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➤ collaboration  
technology -  
an emerging  
generation

Information management for civil contingency responders

# BAPCO

Journal

Volume 13 Issue No 4

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Dawn Davison-Read

## EDITOR'S LETTER

Momentum is certainly building as the doors to BAPCO 2007 are only a few days away from opening, and what an event this year promises to be.

The conference, designed to meet the needs of government bodies on public safety and civil contingency service delivery is certain to draw the crowds, as will the exhibition. This issue bears testament to this and we are delighted to bring you a number of exclusive announcements that many of the suppliers will be making during the course of the event. (see page 10). This month we have also turned our attention to the new world of collaboration technology, highlighting that an emerging

generation of technology has the power to deliver higher standards and levels of collaboration that public safety and security now demand. (see page 6)

And with the advent of more and more technology, such as mobile data applications being implemented into mission critical vehicles, we take a closer look at how to avoid potentially harmful interference from conflicting applications. As always we welcome your views, opinions and input and this month you have an even greater opportunity as the team will be available during BAPCO 2007 to meet you in person - we look forward to seeing you at the Business Design Centre...

### testing technology in motion



### interview - bigger than you think



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Information management for civil contingency responders

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## ➔ £200m FireControl contract announced

The long awaited FireControl contract announcement has finally been made. Fire Minister Angela Smith confirmed that the contract to supply the infrastructure for the national network of nine regional control centres for the Fire and Rescue Service will be awarded to EADS Defence and Security Systems. The contract is worth £200 million over eight years.

This marks a major step in the delivery of the Communities and Local Government's Fire Control project.

The Government has decided that continuing under the current system is not an option if national resilience is to be enhanced and the public better protected.

Currently, there are 46 fire control rooms operated by local fire brigades across England. Each operates different technology and risk management systems, making it difficult to provide a common national response. The FiReControl project, run by Communities and Local Government (CLG), will create nine networked regional control centres (RCCs) all using the same new technology, systems and processes.

The RCCs will be networked to automatically be able to back each other up in times of increased demand or failure and able to provide information to deploy the nearest suitable appliances and provide information on site risks and handling direct to the firefighters' vehicles.

Modular and flexible in its design, the EADS FiReControl system's architecture will also cope with unforeseen future demands or extreme disruption to elements of the UK's Critical National Infrastructure.

Feeds from geographical information systems will enable Regional Control Centres teams to pinpoint at any time the availability and status of the

nearest and most appropriate resources, regardless of fire service boundaries, as well as the precise location of callers and incidents. It is the first time the Fire and Rescue Services will be able to draw on such a national view of resources and plan responses and co-ordinate mobilisation accordingly.

The system, which is scheduled to be operational before the 2012 London Olympics, will provide unprecedented capability to respond to large-scale incidents such as industrial accidents, terrorist attacks and environmental disasters, offering greater protection to firefighters and the public.

Commenting, Angela Smith said, "This is a major step forward for the Fire Control project. The Government's first duty is to protect the public. At the heart of this project is the ability for the control centres to back each other up and to provide information direct to firefighters on the ground.

"The technology provided

under this contract will help to identify the location of incidents more quickly and precisely, ensure that the correct equipment is mobilised as quickly as possible, and provide firefighters with information on the incident location. Ultimately this will help to further reduce the number of lives lost to fire.

"The choice of the right supplier for this project's IT requirements is therefore vital. I am very pleased to announce today that Communities and Local Government intends to award EADS Defence and Security Systems this £200 million contract."

Upon announcing the preferred bidder status a press statement included a comment from Phil Toase, President of the Chief Fire Officers' Association stating, "I am very pleased that we have reached this important milestone in the Fire Control project and welcome the investment in the Fire and Rescue Services that it represents. CFOA will continue to work with the Government,

and now with the supplier, to ensure that the project will enable the FRS to deliver a service to the public that rises to the challenges of the 21st century."

Len Tyler, CEO, EADS Defence & Security Systems Ltd., commented: "This announcement is a further demonstration of the powerful integration capabilities and skills we have built up at Newport in recent years. It builds on the success we have had in providing secure and resilient Infrastructure Communications Technology (ICT) solutions and services. It supports the current and future investment by EADS in South Wales."

A key aspect of the transition is managing the transfer and training of staff from the current 46 different ways of working to a common best-practice delivery of the service. EADS will support the Fire and Rescue services in this, as well as designing, supplying, integrating, commissioning and maintaining the communications and IT system that will be at the heart of the Regional Control Centres network.

Robin Southwell, CEO of EADS UK commented, "We are only too aware that the best technology and most robust systems are only as good as the training provided to staff to allow them to operate the technology effectively. Our programme is focused on sensitive and effective change management, ensuring a seamless transition and that staff receive the best possible training to support efficient use of the new system. We look forward to supporting Communities and Local Government (CLG) and working closely with other key stakeholders such as the Fire & Rescue Authorities who will own the Regional Control Centre companies."

### ➔ live in Cambridge with NSPIS

Cambridgeshire Constabulary has gone live on NSPIS Custody and Case Preparation systems, which are supplied by SunGard Vivista and managed by the Police Information Technology Organisation (PITO). The systems help reduce the administrative burden on the police by linking to other systems and preventing double keying.

Commenting John Neil, director of operational services at PITO, said, "The NSPIS systems can help the force realise benefits through more efficient working and less paperwork when processing a person through custody."

DS Julian Eales, director of intelligence, added, "The go-live at Cambridge has been

remarkably smooth. I put this down to close working relationships between police staff, SunGard Vivista and PITO. Thanks to the hard work of many people, we have managed to overcome any implementation issues and keep to our planned go live dates."

The current roll-out of NSPIS Custody and Case Preparation to the English and Welsh police forces is seen as a major step forward in the way that police forces are modernising their business processes.

SunGard Vivista has been working with PITO and the police forces to implement a programme of change management and business process re-engineering.

## ➔ improvements in crime investigation

Police forces across the UK will see improvements to the way vital information is handled in major crime investigations, as a result of the latest upgrade of the HOLMES 2 computer system.

The Police Information Technology Organisation (PITO) commissioned Unisys to deliver the Home Office Large Major Enquiry System 2 (HOLMES 2) Version 11 upgrade. The Version 11 upgrade incorporates a new search tool using the latest technologies, giving the police service enhanced search and compatibility capabilities across databases.

HOLMES 2 Version 11 features enhanced functionality, adaptability and interoperability with other police information resources and utilises architecture and a three-tier framework to promote code reusability. The additions build on the system's capabilities, which have proved popular with the police as they

mirror how a physical incident room or casualty bureau operates, ensuring a logical and consistent information flow. This provides the ability to link different investigations together and also to connect enquiries between forces.

Commenting on the upgrade, PITO Director of Operational Services John Neil stated, "HOLMES 2 helps police forces manage the large amount of information generated by major crime investigations. When faced with the task of sifting through information sent in by the public or gathered by the enquiry teams, the senior investigating officers can rely on HOLMES 2 to help."

"HOLMES 2 is key to organising evidence, identifying cross-references and in helping to make those critical links between different pieces of information that can lead to a breakthrough in the case. With this latest upgrade, incident rooms across

the country can continue to rely on HOLMES 2 to meet the unique information management needs and operational demands of major crime investigations."

Continuing he said, "Since its launch in 1999, HOLMES 2 has proven to be a crucial tool for the UK's police forces in providing best in class access to information and cross-referencing" said Holli Ploog, Unisys Vice President of Global Public Sector UK. "We consider HOLMES 2 to be a key enabling technology in aiding police to resolve murders more quickly, and with maximum flexibility, without compromising security."

Unisys, in delivering the capabilities required for Version 11, incorporated six new frameworks, as well as web enablement capability using SOA architecture which allows specific modules to be added and removed in response to the needs of the force.

## ➔ in the news

### new procurement capability

The Office of Government Commerce (OGC) has confirmed that the Department for Education and Skills (DfES) will be the pilot department for its new Procurement Capability Reviews.

The Procurement Capability Reviews were initially outlined in Transforming Government Procurement, the new strategy for delivering high-quality procurement across central Government, which was launched by HM Treasury in January.

### intelligent agreement

Northgate Information Solutions and Initiate have signed an agreement to allow police forces and criminal justice agencies in the UK to improve public safety by combining all the intelligence used to prevent and solve crime.

### ogc signs new deal with sap

OGC has signed a new MoU with SAP. This new agreement will offer all public sector organisations preferential pricing arrangements on SAP software and services.

### free seminar programme

The ACPO-APA 2007 conference and exhibition includes an integral free seminar programme, which will include presentations from leading policing organisations and case studies by exhibitors. Visitor registration is now open and full details can be found at [www.acpo-apa.co.uk](http://www.acpo-apa.co.uk).

### award for Spitfire

Spitfire has received a Silver Accreditation award in recognition of the company's continuing status as a leading Avaya solutions partner. The Silver Accreditation reflects Spitfire's competence to supply and maintain Avaya's complete telephony solutions range, including phone systems, terminals and peripherals.

## ➔ acquisition increases the power of two

Benefits are already flowing from O2 Airwave's successful acquisition last year of Decision Focus. Both companies have set about proving just why the deal was such good news for the two parties and their customers. In the words of founding partner of Decision Focus Martin Thomas, "It's a case of showing that two plus two equals five".

Early collaboration has focused on mobile data in particular. Decision Focus is also continuing to extend its range of software applications designed to help customers manage their mobile assets with the launch of People Manager and Sepura Link, and customer take-up continues to grow. Recently, North Yorkshire Police and Dorset Constabulary became the 43rd and 44th UK Police Forces to purchase both Fleet Mapper and Radio Manager.

## ➔ multi agency working is priority

The Home Secretary, Dr John Reid opened the Skills Summit conference with an address outlining that effective multi-agency working, ICT and leadership are priority areas for skills development.

He also talked about the huge challenge facing the Criminal

Justice System in addressing its current weaknesses and the difficulties in carrying out a programme of reform and modernisation under the glare of the media spotlight.

The conference held last month was judged to be a great success by all who attended.

## ➔ south west gain new fire safety solution

A regional framework contract to provide a fire safety software solution to the Fire and Rescue Services in the South West England has been awarded to Innogistic.

The Community Fire Risk Management Information System (CFRMIS) was selected in a competitive tender run by Somerset Fire and Rescue Service on behalf of the seven Fire and Rescue services in the South West.

Speaking of the contract award, Lyndsay Ware, Procurement Officer for Somerset Fire and Rescue Service commented, "Innogistic demonstrated that their solution was the most comprehensive system on the market. Combined with a proven track record in delivering accompanying services and an attractive commercial proposition, they were the obvious choice." Roll-out of the system has already commenced.

## International news

**Chinese approval for Sepura**  
Sepura TETRA radios in 350MHz have received official endorsement from the Ministry of Public Security (MPS) of China. The achievement of this milestone is significant as it will allow the procurement and use of Sepura products in the frequency band that will become the standard for the Chinese police.

### bridging digital divide

Los Angeles now has a wireless network a part of a project designed to help curb criminal activity and provide a safe environment for residents in one of the city's most notorious high-crime public housing areas thanks to Motorola. The deployment was spearheaded by the Los Angeles Police Department (LAPD). Easy to deploy, scalable and cost-effective, the network encompasses 10 wireless video surveillance cameras and the Motorola MOTOMESH network.

### highband networking

Harris Corporation and BAE Systems have co-developed a Highband Networking Radio (HNR), which is now available for purchase. Developed to provide true ad-hoc, mobile capabilities to network-centric military communications, the HNR is the first to utilise directive beam technology to achieve higher throughput over longer distances and with enhanced spectrum efficiency.

### humanitarian mission

At the end of last year when a typhoon swept through the Philippines, the island of Catanduanes suffered a major communications failure. Contact to the disaster area was cut off making it impossible to co-ordinate relief efforts. Within three days Rohde & Schwarz installed a stable HF voice and data connection between the disaster area and Manila free of charge.

## sea of change project reaches completion

The end of March saw the official closure of the Sea of Change Project.

The Sea of Change Project, launched in 2003, was set up and funded by the MCA (Maritime and Coastguard Agency) in a partnership with the Chief Fire Officers' Association to establish a Maritime Incident Response Group (MIRG) which would, for the first time in the UK, provide specialised fire and rescue teams for dealing with firefighting, chemical hazards and industrial accident incidents at sea.

