship Building

➢ Bringing together 43 police forces and partners to collectively make decisions

➢ Moving from a competition culture to true collaboration and shared outcomes

Technological Landscape

➢ Challenging poor perceptions around technical upgrades and associated disruption

➢ Supporting and decommissioning legacy whilst supporting modern core technology

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Addressing key challenges for the public and policing

Rape and Serious Sexual Offence – in numbers

170,973 sexual offences recorded in the year to September 2021: up 12% from the previous year

Only 1.3% of reported rapes result in charges

Digital Evidence Project (DEP)

To provide policing with best in class, sustainable, digital evidence capabilities that enable swift and effective investigation of rape and sexual offences; providing evidential integrity and respecting the rights of victims, witnesses and suspects.

DEP Objectives

Support the delivery of effective and efficient services to victims with improvements to the quality and standard of evidence provided to the criminal justice system (CJS).

Focus on disclosure process improvements which support the justice process, reducing the probability of miscarriages of justice in high harm cases.

Introduce the latest technology to support automated and accurate redaction of evidence and disclosure processes.

Develop and implement a standard UK-wide approach to investigating RASSO cases through a sustainable operating model.

Enable industry to develop additional systems to support the CJS competitively.

Work in partnership with the Home Office, Operation Soteria, the forensic science community and criminal justice partners.

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Delivering the future – work underway with DEP

Landscape review

Understanding how forces currently use technology for working with digital evidence.

Benefits

Exploring the benefits of technology with forces and partners.

Proofs of Concept

Applying and testing solutions in line with the project's scope for digital evidence.

Mapping processes

Developing a model for end-to-end best practice with tech used for RASSO cases.

Supplier engagement

Challenging suppliers to develop solutions to meet a complex set of requirements.

Target operating model

Developing a model for end-to-end best practice with data & digital for RASSO cases.

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