



## Chief Officer Team Briefing Report

NOT PROTECTIVELY MARKED

**Title:** Progress report for Digital Mobile Policing

**Chief Officer Team Sponsor:** ACC Andy Battle

**Report Author:** CI Ian Williams

### Report Details

#### Progress report on Digital Mobile Policing Project

##### Current position

The project is now in its third year of development. Over 4400 Samsung Note 3 devices have been issued to officers in front facing roles. A further 550 Samsung S5 Neo devices have been issued to business leads and back office roles, replacing blackberry's. 200 Samsung 8" tablets have been issued to Regional CSI.

The ePocket Notebook 'PRONTO', gives officers an integrated gateway to the most commonly used functionality in NICHE and STORM which are computer systems for crime recording and incident control. It enables multiple forms/reports to be created or accessed without the need to double key. All transactions update back office computer systems with immediate effect and at the same time, record links in the officer's ePNB, enabling further updates or later reference to be made.

Current APPS include: NICHE crime and non-crime creation/search/update functionality including tasks and automatic victim updates, STORM deployment/search/update functionality. Further specific forms include: Statements, Missing/Found Persons, Domestic Violence Risk assessment, Intelligence, Use of Force monitoring, Police National Computer and Sudden Death. The project is also engaged in two Home office pilots around disproportionality of vehicle stops and a new Immigration search power.

Outside of the ePNB, a number of other improvements have been made to the device. These include improved email and internet access, personal issue Bluetooth keyboards and reduced passcode complexity.

Performance has increased month on month for the last 12 months and the devices are now widely used by the majority of front line officers. Significant unforeseen benefits have been achieved such as within PRONTO Manager, the back office version of the ePNB. This can be utilised by managers as a performance tool but also as has been the case in recent serious assaults, an intelligence tool to retrieve information held within officer's ePocket Notebooks

Canvassing the knowledge of experienced users, the average time spent creating or updating NICHE records and forms when used comprehensively is calculated at 31 minutes per shift. A further 1.5 hours is spent accessing email, tasks and Storm for each officer per shift. This offers a significant contribution to increasing the visibility of front line officers.

## NOT PROTECTIVELY MARKED

### Hurdles and barriers to success

We are the victims of our own ambition. By opting for fully integrated APPS with off line capability WYP took the product to a level that others Forces had not attempted to achieve. Significantly, all NICHE/PRONTO forces are now benefiting from our development and are now integrating with NICHE.

The challenges can be summed up in three ways

- Complexity of integration and user experience in adapting to new processes
- Security of data. The device is a pocket computer not just a phone which means that certain functions taken for granted on a desktop are not straightforward
- Cultural change. Officers expect the same functionality as their own smart phone but this is often restricted by the above two factor

In order to combat these issues the Force invested in a testing team with operational experience to ensure that the quality of live APPS delivered to the front line was of a high standard. This was imperative given the level of integration required. West Yorkshire Police are seen as having the most comprehensive testing regime among PRONTO Forces. The initial training was increased to two days and Districts were supplemented by both technical and cultural support from the centre. It is difficult to find an officer who uses it, who does not like it. However, they will all have stories of the difficult path in getting acquainted with it in the first place. The Cultural Revolution is being led by new recruits who are often the highest users. They are not shackled by fear of new processes.

### The future

The device has now been widely accepted as the primary input mechanism for front line officers. The current priority is to deliver two transformational funding bids within time scales. These are Predictive Policing and Crime Scene Investigation (CSI) STORM access to enable CSI digital regionalisation to be fully implemented.

The current PRONTO functionality delivers most of what front line officers have requested to perform their role without the need to return to the station. Further high profile developments in 2017 include Stop and Search, which is currently completed over the air with the control room, ticketing and more forms and functionality. Further development of PRONTO Manager as a performance/Intelligence tool will also be undertaken.

A number of work streams are ongoing within WYP IT department which will in turn open up opportunities for users. These include but are not restricted to:

- Skype for Business
- External APP management
- A general guidance APP
- Non crime related mobile forms via SharePoint
- Duties APP for booking on/off, OT and AL
- Android upgrade
- Samsung Device upgrade
- Pool use of device

A pilot will inform COT and the OPCC on the options for rolling out devices to Special Constables. These are likely to range from pool to personal issue depending upon technology and security limitations

NOT PROTECTIVELY MARKED