The project heralds the announcement that Strathclyde Fire and Rescue is formally declaring as a resource to the MCA.

The MIRG comprises teams from 15 Fire and Rescue Services strategically located around the coast, with about 50 fire fighters

available for each team. Each team has been equipped to tackle incidents in the marine environment. The teams will not only fight fires but also deal with chemical hazards and free trapped personnel in vessels at sea.

In addition, the teams' specialised training, allied to a helicopter capability, will provide a valuable, additional resource for the emergency services across the rest of the UK. Each team will be reinforced with paramedics who will also be trained in the unique conditions that they may face particularly in the maritime environment.

This new service, one of the first of its kind in the world, is the result of a major cross-governmental project involving some of the principal organisations behind the UK's civil resilience, supported by almost

£3m of funding from the Maritime and Coastguard Agency and the Department for Transport.

Peter Dymond, Chief Coastguard said, "The skill, professionalism and bravery of the UK's Emergency Services are second to none. We need to continue to do all we can to help them deal with the difficult and often unpredictable situations they face day after day.

"This new arrangement also has the potential to benefit UK civil resilience as a whole as the capability and mobility of the MIRG teams will enable them to respond quickly to emergencies anywhere in the country, not just to those at sea. The MIRG is the first of its kind in the world and already other countries are beginning to develop similar arrangements based on the UK model."

## national enforcement programme extended

Northgate Information Solutions has confirmed that the 42 police forces currently using the national police enforcement solution for Penalty Notices for Disorder will continue to do so for a further two years.

Under agreements worth a total of £1.25m to the company, forces across England and Wales will now continue to benefit from the Northgate Enforcement Solution (NES). This follows the national roll-out of the government's Penalty Notices for Disorder scheme in 2004, for which Northgate is the approved supplier.

NES supports police forces across the country to deal efficiently and effectively with low-level crime and nuisance behaviour. The system manages offences from point of entry to payment or prosecution and administers all penalty notices issued for minor disorder within a single system, enabling officers to spend less time on paperwork and more time protecting communities.



Ian Blackhurst, Managing Director of Criminal Justice & Public Safety at Northgate Public Services, commented, "A proactive approach to promoting community well-being, backed up by a strong enforcement system where clear and decisive action is taken to tackle individual concerns can help to enhance public trust and improve service delivery.

"Used effectively, penalty notices can help prevent and deter low-level crime and nuisance behaviour. Our enforcement solutions help to free up police time, enabling them to focus on their core business of building safer communities. We are delighted to be continuing our work in this important area."

## network study

Mason Communication's recent Network Connectivity Design Study underpins greater collaborative working between the police forces in the East Midlands region, including Derbyshire, Leicestershire, Lincolnshire, Northamptonshire and Nottinghamshire forces.

Mason was commissioned to work in partnership with the forces' project sponsor, to undertake a Network Connectivity Design study to enable a greater sharing of intelligence information, while increasing collaborative working between forces. The critical nature of police networks and the requirements for network scalability, connectivity, security, network addressing, resilience and disaster recovery was addressed within each option appraisal.

Peter Aughton, project sponsor and then head of ICT Services for Northamptonshire Police, commented, "We are using the report to progress further work with our regional network managers."

# Reliable and secure communications



The unfortunate events in London on 7th July 2005 demonstrated the importance of effective communications in responding to and managing major incidents and the increasing role that mobile messaging plays in emergency and business continuity plans.

Public sector organisations responding to the 7th July terrorist attacks in London swiftly discovered that no single technology should be relied on for communicating after a disaster – landlines can be damaged, and mobile networks overloaded.

PageOne services played a part in the operational communications of many organisations directly involved in responding to these events.

Despite record traffic levels across both its paging and SMS networks, all PageOne services remained fully operational throughout the period with nearly a quarter of a million messages distributed.

PageOne Connect users include the North East London Strategic Health Authority, responsible for seven Primary Care Trusts, five Acute Hospital Trusts and Health Emergency Planning Advisors.

Senior Manager for Emergency Preparedness Chris Drew said: "The system was effective on 7th July at a time when both cellular and land-line phones were unavailable.

"We were also able to use the system to cascade short 'headline' briefings to organisations throughout the day. In all, a very effective and useful system."

With 20 years of service to the public sector, PageOne products have been awarded supplier status for every national contract awarded by the public sector in the last 10 years.

This has culminated in the Office of Government Commerce selecting PageOne as an approved national provider of paging and SMS messaging services under the national Government Telephony Mobile Contract.

Existing clients from the emergency services, the NHS and the MOD testify to PageOne's experience in providing a secure and reliable system for keeping in touch.

While events demonstrated the growing role and acceptance of text messaging for critical messaging, it also reinforced the role paging still has to play in communicating vital information quickly.

Paging's inherent broadcast capability, and protection from public peak traffic loads during such emergencies, ensures that even though the paging network experienced record traffic levels on 7/7, messaging was well within capacity, and the delivery of critical messages in a timely manner was unaffected.

For more information or to discuss your requirements with one of PageOne's Public Sector account managers, please call **08700 555 303** or email **marketing@pageone.co.uk**

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During September 11, 2001 attacks, Intergraph's solution was put to the test as NDW co-ordinated the move of all Navy facilities to THREATCON Delta, activated the EOC to manage response issues for the Pentagon and helped assess casualties.



## collaboration technology defined

*Integrates geospatial, sensory, command and other information, in real time. Common standard enables data flow - with full, concurrent data sharing up and down a command hierarchy: filters limit content access in line with data protection legislation and other user-defined criteria.*

*Collaboration systems are: Highly scalable, to handle application sizes that may range (for example) from a single field unit to a full emergency operations centre.*

*Designed to run resiliently (minimum downtime) and securely in a disaster recovery-ready environment.*

*Interoperable: based on agreed, common, 'open' or industry standards that enable inter-agency, inter-civil contingency co-planner communication and collaboration.*

# the new world of collaboration technology

In an exclusive article for the BAPCO Journal, Alastair Ritchie of Intergraph explains that an emerging generation of technology has the power to deliver the higher standards and levels of collaboration that public safety and security now demand...

Today, an emerging generation of powerful and resilient technology has the power to integrate geospatial and incident command information with data from intelligent video, location tracking and other types of sensors. This combined intelligence can be fused to provide a more complete and up-to-date picture of an unfolding emergency situation.

Based on open standards, this technology is now setting a new standard for large scale public safety and security applications, that can support interoperability across multiple agencies and technology platforms - improving decision quality and shortening incident response times.

Importantly, the new generation of 'collaboration technology' has the power to cross both sector and geographical boundaries. It can act as the foundation for security systems and the multiple agencies assigned to collaboratively protect not only the public but also military installations, airports, train stations; production plant; and other critical industrial, transportation and government infrastructure.

## ➔ standards vary

In the UK, the Civil Contingencies Act places a legal obligation on public safety and local authority 'co-civil-contingency-partners' to collaborate and exchange data. But (as yet) no framework exists for data exchange. Around the UK, standards (including quality standards)

therefore vary widely, with real-time data-sharing a rarity. The data that is exchanged tends to be slow-moving and not always up to date. The typically semi-manual process of file extract, copy, import and resolution of differences in data models (between two or more data models and multiple parties) takes time, is error-prone, potentially insecure and often costly.

Periodic copying of data can lead to poor and potentially disastrous incident management, when dispatch and on-site incident handling are based on old information. This was seen in the now infamous Enschede case in the Netherlands, when the site of a fire, referred to as a 'shed' in Brigade records, was in fact a firework factory. Insufficient resources were dispatched; the fire was not quickly contained; and many lives were lost as a result.

Meanwhile in the UK there are some notable exponents of best practice. Devon has instituted data-sharing between and across its partner agencies - including its health authority, an area demanding careful data management.

Suffolk Constabulary has installed a command and control system which can enable collaborative call handling with its neighbouring forces, Norfolk and Cambridgeshire.

A small but significant minority of UK police forces have invested in systems that (with some straightforward adaptation) can be used to direct multiple, inter-agency

collaborative communications, including real-time management of any major incident.

In Scotland, Northern Constabulary recently used its command and control system during an unprecedented period of severe weather to provide Silver Command, major incident collaboration communications for the multiple emergency, public and private agencies involved in flood management, transportation and utilities breakdown and public protection.

In contrast, as we go to press one English fire and rescue service is still unable to generate data (other than manually) from its own organisation - let alone communicate electronically with others.

**→ going global**

Outside the UK, notable collaboration and integration technology exponents include the German Federal Police or bundespolizei, responsible for providing public safety at airports, railways, and federal borderlines, as well as on the high seas. This includes patrolling and protecting 7,530 railway stations with more than 1.7 billion passengers; securing flight passengers and airport grounds; and providing police surveillance for borders on land, water, and from the air within a radius of 30 km.

Because of their many responsibilities and the vast amount of land they needed to protect, the German Federal Police have implemented a modernised dispatch

management and communication system that allows them to optimise their coordination of activities, nationwide, and shorten their response times, for example immediately alerting additional police staff when help is needed and providing mobile units with real-time information.

US capital Washington DC has deployed a Unified, collaboration technology-enabled Communications Centre that consolidates the public communications functions of the DC Police, Fire and Emergency services (FEMS), Emergency Management Agency, and Public Services. "The District is able to leverage cutting edge technology that promotes multi-agency information sharing in real-time, which will shave off time when seconds count most" comments DC Office of Unified Communications director Mike Latessa.

And New York's Metropolitan Transportation Authority (MTA) - which manages the safety and security of the transportation infrastructure for its 14.6 million-strong population - has deployed an Integrated Electronic Security System and Command, Communications and Control programme: a £212 million deployment designed to boost the security of the largest transportation system in North America.

These early deployments are the first of many, as this new generation of technology fuels the growth of collaborative public safety and security practice.



→ Alastair Ritchie is a Security Consultant at Intergraph. At BAPCO 2007 (Wednesday 25 April, Workshop 2, Managing and Sharing Information) he will be giving a presentation on: 'Providing a scalable, resilient Incident Management System'.

**INTELLIGENT CHANGE – INTELLIGENT INTEGRATION**



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## head camera pilot in progress

Devon and Cornwall Constabulary is currently participating in a six-month pilot during which they will be assessing the latest technology available to the police service, the 'Head Camera'. The pilot is due to be completed as we go to press (end of March 2007) and will incorporate a comprehensive trial and evaluation. The aim of the pilot is to evaluate the technology, assess how it can be used in wider policing areas and establish the evidential impact.

### head camera pilot

*A body worn digital recording system (head camera) pilot is currently underway at Plymouth Police, part of Devon and Cornwall Constabulary. The BAPCO Journal reports...*

# keeping a head in technology

The pilot is primarily taking place within the South and Central sectors of Plymouth BCU which essentially encompasses the business, evening and night time economy districts of Plymouth City with limited residential areas. The other four sectors of Plymouth BCU have a greater percentage of residential areas than commercial areas.

Process Evolution Limited has been commissioned to make an independent review of this pilot trial to identify issues and quantify the benefits that the Head Cameras offer in terms of officer time saved and proportion of offenders brought to justice.

The output of the final report will provide a more complete

analysis of the benefits and issues found at each step of the process along with a simulation model that will enable a number of different scenarios to be evaluated in the context of force-wide implementation.

### → the technology

The technology comprises of a small colour camera, which is worn on the side of an officer's head and is linked to a hard drive. The camera records audio and visual footage and will be used to document what an officer is seeing and doing at the scene of an incident. It is thought that this method of evidence gathering will significantly reduce police officer time spent in terms of paperwork and file



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[www.eads.com/pmr](http://www.eads.com/pmr)

preparation. This will improve the way in which officers can organise their day, allowing them to spend more time out on the streets, increasing visibility and public confidence.

The use of this type of digital evidence could also lead to further improvements throughout the judicial system. The footage can be viewed by the offender, their defence and the Judge and Jury, enabling the 'crime scene to be brought into the court room' and therefore leading to much earlier guilty pleas – ensuring the guilty party is convicted swiftly, saving both time and money.

The ability that Head Cameras provide officers to confront offenders with their actions by replaying footage to them, has already identified that offenders are more likely to plead guilty or accept on-the-spot fines or cautions rather than contest their cases in court.

It is important to note however that the cameras are not covert but clearly visible and advertising the presence of Head Cameras is expected to reduce crimes occurring.

The pilot is focussing on violence related incidents, including alcohol related violence, violence in public places and domestic violence. Some 300 officers have been trained to use any of the 50 cameras available during day and night patrols; this trial therefore covers a wide breadth of incident types. There is also the potential to capture other crimes and any secondary crimes.

According to the interim report, published earlier this year, it states that the data currently available is insufficient to

establish the real impact of crime reduction as a direct result of the Head Camera, however early signs are promising and further analysis will be included in the final report.

Furthermore the Interim Report also states that, "To date it is possible to provide anecdotal evidence where Head Camera evidence has resulted in early guilty pleas on a case by case basis. For instance: A female was arrested and charged with a number of violence offences on both her partner and Police following a domestic incident. The case was brought to justice within 17 days due to compelling evidence from the Head Camera footage. The female's solicitor stated that the evidence was beyond question."

"Anecdotal evidence also suggests that there is a reduction in officer time spent on paperwork."

#### officer safety

The evidence assessed so far also suggests that the Head Camera is a useful tool in reducing complaints against Police. It will protect the officer against false accusations and instances where offenders may self harm to support a later case for complaint.

This has been demonstrated in one case already where the Head Camera was used. The offender resisted arrest and claimed excessive force was used.

The Head Camera contained evidence that disproved the allegation and the offender subsequently withdrew their complaint.

#### draft guidance

*As this pilot has attracted significant interest from forces across the country, the Police Standards Unit is publishing draft guidance for forces who may wish to consider their own implementation at this early stage. Details can be found at: [www.police.homeoffice.gov.uk](http://www.police.homeoffice.gov.uk)*



Authorised distributor



**a responsibility**

Public safety is facing a growing number of challenges from diverse sources such as the threat of disasters from natural and man made scenarios to organisational changes that will impact the manner in which services are delivered in the future.

Moreover, under the UK's Civil Contingencies Act, business continuity and information management are key Local Authority responsibilities.

If you are responsible for choosing the right information management system for your organisation, then do not miss BAPCO 2007 at the BDC, London from 25-26 April 2007.

➔ To register or for full details visit: [www.bapco.co.uk](http://www.bapco.co.uk)



# technology on view for tomorrow's world

At the end of this month the public safety community will be converging in London to visit the annual BAPCO conference and exhibition. Highlighting why all civil contingency responders should make the effort to attend, we complete our series of features on the event with an exclusive preview of what the exhibition will have on offer...

Collaboration, intelligent integration and emerging technologies are all areas increasingly being discussed, piloted and implemented across the public safety sector, not just in the UK but on the international scene. And no wonder, since they are fundamental areas that are helping address efficiency drivers within the civil contingency, homeland security and mission critical markets.

These very elements coupled with business continuity applications are the core to managing expectations for not only tomorrow's world but today's very real needs. Therefore, the BAPCO 2007 exhibition (running alongside the conference) which plays host to showcasing a plethora of applications all focussing on these very points, is certain to be packed to the rafters with users, consultants and suppliers alike.

Companies such as Intergraph, for instance, intend using the BAPCO exhibition to raise the profile of inter-agency collaboration. The company will be showing how information flow, data sharing protocols can be used real time in major incident planning systems. In fact, applications that are currently being used in anger outside of the UK are already highlighting the importance of inter-agency working, underlining that the technology is available, it is perhaps simply a case of cultural reform that needs to be addressed for successful collaborative systems.

Intergraph's presence at the exhibition and the products and services being promoted also ties in with the conference presentation on Wednesday, 'Providing a scalable, resilient incident management system' which addresses the ever increasing feeds of information into operational and intelligence centres, the need for better tools to manage this information and assist decision-

makers in collaborating and determining the appropriate response.

EADS will also be prevalent at the show, demonstrating its capabilities following the very recent announcement of the FireControl project.

Close by, in fact the stand next door will see Telnet demonstrating the advantages that a managed service can bring to the public safety sector, for instance its work (a complete managed service) on FireLink with Airwave.

➔ **controlling position**

Amongst the plethora of command and control solution suppliers at this year's event, Fortek will be presenting its Vision solution. This enterprise wide system has been designed for the International Emergency Services and is formulated to meet all of the call handling, dispatch and incident management requirements. Vision allows different users to access and use the functionality offered and also interfaces with a range of third party solutions and databases for intelligent integration.

Fortek has also recently announced that Vision has been selected by Mid and West Wales FRS to allow the service to take full advantage of the initiatives and technologies deployed by central government. Furthermore, Vision assists in the delivery of the Integrated Risk Management Programme (IRMP), fulfilling the requirement of the FRS to fully realise the benefits of IRMP.

BAPCO 2007 will also be the platform that Sungard uses to launch its latest version of the DS2000 Integrated Communication Control System (See page 40 for full details). In addition Sungard will also be demonstrating the DS2000 configuration currently being deployed into UK

**fast facts**

Event: BAPCO 2007 conference & exhibition  
 Venue: BDC, Islington, London  
 Dates: 25-26 April 2007  
 For full conference programme and how to register visit: [www.bapco.co.uk](http://www.bapco.co.uk)

Ambulance Trusts as part of the ARP project.

Pennine Telecom returns to the exhibition this year with new and exciting additions to its portfolio of a total communications solution. Its launch of Canopy, which provides wireless connectivity to remote local sites without incurring ongoing line rental costs is an ideal means to extend or bridge networks, transmit CCTV or VoIP.

Pennine's recent installations of Command and Control systems at British Nuclear Group's Fire and Rescue Control Room at Sellafield (see page 26) and five Civil Nuclear Constabulary facilities at Harwell, Capenhurst, Chapelcross, Springfields and Sellafield utilising Zetron DCS-5020 and Airwave, are all proving very successful.

### ➔ intelligent integration

During the event, Frequentis will be showing how customers can benefit from newly developed concepts. The focus lies on intelligent integration of voice communication and data & video systems. A further highlight will be an interactive data solution.

ICCS, C&C, CCTV, GIS, mobile platforms and many other IT systems in and around the control room provide a great deal of functionality to the operator. Much has been done in connecting these systems to enable the exchange of information and to optimise workflows. Frequentis provides the intelligent integration of all

separate systems (voice communication, data and video systems). It takes into account the operators, their current and future operational procedures, the environment and technological possibilities. It focuses on delivering to operators stress reduced solutions for day-to-day tasks and explores directions for increased efficiency and effectiveness on an End to End basis.

The stand will also reflect the company's joint presentation with the Metropolitan Police Service at the Conference in the 'Managing and sharing information' Workshop on Wednesday 25th of April. Frequentis will present its concepts for innovative working position setups and the importance of user involvement in the successful design, configuration and deployment of new systems.

### ➔ enhancing performance

With Government enforced targets the Emergency Services are required to meet, managers of emergency call-taking and dispatch centres must find ways to improve the performance of their teams. Powerful call recording, retrieval and quality management solutions from Verint help to enhance the performance of emergency response, public safety and control room operations. Designed for superior reliability in mission-critical environments, Audiolog from Verint can record all calls and related data in virtually any public safety

### free TETRA health seminar

*On the opening day of BAPCO 2007 (Tuesday 24 at 2pm) The TETRA Industry Group (TIG) will be hosting a seminar at the BDC.*

*Providing an overview of the science concerning TETRA and health descriptions of a number of recently published studies. This free to attend seminar will be of interest to current and prospective users of Airwave or other TETRA systems, medical officers within the emergency services and anyone implementing TETRA projects.*

*To register visit [www.bapco.co.uk](http://www.bapco.co.uk)*

*continued on page 12*

## Safe and Sound

### Improving mission critical networks

Managing mission critical networks is a complex, specialist task. When time and resources are scarce, you need to be focused on improving results, increasing customer satisfaction and in some cases, saving lives. At **telent** we have the experience, knowledge and expertise to keep your network safe and sound.

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**telent** will be exhibiting at BAPCO 2007, Business Design Centre, Islington, London, 25th-26th April.

Please visit stand no. 324 and see what **telent** can do for you.



# telent

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**tracking new products**

*Arqiva will showcase a new asset management service designed to aid the tracking and allocation of communication devices for all emergency services.*

situation. Built on thousands of successful implementations, Audiolog helps emergency command and control centres, security agencies, transport networks, prisons and other public safety organisations perform more effectively.

Verint's presence at the exhibition is also reflected in, and provides a hands on experience of the presentation to be made by Paul Collins on 'Actionable Intelligence for a Safer World and Smarter Enterprise'. This presentation considers the use of speech analytics as a tool to transform unstructured spoken content into actionable critical insight, thus generating value from dialogue and applying speech recognition technology to reveal critical information that we would not otherwise know.

Staying with performance related products another exhibitor, Cadcorp will be showcasing its latest versions of its internet/intranet-based GIS software, the new Cadcorp SIS Pictometry Viewer and the new OS MasterMap ITN Manager.

Demonstrating these latest developments, Cadcorp will be joined by business partners MIS Emergency Systems Ltd who will be showcasing its command and control systems.

Another company who will be showcasing its latest technologies designed to improve communications and efficiency within the emergency services sector is Arqiva's Public Safety Division.

Arqiva will demonstrate the latest modules from its Police Mobile Data Solution. The solution that provides a seamless data flow between the officer on the ground and the control room can now be connected to a small printer carried on a belt, which enables officers to fill out and print digital forms at the scene. Designed to cut paperwork and ensure officers spend more time on the streets, the solution stores information on a central drive for easy retrieval and reporting.

Additionally Arqiva will be demonstrating its next generation mobile data solutions for the ambulance services, Mobilise II and Formalise II. The fully managed systems help improve the efficiency of ambulance services through electronic patient record forms and the wireless transfer of incident information.

**exclusive launch notice**

*Frequentis will be previewing an extremely intuitive application, the Strip Data. (Pictured opposite) This application is a live data version of incident paper handling as known in the public safety sector. Currently utilised in Air Traffic Control as electronic flight strips, the information can easily be applied to incident data. The solution meets the business needs and integration requirements of the emergency services.*

**→ mobile efficiency**

Mobile technology is without doubt one of the most significant ICT developments of recent years, and with more and more adoptions of the technology across the public safety sector, Brother UK will be demonstrating the (acclaimed) world's smallest, self contained mobile printer - the MPrint MW-140BT, to offer a lightweight



portable solution to printing on the move. The device is proving to be the perfect partner for a range of public sector organisations and some of these will be illustrated on Brother's stand at BAPCO 2007.

BAPCO 2007 will also see 'Brigid' the new generation of mobile data solutions on Cyfas Systems stand. Through an agreement with Seed Software to market, fully integrate the application software and its advance networking to the command and control applications in the UK public safety sector.

The Brigid applications can run on various makes of hardware, the Fire version is fully operational with a number of clients offering a fully integrated mobile data solution between their emergency fleet and a FRS command and control call handling and dispatch system. This advance technology, already running in a brigade, has improved immensely against traditional mobile data systems. *(See the full report in next month's issue).*

A police mobile data and AVLS version of the application is also available and Cyfas is currently seeking police partners to pilot this.

Innogistic Software will be demonstrating its solution known as CFRMIS Mobile, which cuts out the need for paper forms and the administrative overheads associated with data re-entry. In fact the company has recently confirmed that 25% of the English Fire and Rescue Services are currently implementing the system which is set to deliver significant efficiency gains in both Technical and Community Fire Safety Work.

Using the system, fire safety officers are able to download scheduled jobs such as Home Fire Safety Checks or Fire Safety Audits to an electronic device such as a Tablet PC or PDA and complete them offline.

Staying with mobility, Motorola will be showcasing its critical communications portfolio including its wide range of TETRA terminals and solutions, and its MESH ad-hoc wireless broadband solution. The company will demonstrate its wireless data solutions by running Police National Computer checks over TETRA PDAs and video cameras over resilient MESH technology.

In addition, as part of the conference programme, Motorola's Dr. Fred Preston will speak on the subject of mobile biometric identity solutions at 3.45pm on Thursday, in the main auditorium. His presentation: "The future of mobile identity solutions: security, safety and mobility", will make use of a case study to highlight the implementation of mobile identity solutions in a European organisation. Dr. Preston will discuss both existing applications and the future possibilities for mobile biometric identification devices.

Another next generation network technology company will also be highlighting how its solutions can manage every manner of incident from fighting fires, to dealing with natural and man made disasters, fighting crime and combating terrorism. As well as mobile solutions Excelerate also supplies a range of fixed solutions to suit every possible requirement from rural residents devoid of terrestrial communications to sophisticated, resilient, point to point satellite networks for either primary communications or contingency and business continuity provision.

Alongside the many mobile data and integrated

communications applications, the event, wouldn't be a true communications and IT exhibition without companies such as Tait Europe, who will showcasing its P25 digital offering. Designed to meet the APCO 25 standard, Tait Europe's digital PMR range offers excellent audio quality, superior encryption technology and open systems, plus being backwards compatible with analogue radios, the P25 equipment enables users to gradually migrate their systems.

#### ➤ a plethora of new product launches

Amongst the many other numerous exhibitors launching and demonstrating products during the two day exhibition, Sonic Communications will be introducing its new Rugged Transportable Station, which is the result of a joint development project between Sonic and Sepura and represents the first production man portable, multi applications SRG based base station / gateway. Sonic also plans to use BAPCO 2007 to demonstrate the latest development of covert wireless control for users of the Sepura RCU and other Sonic accessories where wireless functionality is desirable.

Seasoned exhibitor, Syntech, will be showing a range of new test, measurement and analysis products such as in-depth TETRA performance testing, remote status application for fire and call detail record analysis.

PJ International Leathercrafts has combined with Radio

Hardware Supplies to form PJ &RHS Ltd, the new organisation will be demonstrating its own make of leather cases and possibly one of the widest ranges of audio accessories available from one source for Motorola and Sepura TETRA radios. BAPCO 2007 will also see the launch of the recently licensed Click-on system.

The event will also see the exclusive launch of a new product from MAL (as yet un-named although we believe it may be announced as Siren) a product for the retained fire-fighter market. *(See the full report in next month's issue).*

This new product will be able to monitor and record the availability of retained fire-fighters, providing essential information for both command and control as well as station managers. The system will sit on the brigade network providing remote access for authorised users to interrogate the information held, thus being able to aid the business processes of the station and providing retained fire-fighters with the ability to amend their own availability as and when required.

All in all the BAPCO 2007 exhibition which runs alongside the influential conference, promises to live up to its internationally recognised showcase for the public safety sector. In fact, based on the level of new and emerging technologies that will be on show it is set to be far more informative than ever before. This year also sees the return of the showcase theatre, to share experiences and case studies in free seminar sessions.

#### stop press BAPCO 2007 gains AGI accreditation

As part of the ongoing AGI (Association for Geographical Information) Continued Professional Development Programme, AGI members attending the 2007 BAPCO conference and exhibition will earn CPD points. One point will be awarded for visiting the exhibition, four points for attending one day of the conference and seven points for the full two days. Thereby endorsing the importance of the BAPCO event.



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*Mason will be at BAPCO2007, we look forward to meeting you there...*

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For more information please call 0845 200 1000 or visit [www.nice.com](http://www.nice.com).

You can also see NICE at BAPCO, 25-26th April, Business Design Centre, London, Stand 240 and ACPO, 20th-21st June, G-MEX, Manchester, Stand F10.

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# BAPCO



THE BRITISH ASSOCIATION OF PUBLIC SAFETY COMMUNICATION OFFICERS

## President Remarks

My year as BAPCO President is drawing to a close. It has been a tremendous privilege to represent BAPCO not only in the UK but across the world. I have attended Conferences and Exhibitions in the USA, Canada and Australia meeting colleagues of those countries working in all three emergency services. In common with the UK these men and women are committed to giving the best possible service and their dedication is always apparent. Some of the experiences are harrowing and perhaps Katrina expresses how special and vocational Emergency Service Personnel are in

## Reflection to move forward

extreme and dangerous situations. On the last afternoon of our Conference you will hear Capt Stephen Gordon of the 911 centre for the New Orleans Police Department describe survival in the days following Katrina involving not only the public but Emergency Service Personnel trying to restore normality. I urge you to attend this and all the presentations.

Our Conference and Exhibition is only a few weeks away and we believe we are on track for

even greater success than previous years. We have all the significant suppliers exhibiting giving the best possible chance to delegates and visitors to view and discuss technical solutions and opportunities. Only by attending can you judge the benefits available and I urge you to find the time to come to what is recognised as the best Emergency Services Conference and Exhibition in the UK.

**Tim O'Connor, President**

## CAG Remarks

## New Beginnings!

So its EADS! The long awaited decision on who will provide the critical infrastructure for the DCLG FiReControl project has now been announced. I congratulate them for their success and wish them all the best throughout the life of the project. This is a major announcement within a programme that is seen by many as pivotal to defining the shape and feel of the entire UK emergency services. The adoption of regional control centres will bring about significant changes in the modus operandi of the English Fire Service and it surely will not be long before others follow suit. I look forward to following the progress of this project and its impact on our emergency services over the next few years.

The annual BAPCO conference and exhibition is upon us and in its own way it is also being viewed as a turning point, where once the show has been fairly one way with delegates soaking up the atmosphere, presentations and the exhibition this year it is hoped that we can develop opinion based on feedback and

interaction with you the delegates. If this Association has lacked one thing in the past it is published feedback, sure, there is plenty of networking at the regional events and seminars but very infrequently has there been an expression of views that have been captured and acted upon. Not only is the conference intending to address that this year but I also get a sense of it starting to happen at Regional events. Homeland Security in the USA have managed to secure RF spectrum for the sole use of the emergency services, at the recent joint South West and South East Regional event it was suggested that perhaps this approach should also be the way forward for the UK and Europe and that maybe the time is right for BAPCO to take a stance in this matter. Developing opinion and a strong membership voice is a very important step in the advancement of the Association in my view since BAPCO's advice and support is being sought in ever widening circles and those representing you the members need to

feel confident that the views they express are those of the Association.

This month's column is to be my last as Chair of the Commercial Advisory Group. I have served CAG as Secretary and latterly as Chair for the past 6 years and feel that not only do I need a new challenge but also CAG needs fresh legs to move it forward to address the various issues facing it. I wish my successor well and trust that they enjoy the role as much as I have; they are certainly coming in at a time when BAPCO is moving into a new period in its evolution. As for me, I was recently elected as Chair of the South West and South Wales Region and now look forward to working with the other members of the Regional Committee to develop and implement a strong programme of regional events and to renewing a few old relationships within the Region.

I would like to take this final opportunity to thank the members of CAG for their support and kindness over the last 6 years – its been good working with you all.

**Peter Prater, Chair  
Commercial Advisory Group (CAG)**

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# BRITISH ASSOCIATION OF PUBLIC-SAFETY COMMUNICATIONS OFFICERS (BAPCO LTD)

## ANNUAL GENERAL MEETING 25th APRIL 2007

### RESOLUTION No 1 TO AMEND CONSTITUTION

**Intent:** To amend the BAPCO Constitution relating to the voting rights of Life Members of the Association.

**Purpose:** In recognition of the awarding of Life Member status to grant the holder, irrespective of their primary category of membership, the right to vote at Annual General Meetings of the Association and its Regions

**Makers:** The Executive Committee.

**To:** The Fourteenth Annual General Meeting of the Association to be held on 25th April 2007.

**Whereas:** Section 4.1 of Article Three of the Constitution of the Association states; The right to vote at an Annual General Meeting of the Association or at an Annual General Meeting of a Region, shall be a privilege of the Active Membership only and,

**Whereas:** Section 4.3 of Article Three of the Constitution of the Association states: Subject to the provisions of Section 4.1 of this Article, it shall be the prerogative of each Region to determine the voting rights on matters relating to that Region only, for each category of membership. However, only members in the Active Member classification may vote on matters that affect a number of Regions or the Association as a whole and,

**Whereas:** The accolade of 'Life Member' can be awarded under the provisions of Section 5 of Article 1 of the Bye-Laws of the Association as follows:

5.1 This highest level of membership shall be awarded only to those persons currently holding another class of membership in the Association. The Life Member title shall be added to that of any other category of membership. This title and the member's regular other membership category title, with all its benefits and privileges, shall be enjoyed and held, exempt from subscription, for the life, or until the resignation, of such member

5.2 This honour may only be bestowed upon members who have been a Member of the Association for not less than a continuous period of seven years and made outstanding and significant contributions toward the fulfilment of the Purpose of the Association. and,

**Whereas:** Under the provisions as presently written a member from the Active Membership advanced to Life Membership would have different voting rights at Annual General Meetings of the Association or its Regions to a member from the Commercial Membership who is similarly advanced to Life Membership

Now therefore, be it

Resolved: Section 4.1 of Article Three of the Constitution be amended to read:

The right to vote at an Annual General Meeting of the Association or at an Annual General Meeting of a Region, shall be a privilege of the Active Membership and Life Members only.

And,

Section 4.3 of Article Three of the Constitution of the Association states:

Subject to the provisions of Section 4.1 of this Article, it shall be the prerogative of each Region to determine the voting rights on matters relating to that Region only, for each category of membership. However, only members in the Active Member classification and Life Members may vote on matters that affect a number of Regions or the Association as a whole.



25 – 26 April 2007, Business Design Centre,  
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Images courtesy of Sepura

# BAPCO

## Business Plan for period 1st April to 31st December 2007

BAPCO is a dynamic organisation promoting, for all public safety/civil protection services, the development and use of integrated information and communications technology (ICT) solutions for the benefit and safety of the public and users.

The Association has recently completed a full review of its Strategic Development Strategy and this Business Plan for 2007 implements the recommendations and direction approved by the Executive Committee on 30th January 2007

At the heart of the Strategic Development Plan is a driving force to shape the Association in a way that enables it to respond, in a timely manner, to emerging changes and challenges to achieve its Purpose as defined in the Constitution and Bye-laws, to represent the members interests and requirements and to deliver a consistent level of member benefits across the British Isles, Isle of Man and the Channel Isles.

The Strategic Development Strategy details a number of high level policy statements for the future and this Business Plan contains the goals and objectives against which the delivery of those policies will be measured in 2007.

### Strategic Goals for 2007

The strategic goals of this Business Plan are, therefore, to;

1. Position BAPCO as the major influencer and source of expertise in the development and use of public safety/civil contingency integrated information management and communications technologies (ICT) in the British Isles, Isle of Man and the Channel Isles.
2. Deliver a consistent level of member benefits across the British Isles, Isle of Man and the Channel Isles.
3. Support and influence the development of a pan-European public safety/civil contingency user's forum.

### Objectives for 2007

The objectives against which the delivery of this Plan and their impact on the Strategic Goals will be measured are as follows:

#### 1. Marketing and Recruitment

In the changed environment that BAPCO is now operating it is important that a position and credibility is created and maintained that clearly demonstrates that the Association is able to meet and be in front of new challenges facing public safety/civil protection service delivery. The changing environment is not only seen as a challenge but, more importantly, as an opportunity for the Association to pursue its Mission Statement as contained in the Strategic Development Strategy. This Mission Statement is:

"To be the centre of excellence in the British Isles, Isle of Man and Channel Isles for the provision of information, advice and support relating to public safety/civil contingency integrated information management and communications technologies (ICT) for the benefit of the public and the safety of users."

Therefore, marketing and recruitment will be the number one priority for the Association and resources, both financial and administrative support, will be allocated to ensure that it is able to comply with the following Terms of

Reference:

"To provide a source of expertise, advice and guidance to the BAPCO Executive Committee on all matters relating to the promotion and marketing of the Association, recruitment of members and benefits, either corporate or individual, attaching to membership of the Association."

For this purpose the Marketing and Recruitment Working Group, which is a permanent advisory group within the Association, will re-formed and strengthened using members, both commercial and users, with the requisite skills. The Group will pro-actively monitor developments and issues in public safety/civil contingency response to ensure that the following areas are enhanced or developed:

- Marketing and promotion of the Association is maintained at a high level of professionalism;
- Recruitment, retention of members and provision of member benefits is effective and consistent;

The Objectives for the Marketing and Recruitment Group for 2007 are as follows:

#### Objective One

To prepare a strategy and action plan for the implementation of an effective marketing and recruitment campaign to commence on 1st August 2007.

#### Objective Two

To identify and design appropriate marketing and recruitment collateral and submit recommendations to the Executive Committee by 8th July 2007.

#### Objective Three

Review the use of the Journal and the Web Site as primary tools for marketing, recruitment and communications, both internally and externally, and make recommendations to the Executive Committee by 1st September 2007.

The President Elect of the Association will be the Executive Committee Officer responsible to the Executive Committee for the above marketing and recruitment matters and he/she will establish working groups, each with an appointed Chair, that will report at regular intervals. In this respect it is anticipated that the following Working Groups will be formed immediately although others may be established in response to changing requirements:

- Marketing and Recruitment Advisory Committee;
- Annual Conference and Exhibition Steering Committee;
- Annual Road Show Organising Committee;
- Communications Media Review Committee.

An adjunct to the work of the Marketing and Recruitment Advisory Committee is a requirement to identify additional/alternative sources of revenue that will provide resources to enable the Association to support continued development of the Association.

It has long been recognised that the largest source of income is derived from the annual conference and exhibition but the actual amount received by the Association is limited by the contractual profit sharing arrangements with Brintex Ltd. Unfortunately, the possibility of being able to significantly raise the levels of

income by re-negotiation of the profit sharing arrangements are virtually non-existent.

It must be stated from the outset that the manner in which Brintex organize and run the annual event is extremely professional and gives no cause for complaint.

However, there is an urgent need for the Association to identify additional/alternative revenue sources and all avenues must be explored. The most obvious one to examine closely is the proposition for BAPCO to completely take over the organisation and running of the annual event.

The additional financial resources that this would bring to BAPCO each year are readily identifiable but such a strategy would also bring a number of risks. It is therefore necessary for a full risk assessment of the proposition that BAPCO should bring the organisation and running of the annual conference 'in house' to be conducted.

#### **Objective Four**

To conduct a risk assessment of the proposal for the Association to bring 'in house' the organisation and running of the Annual Conference and Exhibition and report to the Executive Committee by 31st August 2007.

The President will be the Executive Committee Officer responsible to the Executive Committee for this project and the Working Group established to conduct the risk assessment will be Chaired by Ian Readhead.

It is also necessary to identify other additional/alternative financial resources that will be ongoing and for this purpose the present Working Group will continue and will be strengthened by the appointment of additional persons.

#### **Objective Five**

To identify possible additional or alternative sources of revenue and report to the Executive Committee by 31st August 2007.

The President will be the Executive Committee Officer responsible to the Executive Committee for this project and the Working Group will be Chaired by Maurice Worsell who is the Chair of the Group currently established for this purpose.

### **2. Administrative Support Services**

The primary aim is to provide administrative services that support and enable the Executive Committee, the regions and members to drive the development of the Association as a clearly recognised user led organisation. As the members providing the governance of the Association and regions are all volunteers it is vital that the administrative services providing support to them have the appropriate marketing, organisational and administrative skills and can provide an effective and efficient public facing service.

To service current and forecast short to mid term requirements the revised organisational structure identified in the Strategic Development Strategy will be established on an evolutionary basis.

To provide greater resilience and flexibility in the interim the following will be implemented during 2007.

#### **Objective Six**

By 1st April 2007 convert the part time consultancy contract of the current Executive Director into a full time contract of employment at an agreed salary and under Terms and Conditions commensurate with the role and status of the post.

#### **Objective Seven**

Amalgamate the present two part time administrative

support posts into a single full time post and complete recruitment by 31st May 2007.

#### **Objective Eight**

To provide resilience to the Executive Director post, the European Project Manager be designated as Deputy Executive Director from 1st April 2007.

The Vice President will be the Executive Committee Officer responsible to the Executive Committee for delivery of the revised arrangements for administrative support during 2007.

### **3. Relationships with other organisations**

There are many organisations that have a role and responsibility to respond to civil contingencies and emergencies and it is essential that the Association establish a relationship and lines of communication with as many as possible.

The revised organisational structure identifies a need to establish a Board of Advisors, particularly involving ACPO, CFOA, ASA and Governmental Departments, and this will be pursued as a priority.

Relationships with other professional bodies will be pursued through Memoranda of Understanding.

#### **Objective Nine**

Negotiate with ACPO, CFOA, ASA and Government Departments the proposed establishment of a Board of Advisors for BAPCO and report to the Executive Committee by 31st December 2007.

#### **Objective Ten**

Pursue the establishment of Memoranda of Understanding with other professional entities in the area of public safety/civil contingency service provision and report to the Executive Committee by 31st December 2007.

The President will be the Executive Committee Officer responsible to the Executive Committee for Objectives Nine and Ten.

### **4. International Matters, including European Developments**

Although the Association will concentrate its efforts and resources, both human and financial, in developing the Association and providing member services in the British Isles, Isle of Man and the Channel Isles it will also pro-actively support development of a user forum in Europe and membership of ETSI and Project MESA. The Association will also continue to participate in the APCO Global Alliance for International Co-operation and Development, albeit in this case it will not take a leading role.

The President will be the Executive Committee Officer responsible to the Executive Committee for International matters.

### **5. Summary**

The Strategic Development Plan approved by the Executive Committee on 30th January 2007 established the principles and vision of the Association to meet future challenges and opportunities.

The Business Plan for 2007 establishes the objectives through which a foundation can be laid to enable the principle of a user led organisation to be confirmed and strengthened and establish processes that will enable the challenges and opportunities to be met with renewed vigour and purpose.

April 2007

## Maritime Rescue Co-ordination Centre is fitting venue for NW and North Wales regional event

22 members and 9 visitors from HM Coastguard were privileged to hear two most informative presentations from Detective Superintendents Mike Gradwell and Steve Brunskill of the Lancashire Constabulary on the Morecambe Bay Cockling Bay Tragedy. Somewhat poignantly the event - which was held at the Liverpool Maritime Rescue Co-ordination Centre, Crosby - took place exactly three years from the date the incident was first reported on 6 February 2004. Mike dealt with the actual investigation and Steve covered the daunting task of identifying the victims.

BAPCO members were also able to see the systems in the Control Room at the Coastguard Co-ordination Centre. The Regional Co-ordinator, Susan Todd, and her colleagues demonstrated the new tracking system that records ships' movements in the Mersey estuary and the Irish Sea. The Centre is situated right on the coast and currently overlooks the 100 cast-iron "Another Place" sea sculptures by Anthony Gormley which are spread over the beach and out to sea at Crosby Bay.

The Region is most grateful to Susan and her colleagues for hosting the visit as the Centre had a key co-ordination role in the incident.

The tragedy itself has been well reported in the media and it is not the intention of this report to repeat those details but rather to highlight some of the issues which came to light.

Mike Gradwell showed a video compilation to set the scene of what had occurred as the surging tide surrounded the Chinese cockle pickers in the darkness. He also played recordings of some of the "999" calls reporting what was happening. Perhaps the most haunting was from one of the victims and it amply illustrated the problems any call-taker would have when faced with someone in a panic who was unable to speak English. Another call from the girl friend of one of the gangmasters involved also indicated how difficult it can be to get accurate information on which to take action.

The two speakers were very frank and from a BAPCO viewpoint it was encouraging for us to hear confirmation that our current focus on the Civil Contingencies Act is so

pertinent.

It is believed that 23 persons - mainly from the Fujian Province of South East China - perished in the incident but only 21 bodies have so far been recovered.

Mike paid tribute to the "fantastic effort" of all involved in the search and rescue operation.

Outlining some of the problems, he made particular reference to:

The use of different abbreviations by the agencies involved.

Questions had to be asked in English, translated into Mandarin and then into the local dialect.

Cultural issues arose with terrified witnesses wishing to speak only to those people dictated by their culture

Those rescued were mainly illegal immigrants and keeping track of them proved extremely difficult

The lack of intelligence on the high-value cockling industry.

The involvement of hidden communities in a cash-driven business.

The primary crime scene was in Morecambe Bay but there were crime scenes elsewhere, both in this country and mainland Europe, as haulage companies etc. were involved.

The interview of an English lorry driver in France had to be conducted according to French Law.

It is hoped that the reader will accept that problems do arise in incidents of this nature and that any critical comment made is not intended to apportion blame but to help us all improve the service we offer in the future.

The investigation generated 1.5 million pages of documentation: 175 computerised identity parades were conducted, 2866 statements were recorded, 5,152 mobile telephone records were checked and 6,342 exhibits were produced.

In describing the identification procedures, Steve referred to the problems experienced in interviewing the traumatised survivors and said:

Many used false names or were only known to their fellow cockle-pickers by nickname.

They were illegal immigrants in a country where their lack of good English also hampered them.

In a similar vein their attitude to the Police was obviously coloured by their experiences in their homeland

To overcome some of the problems it was decided to deploy Family Liaison Officers to help build up the confidence of the survivors and relatives of the victims.

The media's help in supplying information about missing people in this case was greatly appreciated.

Steve showed a presentation by a senior Chinese police officer:

DNA was the most important factor in identifying the victims.

Because of a lack of fingerprint records of many of the victims and the use of false names, no real reliance could be placed on that form of evidence.

The absence of reliable dental records for the victims was also a handicap.

Photographs of the deceased were not sent to China. Where possible, photographs were obtained from the Immigration Service and used instead.

An added complication was that the victims were seen by parts of Chinese society as having brought disgrace on China.

Even after the visit of the senior Chinese police officer, three of the victims have still not been identified. Eight Lancashire police officers went to China to pursue their enquiries and to return property recovered to the victims' relatives. It was not until November 2004 that the bodies of the victims were returned to China by air. On arrival in China, the Military then took them to the appropriate local areas.

Mike and Steve answered many questions from the audience and all who attended appreciated their endeavours and benefited from the experience.

It was generally agreed that successful outcomes to complex incidents of this nature depend on all agencies working together, sharing information during the operational phase. One specific area of concern is the need during the early stages of an incident to ensure that call-takers (of all agencies) are informed that an incident is taking place as calls could and do come into a variety of centres.

It was abundantly clear that all involved in this incident have shown a high level of professional commitment and been brave enough to acknowledge those areas where improvements can be made.

# BAPCO

British Association of Public Safety Communications Officers

## MEMBERSHIP APPLICATION

### 1. PERSONAL DETAILS

TITLE	
FORENAME(S)	
SURNAME	
POSITION HELD	
ORGANISATION	
MAILING ADDRESS	
POSTCODE	
BUSINESS TELEPHONE	
FAX	
HOME ADDRESS (If different from above)	
POSTCODE	
EMAIL	

I agree to BAPCO sending information to me regarding its events, products and services. BAPCO will not pass on any information to other companies or third parties

### 2. CATEGORY OF MEMBERSHIP APPLIED FOR

ACTIVE

ASSOCIATE

COMMERCIAL

INTERNATIONAL ASSOCIATE

OFFICIAL ORDER NO

Please send further details of Corporate Membership

### 3. ORGANISATION TYPE

Please tick one item that best describes your organisation

PUBLIC SECTOR AREA SERVED	ORGANISATION TYPE	COMMERCIAL
Parish <input type="checkbox"/>	Law Enforcement <input type="checkbox"/>	Manufacturer <input type="checkbox"/>
District <input type="checkbox"/>	Fire / Rescue <input type="checkbox"/>	Distributor <input type="checkbox"/>
County <input type="checkbox"/>	Ambulance / Medical <input type="checkbox"/>	Dealer <input type="checkbox"/>
Regional <input type="checkbox"/>	Emergency Management <input type="checkbox"/>	Maintenance <input type="checkbox"/>
National <input type="checkbox"/>	Local Authority <input type="checkbox"/>	Consultant <input type="checkbox"/>
Private <input type="checkbox"/>	Central Government <input type="checkbox"/>	Network Provider <input type="checkbox"/>
Other <input type="checkbox"/>	Public Utility <input type="checkbox"/>	Training <input type="checkbox"/>
	Other <input type="checkbox"/>	Personnel <input type="checkbox"/>
		Other <input type="checkbox"/>

APPLICATION CONTINUED OVERLEAF

**4. POSITION RESPONSIBILITIES**Please tick the item that best describes *your* responsibilities in each area:**POLICY & PROCEDURE**

- I approve/develop policies and procedures  
 I oversee implementation  
 I have a limited role in implementation  
 I do not have a role in implementation

**PURCHASING**

- I approve purchases of products and services  
 I select/specify products and services  
 I recommend products and services  
 I do not have a role in purchasing

**PERSONAL TRAINING**

- I approve training programs  
 I develop/purchase training programs  
 I implement/teach training programs  
 I do not have a role in training

**5. MEMBERSHIP CATEGORY & FEES (Select One)** **ACTIVE MEMBER**

Persons employed or contracted by a public safety agency or a department of central or local government responsible for the provision of public safety services, or are retired from such a position, who are directly responsible for, or retired from, the management, specification, design, installation, maintenance, operation and use of public safety communications and information systems, are eligible for this category of Membership  
**£40.00 per annum**

 **COMMERCIAL MEMBER**

Those persons, in business or industry, who receive compensation in any form for services rendered or products sold, are eligible for this category of membership.  
**£40.00 per annum**

 **ASSOCIATE MEMBER**

Those persons, who otherwise meet the requirements of Active Membership, may, at the applicant's discretion, select this category of membership, and, those persons not meeting the requirements of any other category of membership that share the Purpose and aims of the Association, are eligible for this category.  
**£28.00 per annum**

 **INTERNATIONAL ASSOCIATE MEMBER**

Persons who are not citizens of the United Kingdom that share the purpose and aims of the Association are eligible for this category of membership.  
**£50.00 per annum**

Details of Corporate Membership can be obtained from: [ExecD@bapco.org.uk](mailto:ExecD@bapco.org.uk)**6. PAYMENT INFORMATION**

Total amount due £ \_\_\_\_\_

- Individual or  
 Organisation is paying for Membership.  
 Personal cheque enclosed.  
 Official purchase order No. \_\_\_\_\_ enclosed.

**7. OPTIONAL INFORMATION**

How did you hear about BAPCO?

- Co-worker    BAPCO Journal    Sponsor  
 Other \_\_\_\_\_

Gender:    Male    Female

Date of Birth:   Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_

**8. APPLICANT'S STATEMENT**

I hereby apply for membership in the appropriate class of **BAPCO**, and agree to abide by the Constitution and Bylaws of the Association. I understand that by joining I also become a member of the BAPCO region serving my area and that my subscriptions are payable annually, based on my first day of membership.

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

TEL: 01522  
575542

WHEN COMPLETED PLEASE FORWARD THE WHOLE FORM  
(WITH APPROPRIATE ENCLOSURE) TO:  
**BAPCO, PO BOX 374, LINCOLN LN1 1FY**

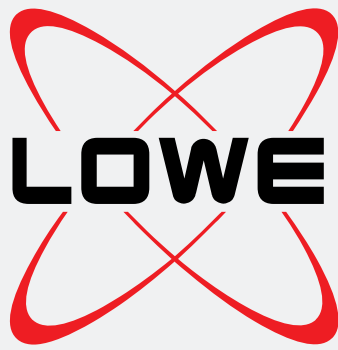
FAX: 01522 575542

(Remember to fax both sides of the form)

**FOR OFFICE USE ONLY**

RECEIVED  
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CERTIFICATE SENT  
RENEWAL DATE



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➔ Murray Barker,  
project manager,  
NICE Systems

# Did you know...?

In continuing with our series of 'Did You Know...' articles from last year, we revisit the theme with a new selection of articles, prepared by Murray Barker, project manager, Nice Systems, covering a variety of aspects of recording solutions. This month we begin with the thought that specifying user needs alongside technical requirements delivers a better audio recording system.

There is an old saying, "if you don't ask you don't get". This has never been more prolific than when it comes to buying new systems and tendering for solutions, specifically in the IT sector. As a regular recipient of invitations-to-tender from forces across the UK, specifically for audio recording solutions, there is a troubling trend of valuable information being omitted. Whilst the technical specification provided is comprehensive, the user requirement is all too often absent. Yet without communicating the operational and functional needs of the system, you are guaranteed that different suppliers will interpret the document in different ways, resulting in a perhaps technically competent but far too often a user-unfriendly system, that may take months to 'change control' into a system that was originally desired.

Without a doubt the first and most important criterion for both parties is a simple clear user requirement, stating what the organisation requires from the system at an operational level, how do they intend to use the system, by who and for what purposes. How do the users intend to find and cross-reference data, how should the data be presented. This should cover off the basic concepts of the system as a user would see it, this creates a defacto requirement for delivery by the vendors, reduces interpretational errors and gives you a tangible way of measuring and signing off the project.

## ➔ What is the primary function of the audio recording system? What, how and where do you want to record?

Audio recording has purposely been referred to as the phrase 'voice recording' can be misleading. Being specific about exactly what you expect to hear from the replayed recording. Many vendors who are not used to supplying evidential based solutions, may deliver a system that only records the spoken words of a communication, eliminating background noises, such as keystrokes from the call taker, leaving you with a 'voice recording' but what about the background noises, what is heard instead on the recording? This is of course useful when running performance management programmes, but not what is needed for an evidence disclosure solution, where any additional insight can play a vital role in the incident investigation process.

It is also worth remembering that audio recording is in high demand from many other sectors, in particular the commercial call/contact centre market. Their requirements are very different, usually only requiring the voice element of the interaction to be captured, any extraneous background noise needs to be eliminated. Some call centre specific suppliers will assume the same is required, unless you specify otherwise.

## ➔ Locating and retrieval of audio recordings. How fast do you expect the system to respond and how much manual intervention do you expect to carry out the process?

Detailing that you expect to find a call or sequence of recordings

based on collar number, incident number, Radio ID or OCU (operational control unit), gives the supplier key information about what level of integration will be required with your other systems. Detailing that you expect results to appear within 30 seconds for any investigation for up to seven years old, will also tell the supplier about your proposed storage, retrieval and infrastructure requirements.

## ➔ Audio recording or interaction recording? What other elements of the call management process impact on the quality of the evidence and outcome of the investigation?

In addition to audio recording it is also possible to capture information presented to the dispatcher via their screen during a call, this may include CCTV footage, text and messages giving updates on incidents, as well as technologies including mapping, AVLS and APLS.

By capturing the exact chain of events during the interaction it is possible to better understand the incident, the timing, information flow and the ultimate decision-making process that led to the outcome. Investigation, complaints, performance management and disciplinary review can be greatly enhanced when all elements of the incident can be reconstructed. It is important to state that even though techniques such as screen capture may not form part of your immediate plans, it should still be incorporated into your requirement, if it is in your mid-to-long term development strategy. Doing this early on will assist you in understanding suppliers capabilities, how flexible and scalable their solutions are to support your growth and will prevent you from that dreaded scenario of having to re-invest because your requirement is beyond the current system capabilities.

## ➔ Intended usage for the audio recordings. Who and what will be used to analyse the disclosed evidence from the system and how many?

A critical element of the usability of the system, and a few words can help the supplier understand the most appropriate technologies to utilise in the solution. Specifying that the sole use of the disclosures are for human analysis via manual audio technologies such as CD, DVD, audio cassette (or other electronic media) will allow suppliers to specify high-quality audio compression technologies, delivering excellent audio quality and huge benefits for the cost of the storage infrastructure, often reducing the initial cost and cost of ownership.

Specifying that recordings are needed for additional analysis by electronic techniques, would ensure the suppliers deliver a recording system with the relevant levels of audio content for this task. With trade offs in initial and lifetime costs, this should always be considered carefully and specified as appropriate.

Combine this with the technical criterion from IT and you should find it easier and faster to get what you need.

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➔ Mike Wollaghan,  
Site Shift Manager,  
Sellafield



## Pennine revamps Sellafield fire and rescue control room

Engineers at Pennine are well used to designing complicated installations, but when they took on the complete revamp of the Fire and Rescue Control Room at BNFL Sellafield it took their planning skills to new heights...

At Sellafield the company was selected as the main contractor, managing the complete refurbishment right down to deciding the calming decor for the control staff. Following the contract award, a rapid three month timescale was imposed, and there had to be not a minute of down time in the 24/7 operation of the fire and rescue service at the nuclear plant.

Account Manager Shaun Cummins and Project Manager Anil Taylor planned a meticulous campaign using subcontractors where necessary. They had to:-

- Move the old control room to temporary accommodation next door including routing telephone lines, CCTV, alarms and radio
- Strip out old control room, including desks, computers and electrics
- Decorate the room including laying a new carpet and installing air-conditioning
- Install uninterruptible power supply to maintain services in the event of power failures
- Install three wall-mounted monitors, furniture, new PCs and flat screens
- Install new Zetron DCS 5020 communications and control system with associated radios and telephones
- Link the system to allow control staff to control doors, tannoy, CCTV, and even the site fire alarm and perimeter monitoring from one screen
- Test all systems
- Switch the fire and rescue operation into the new control room without a loss of service.

"All this had to be done under Sellafield's extremely onerous regulations and we had to escort sub-contractors on site," said Cummins. Pennine also had to liaise with BT to ensure the circuits were in place in time for the switchover to the new room.

Working towards the deadline when, with a few days to go, Pennine was asked to bring everything forward to enable a full-scale security exercise to take place. Much to BNFL's satisfaction, the team achieved the new timetable and everything worked like clockwork.

Mike Wollaghan, a Site Shift Manager at Sellafield, praised the Pennine Telecom team. "Under difficult conditions they worked at a tremendous rate when installing and trouble shooting the new installation. Many positive comments were made to me by fire brigade personnel on the effort being shown by the team and their patience in helping them to learn the new system."

# The BUZZiness is clear with VISION...



## Buzz in OZ as VISION Roll Out begins

Since winning the contract in partnership with Fujitsu Australia to supply New South Wales Police with a CAD system, Fortek Computers have been busy preparing for the roll out. The first site has now gone LIVE in the Holroyd Local Area Command.

## NODNETT: "Ja" for VISION

Fortek are working in partnership with Frequentis to provide a fully integrated Command and Control Solution for the Norwegian Fire Authorities as part of the Nodnett.

This forms part of the project to deliver new country wide data and communications network based on TETRA technology. VISION, will offer the authorities the very latest Mobilising and Computer Aided Dispatch functionality.

## Fortek Seals a Deal with Mid & West Wales FRS

Fortek has further strengthened its market position as the leading supplier of Command, Control and Communications solutions in Wales after receiving an order from Mid and West Wales Fire and Rescue Service for their VISION system.

## West Mercia Constabulary and CRM

West Mercia Constabulary have placed an order with Fortek to provide additional functionality in their Command and Control system to support improved CRM functionality in their call handling process.

The first phase of this work is approaching completion and will be evaluated by the Force during the coming month.

# ...as the results are VISIBLE



## Buncefield Oil Depot Fire

Since the Buncefield Oil Depot Fire which is thought to be one of the largest fires of its kind in Europe, the Major Incident board has been focusing its work on developing recommendations on future actions.

The massive explosion on 11 Dec 2005 saw an unprecedented emergency response. Control rooms across the south east handled more than 220 emergency calls to the incident.

Chris Norman, GFCO of Hertfordshire FRS quoted; *"The speed of response was critical. VISION played a major role in assisting the Hertfordshire Fire*

*and Rescue Service with the incident response management and the mobilisation of resources to the incident scene throughout the 60 hours of fire fighting".*

It is envisaged that the lessons learnt and recommendations derived from this incident will be shared by emergency services worldwide.

## MSC Napoli

The MSC Napoli rescue operations were a prime example of successful interoperability working. The 62, 277 GRT container with 26 crew was carrying over 2,394 containers when it lost power 45 miles off the Lizard.

The Falmouth Coastguard were working closely with their French colleagues, on a French led operation to ensure quick recovery of its crew and cargo.

*"The Maritime Coast Guard Agency deals with over 15000 incidents a year. Fortek's VISION is instrumental in helping the Maritime Coast Guard Agency to bring these incidents into successful conclusion and the rescue of those in trouble and recovery of assets".*

Peter Dymond, Chief Coast Guard, Maritime Coast Guard Agency

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Jim Mathieson, Head of Automotive & Equipment Section, National Policing Improvement Agency (NPIA)

# testing technology in motion across the board

The ever increasing levels of IT equipment being used in vehicles, be they police, fire, ambulance or indeed belonging to any CCA responder, it is perhaps even more important to ensure that the systems don't conflict with one another, hence the purpose of the Automotive & Equipment Section (AES) of the NPIA. Explaining just how important a role the AES plays, Jim Mathieson, Head of AES speaks to The BAPCO Journal...

The list of devices that a modern police patrol car is equipped with is considerable: flashing blue lights, police sirens, videoing equipment, laser speed guns, mobile data terminals and GPS navigation systems to name but a few. The Automotive and Equipment Section (AES) of the National Policing Improvement Agency is responsible for making sure that equipment fitted onto police vehicles does not adversely affect the vitally important on-board police radio and of course, will not conflict with other equipment installed.

AES also tests new equipment to make sure the equipment is not only compatible with existing police service radios but does not 'block' or 'de-sensitise' existing equipment, thereby helping the police service avoid the teething problems that often comes with the introduction of new technology.

## ➔ NPIA

The creation of the National Policing Improvement Agency (NPIA) on 1 April 2007 marks one of the most significant milestones in policing for many years. The police service in England and Wales now has the NPIA as its new ally to support the drive towards improvements in policing and to provide the critical services that forces rely on to go about their work. The agency takes over a wide range of responsibilities from the Police Information Technology Organisation (PITO) and Centrex, the police training and leadership body. PITO and Centrex ceased to exist at the end of March 2007.

The Automotive & Equipment Section was originally established in 1988 as part of the Home Office. The AES was transferred to PITO in 2003 and AES has now moved across to the NPIA. AES is fully supported by ACPO's Vehicle Installation Steering Group.



NPIA contract staff discuss a problem at our workshops at Carterton

## ➔ service supplied by AES

The service provided by NPIA's Automotive & Equipment Section is unique.

AES ensures that electromagnetic compatibility (EMC) is achieved and maintained between the ever-increasing array of electronic systems featured in modern motor vehicles and the operational equipment installed for police use. AES sets the EMC standards under which vehicles and equipment should be designed to ensure their safe and effective operation. AES also offers the police service and the wider public safety community unbiased guidance and support on the installation of electrical and electronic equipment, including radios & antennas, in police vehicles. Instead of burdening each force with carrying out electromagnetic compatibility tests on a piecemeal basis, AES's workshops in Carterton, Oxfordshire brings together the needs of the police service, the radio and other terminals industry and the vehicle and on-board equipment manufacturers under one roof. Over the past 12 months for example, AES Carterton assessed the electromagnetic compatibility of approximately 90 different types of vehicles, including motorbikes, from an array of manufacturers.

## ➔ functions

AES has seven main functions in respect of vehicles and on-board equipment:-

- Research & Development into motor vehicle EMC topics
- Production of EMC Specifications for Police vehicles and equipment,
- Validation and certification of vehicles/equipment against the EMC Specifications,
- Provision of Guidance and Codes of Practice on vehicle installation matters,
- Provision of a vehicle EMC workshop to support the above activities and to carry out installation assessments and investigations on operational vehicles,
- Provision of a "First Line Support Team" to Police forces on vehicle installations. The team works with forces to minimise potential installation problems.
- Provision of guidance on antennas.

Although the service provided to date has predominately been police led, Head of AES Jim Mathieson said, "Police vehicles equipped with the latest equipment are, effectively, technology in motion. At AES, our job is to test the electromagnetic compatibility of equipment in police cars. AES supports frontline police officers by making sure the equipment in their patrol vehicles works properly."

He pointed out, however, that the unit also works with the wider public safety community. Continuing he said, "AES shares its expertise and the technical specifications it has developed with other key sections of the public safety community. In fact, public safety workers based as far afield as Australia, New Zealand, Hong Kong and the USA have benefited from knowledge and expertise AES has accumulated over the years."

Closer to home, AES provides other blue light services, the fire and rescue service, and the ambulance service, with support and guidance. AES is addressing possible fire service electronic interference problems experienced by vehicles supplied in the 'New Dimension' programme.

Of the many service activities provided by AES, one of the most important can be summarised by looking at the steps necessary for a successful installation.

Firstly, the prospective police vehicle is assessed against the EMC performance of motor vehicles, including motorcycles, to be used by the Police (and Fire) services. This is termed Spec 6 Compliance.

Next, the police equipment is assessed against conformance relating to the EMC performance of vehicle mounted, electrically powered equipment, designed for use with Police (and Fire) service vehicles. This specification, termed Spec 5, has recently been updated to and is available to all suppliers of equipment and to test houses involved in assessments.

Finally the installation is performed in line with the code of practice laid down by the National Association of Police Fleet Managers.

After installation, AES can perform a Spec 13 assessment



*A police vehicle in our Workshops at Carterton, undergoing Specification 13 assessment.*

which involves inspecting the installed vehicle, and performing EMC checks for on-board equipment mutual compatibility.

AES is also active in other areas in relation to advice and support. For example, AES recently commissioned a Guidance Note GN45 which identifies the requirements of the European Commission Automotive EMC Directive 2004/104/EC, and offers an interpretation of its content. AES promotes research and development through partnerships with Sheffield and Canterbury universities.

**Further information on the work of the Automotive & Equipment Section is available from the Head of AES, Jim Mathieson on mobile 07887 821 392 or email [jim.mathieson@npia.pnn.police.uk](mailto:jim.mathieson@npia.pnn.police.uk)**

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**Steve McDermott,  
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*"We have enhanced our developed solution to focus on helping the Police make more of their investments in technology by utilising their existing mobile infrastructure including Blackberry. For many forces the Blackberry and mobile email has helped prove the benefits of mobile data. We have found that quickly they need to move on to more advanced applications and this involves upgrading their software. Throwing away devices and investment is just not an option." The enhancement to Beat Systems' Mobile Data Solution means that it now supports Blackberry, PDA and in-vehicle MDT seamlessly as part of the same platform. Officers can be deployed with different types of devices and have access to the same rich functionality. They are also subject to the same rigorous audit trail and hence provide all of the management reporting benefits this offers including detailed statistics for activity based costing analysis.*

## the mobile desktop

Continuing with our series of features on mobile data, this month we take a closer look at the impact that the technology is having on the control room environment, drawing on the expertise of a number of suppliers currently providing applications to the public safety sector across the UK...

# the mobile control

Mobile data applications are certainly beginning to prove their worth, not only for the officer in the field but also from the control room operators viewpoint. In fact, as the technology is adopted and applications developed further to aid efficiency, the demands placed on the control room are also evolving.

Commenting, Iain Ivory, TETRA Market Development Manager, EMEA, Motorola said, "Although discussing the impact that mobile data is having on the control room, the people best placed to answer are the control room staff themselves, however we do have a good insight into this area through talking to our customers and understanding the requirements for mobile data - and the objective of implementing it.

"In most cases the objective of mobile data solutions is to improve operational efficiency, effectiveness and improve user safety through increased intelligence in the field - and the control room. When discussing mobile data, the common perception is of making information and intelligence available in the field, but this is only one element, mobile data is also about improving data and intelligence gathering from the field.

"With this in mind the impact on the control room can be significant. Giving users access to information sources using devices such as the new Motorola TETRA PDA on the Airwave network, reduces the need for resources within a control room to respond to voice requests for manual checks. This potentially frees up resources for other duties."

Nick Chorley, public safety consultant, Intergraph agrees, "Whilst the traditional impact on the control room is for reduced voice traffic as status and location are transmitted digitally, this facility is now available more generally via Airwave handsets and therefore this function no longer drives the need for MDTs. The impact will therefore now be that more searches and enquiries can be achieved digitally and remotely, thus leading to reduced voice traffic and less operator time spent performing searches. Some data entry will also be done wirelessly by-passing the operator and freeing them up to get on with the job of managing and directing resources, rather than data flow. However, data entry on mobile data terminals is still rather impractical in most field situations, it is therefore more likely that this will continue to be done by voice transcription in the immediate future."

Utilising Lancashire Constabulary again as a prime example of mobile data usage, the force has already begun to identify that the benefits of its force-wide mobile data solution not only assists in cutting down the time officers

spend in police stations, but also reducing unnecessary radio messages and thereby relieving pressure on over-stretched police control rooms.

### ➔ shared resources

Viewed from the control room, improved data gathering through developments such as integrated GPS receivers in handheld as well as vehicle based radios allows dispatchers to see where resources are. When combined with other data applications such as status reporting and resource asset databases. A control room can dispatch the most appropriate resource based on capability, equipment and proximity to the incident, providing a more effective response.

Continuing Ivory suggests, "As devices such as our TETRA PDA are deployed, users will be able to capture information in the field directly into the PDA, including images using the integrated camera. This information can then be sent to the control room and potentially shared with other responders too. These applications improve the flow of information and intelligence from the field to aid the decision making process."

In line with this view, Beat Systems, has announced a number of product enhancements that will help improve the effectiveness of Police Officers in the field. The addition of voice recognition and text to speech will allow an officer to make a single voice activated request via a PDA or other mobile device and receive an automated audio reply. Voice requests will be channelled through their "Single Point Functionality Technology" allowing the officer to have full and simultaneous read and write access across all back end systems. Steve McDermott, Technical Director at Beat Systems explains, "The current system uses a unified forms front end on each device type to create a single request for information across all the Police force back end systems. The addition of voice recognition allows a Police Officer to keep his hands free while making a request for information. This offers an increased level of flexibility and safety while on the beat. Police officers are focused on 'encounters and information' and they should not be constrained by the need to manage multiple logins and user interfaces in order to access important information held in their back end systems. They need all key information for that encounter simultaneously." Beat Systems is now also piloting a new 'in-car' system that includes an option for ANPR (Automatic Number Plate Recognition). This will provide an additional automated data input to the system that can utilise the rich functional capability of its fully integrated solution.

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# bigger than you think

ntl:Telewest Business, part of the Virgin Media Group, marked the first anniversary of its merger with the unveiling of its integrated network.

The network has been launched as part of the cable firm's 'Bigger Than You Think' campaign, which demonstrates the increased scale, scope and capability of the network since the merger of ntl and Telewest in March 2006. The BAPCO Journal discusses what this actually means for the emergency services and public safety sector across the UK with David Astley, Head of Health and Emergency Services, ntl:Telewest...

*Trafalgar Square saw the world's largest workstation set up to highlight ntl:Telewest's fully integrated national network. "This is a very significant day for us, and the UK business telecoms market. We have always had the people, products and services to rival BT, and we now have the network too. Customers from small to large can now benefit from our integrated network whether it's a simple voice line or a complex managed data network across many sites, we have the answer."*

➔ Stephen Beynon, Managing Director, ntl:Telewest Business

ntl:Telewest already supplies critical communications to almost three-quarters of the UK's emergency services and to more than 80 per cent of local authorities, including Birmingham City Council. It also works with more than a third of FTSE 100 companies. ntl:Telewest Business now has a technically advanced national network that is the largest alternative to BT, making it the natural choice for businesses and public sector organisations.

Commenting, David Astley, Head of Health and Emergency Services, ntl:Telewest explained to The BAPCO Journal, "Since our proposition is based around our core network presence of which we reach some 85% of businesses in the UK and all of the public sector, our differentiating factor is certainly our reach and the fact that we operate a fibre network."

"This is important as it allows us to deliver a raft of technology to our users such as Ethernet services, for which the police are ideally suited to benefit from."

Astley was also quick to point out that the network has high levels of resilience built in and cites examples of the work the company has already undertaken with forces such as Merseyside Police (migrated to an IP based network during the last six months), West Midlands Police and West Midlands Ambulance. In addition to this ntl:Telewest is already in discussions with a fire brigade about an evolved ethernet network infrastructure.

"Some 80% of local authorities also use our network services," adds Astley, underlining the success the company is already receiving.

"We believe it is all about having the reach in the network

across the UK, and being fibre we are also in a position to deliver a number of services to our customers helping them improve efficiency and meet their demanding business drivers."

## ➔ alternative services

"At last there is a real alternative to last mile delivery from BT and we look forward to the differentiated services we will be able to provide using it," said Stuart Ebdon, Head of Functional Practice Management Infrastructure Services, Fujitsu. In a press statement, Stephen Beynon, Managing Director, said, "For too long BT has had its own way in the business communications market. We've invested £13bn in our network and continue to invest further to ensure we remain ahead of the competition with our infrastructure and our service."

Legacy networks are finding it difficult to cope with the increased bandwidth requirements that modern business has demanded since the start of the new millennium. The integrated ntl: Telewest Business network has the largest Ethernet presence in the UK and is capable of carrying a variety of services and high bandwidth applications, such as multimedia packages, as well as voice and data traffic. ntl: Telewest Business has seen Ethernet sales grow by more than 150 per cent and IP VPN by more than 180 per cent, as working practices change and network demands grow.

Beynon concludes, "We are ideally placed to be the communications partner of choice for large businesses in the UK and we think 2007 will be our year. The CMA has already voted us first for 'Best Overall customer experience'."



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# Airwave steps up to the mark

With just two weeks to go before the Irish peace talks were due to take place at the Fairmont Hotel in St. Andrews, Gordon Hunter, Airwave Systems Manager with Fife Constabulary, phoned Tony Stamper, his O2 Airwave Account Manager. The purpose of the call was to secure better Airwave service coverage within the hotel during the four days of the talks, which were to be attended by the British and Irish Prime Ministers and senior political figures from both sides of the sectarian divide...

Toward the end of September, Fife Constabulary contacted O2 Airwave to request the provision of in building coverage during the Irish peace talks to enable police officers at the hotel and command and control to communicate with each other.

"Guaranteed in building coverage is not something that O2 Airwave provides as part of its standard service offering. That said, hand portable coverage around the venue was pretty good. Which was a bonus, as no enhancement to the Airwave service would be required for officers patrolling the grounds of the hotel," commented Tony Stamper, O2 Airwave.

Gordon Hunter, Airwave Systems Manager, Fife Constabulary was also aware that O2 Airwave required at least 30 working days to fully prepare for a special event of this nature. "Thankfully, the worst of my fears were allayed after speaking to Tony. He assured me that he would pull out all the stops to ensure that we got the coverage we needed, although the time constraints meant that it was pretty much touch and go at first."

"Our engineering people said that they might be able to deliver a solution similar to the Airwave service special coverage we provide inside airport terminals and at an increasing number of major sporting venues around the country," confirms Tony. "It's based on dedicated cabling within a building, connected to an aerial on the roof that functions as a mini Airwave service base station in its own right. However, as a mobile base station connected to the Airwave network by a fixed link would do an equally effective job at an even lower cost; this was the solution Fife Constabulary favoured. It came complete with resilience in the form of a satellite dish that could be quickly fitted to the vehicle's roof, had the fixed link failed for any reason."

One of O2 Airwave's mobile base stations arrived at the Fairmont Hotel soon after the initial request, and offline trials started almost immediately.

It was quickly established that the mobile unit was more than capable of providing the required quality of coverage on all the hotel's floors and in the conference area, which was located below ground level. Of equal importance was the fact that the mobile unit would provide enough network capacity for the 300 officers policing the talks, including representatives from Strathclyde, Central, Tayside, Lothian & Borders forces and specialist units.

Fife also took advantage of the offer of a dedicated technician at O2 Airwave's Network Management Centre (NMC) and a dedicated O2 Airwave Incident Manager at its control centre on each day of the talks.

## ➔ managing the talkgroups

"We were already doing everything we could to make the most efficient use of capacity on the three Police Mutual Aid (PMA) talkgroups. For example, all the officers policing the talks had been asked not make point-to-point or telephony calls over the Airwave service.

"Even this precaution – along with the fact that our PMA talkgroups took priority over 'business as usual' talkgroups – did not prevent the potential for congestion. At one stage,

the NMC informed us that 22 different talkgroups were affiliated to our mobile base station, which was unsustainable. Because we knew about this situation as it arose, we were able to quickly reduce the number of affiliated talkgroups to a more acceptable level. To further conserve capacity, the officers in the remaining talkgroups – like the officers in our own PMA talkgroups – were also asked to refrain from making point-to-point and telephony calls."

"As it happens," adds Tony, "Fife Constabulary didn't need the data on who was actually making embargoed calls. Very few officers did so during these talks. For the record, the NMC can identify anyone who breaks the rules and inform command and control accordingly, enabling them to take swift action.

"I did have a minor problem securing the PMA talkgroups Gordon needed. Two were free, but he needed a third. I managed to borrow one from Dyfed & Powys Police, who had reserved a number for a special event of their own.

"We also had some configuration work to do at Fife Constabulary's control room interface. Even though this was a considerable technical challenge in its own right, we managed to get the work completed within the required timescales."

"O2 Airwave delivered the capacity and coverage we needed. They also managed network utilisation brilliantly and were very helpful on the administrative front," continues Gordon.

"For example, Tony saved me a lot of time and hassle by accurately completing O2 Airwave's special events proforma for me to sign, while I was up to my eyes in it sorting out details like the availability of battery chargers, earpieces and the like.

## ➔ dynamic tracking

"On the wider area connectivity front, the convoy challenge was to safely escort politicians from and to three airports. This was the first time that we had used the Airwave service for automatic vehicle location. It turned out to be an eye opener in every sense.

"Whereas traditional convoy commanders would be reporting their positions on a regular basis, we were able to track them dynamically in the form of a moving dot on the map. This made everyone's life easier; particularly the commanders', who only reported in when they needed to amend agreed procedures.

"Our in house debrief after the talks certainly praised O2 Airwave for their sterling efforts. Having the peace of mind of an engineer on the spot was a big benefit, as were the NMC capacity updates and the automatic vehicle location application. Ultimately, though, it was the level of co-operation we received from O2 Airwave, not just from Tony, but from their entire team, that delighted us. They certainly went above and beyond the call of duty on this one."

"O2 Airwave even did a pre-event maintenance check on all our sites and provided us with a fault history that enabled us to spot trends and take corrective action where necessary. You can't say better than that!"

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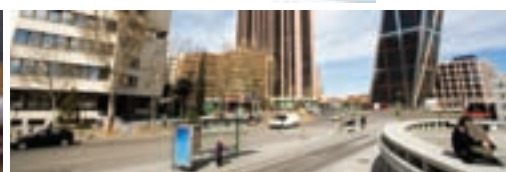
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## ➤ Northgate's expansion strategy continues apace with appointment of business development director

Northgate Information Solutions, a provider of innovative technology solutions to the public services, utilities and corporate markets, has confirmed the appointment of John Hollister as Business Development Director.

Hollister's appointment further reinforces Northgate's expansion strategy as he joins the senior management team that is spearheading the company's move into



larger public sector deals and strategic areas, including business process outsourcing. Working within Northgate's key markets in the public and corporate sectors, including local government, education, criminal justice, law enforcement, emergency services, human resources and utilities, Hollister will identify new opportunities, work with existing customers, and respond to larger bidding opportunities.

## ➤ new Directors for Gamma

Gamma Telecom, the voice services applications and solutions provider, has announced the appointment of two new directors to its board. The new additions to the Gamma team, Andy Morris and Ian Moir are to head up the Service and Operations, and Development departments respectively.

## ➤ new ceo and cco for Secude

The newly established Secude Global Consulting AG has appointed Mario Linkies as the Chief Executive Officer (CEO) and Frank Off as Chief Consulting Officer (CCO), both world-renowned experts in Enterprise Risk Management.

Mario Linkies has extensive consulting experience as a leading SAP Platinum Management Consultant with primary focus on IT security, in particular, providing comprehensive strategic consulting with regards to risk and control management, authorisation concepts, change management, data protection and regulatory compliance.

Frank Off has been working as Director of SAP Global Focus Group Risk Management & IT Security (EMEA Chapter) at SAP Consulting.

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## ➔ full power for mobile use – compact R&S MR3000P tactical handheld radio

In any kind of mission scenario, a jam-resistant, tap-proof radio link is as important as lightweight equipment. Rohde & Schwarz has therefore expanded its R&S M3TR family of tactical radios by adding a small and light handheld radio. Despite its compact size, the R&S MR3000P has all the features required of a tactical radio by offering reliable connections, even in topographically difficult terrain, and by allowing flexible integration into tactical networks. The R&S MR3000P covers a frequency range from 25 MHz to 144 MHz.

Due to its jam-resistant digital waveform, the R&S MR3000P provides high-quality connections. Moreover, its transmit power of up to 5 watts allows high ranges, even in



difficult terrain. Since the handheld radio is interoperable with other radios of the R&S M3TR family, it can be easily

integrated into tactical networks with R&S M3TR fixed and vehicle installations.

Its compact design and low weight are advantageous for infantry forces. The expanded frequency range of the handheld radio covers not only tactical VHF but also parts of the HF and VHF aeronautical radio range, enabling plain ground-to-air communications, for example, and thus eliminating the need for additional radios.

For tactical applications an integrated crypto module of the highest security level provides protection for confidential messages. For military users, the tap-proof transmission of messages is indispensable.

The R&S MR3000P tactical handheld radio is now available from Rohde & Schwarz.

## ➔ OpenHand – the world @ your fingertips



Iconic Group introduces OpenHand a very real competitor to both Blackberry and Microsoft. OpenHand provides the ability to check, create and modify business email, calendar, contact and public folders and files from a mobile phone.

The system utilises real-time encrypted access to military standards. OpenHand is fully centrally managed from the server giving the user complete control of the levels of security required. OpenHand does not pass through a third party server in which is seen as a major security issue in many areas.

OpenHand costs £11 per user with no charge for the server software. It is compatible with over 260 mobile devices plus long-term contracts are not imposed, a simple 30 Days notice agreement gives users ultimate flexibility. OpenHand also works with any mobile phone carrier this means that it compliments the mobile deal rather than dictating it.

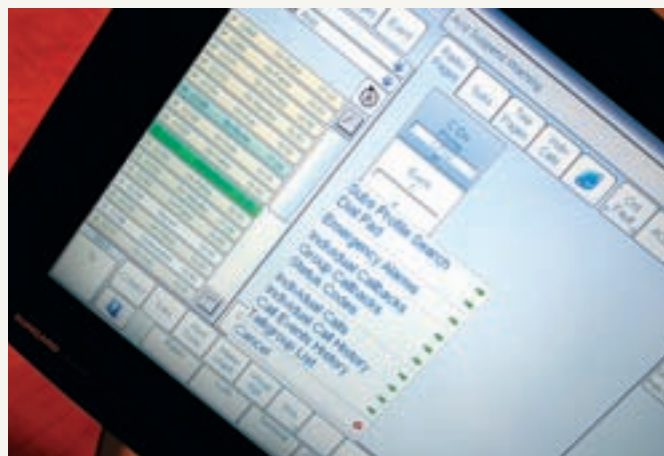
## ➔ new version of Secude secure notebook

Secude has launched secure notebook 8.0 - the next generation of its popular notebook encryption solution.

The secure notebook reliably protects confidential business or personal data on notebooks and desktops and external mass storage devices from unauthorised third party access.

Unlike other solutions Secude secure notebook 8.0 encrypts the entire hard disk rather than just individual files or folders, which means it protects temporary files, swap files, hibernation files and even the operating system itself. Security is extended to the highest level through the use of a Linux based pre-boot authentication (PBA) system prior to starting Windows - increasing the range of hardware supported particularly in regard to new hard disks and further system components.

## ➔ BAPCO 2007 will see launch of the latest version of DS2000



BAPCO 2007 will see the public launch of the latest version of the DS2000 Integrated Communication Control System. This new version includes significant user interface and system management enhancements which have been designed in collaboration with the DS2000 customer base.

During the event, SunGard will also be demonstrating a Contact Centre based telephone call queuing solution which is now available as an upgrade package for any DS2000 system to enhance call taking and public caller perception for non-emergency call handling scenarios.

## ➔ support for windows mobile 6

CommonTime, a provider of secure wireless email exclusively for enterprises running Lotus Notes, announces that it's mSuite software, will be compatible with the latest Microsoft PDA and Smartphone operating system thereby supporting Windows mobile 6.



## Critical Information When it's Most Needed

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Learn more about Intergraph's collaborative solutions for public safety at BAPCO 2007:

Presentation 1 in Workshop 2 on Wed 25<sup>th</sup> April and on Stand 318.



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A decorative graphic consisting of several thin, white, wavy lines that flow across the bottom of the page, creating a sense of movement and connectivity.

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