

British Association of Public Safety Communications Officials



BRITISH
APCO

JOURNAL

Knowledge Exchange for Public Safety Communications



Twitter on the beat Policing with social media

Volume 18 Issue No 1 • February 2012 • £3.50

INTELLIGENT RESPONSE



INCREASING PRESSURES DEMAND SMARTER SOLUTIONS

Drawing on the experience of more than 2,800 public safety agencies, Intergraph®'s scalable and cost-effective mobilising solution – I/CAD – delivers for small and large brigades alike. What some have called ‘best-in-class mobilising technology’ is now available as a powerful and competitively priced solution for brigades and budgets of all sizes.

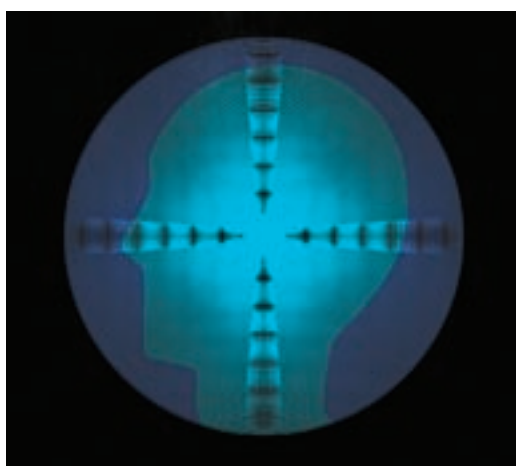
Intergraph I/CAD provides the perfect fire mobilising solution for:

- Smaller UK fire services, as a packaged, streamlined implementation
- Large brigades, from regional to national coverage
- Multiple services working in collaboration

To learn more, visit:

www.intergraph.co.uk/publicsafety/





Front cover artwork by www.blackcoffeeproject.com.

Editor: Jose Maria Sanchez de Muniain
Tel: 01935 37 4011 **Email:** jm.sanchez@hgluk.com
Advertisement Director: Lucy McPhail
Tel: 020 7973 6635 **Email:** lmcphail@hgluk.com
Production: Tim Malone
Tel: 01935 37 4014 **Email:** t.malone@hisdorset.com
Managing Director: Graham Bond
Tel: 020 7973 6645

For subscriptions queries please contact
Tel: +44 20 7973 6694
Fax: +44 20 7233 5052
Email: customer@hgluk.com
Printed in the UK by
Latimer Trend & Co,
Plymouth, Devon.

Published by **Hemming Information Services** 32 Vauxhall Bridge Road, London SW1V 2SS



© All rights reserved.



NEWS

- 05 Framework consultation for fire and rescue**
- 06 BTP's new command and control units**
- 07 The savings challenge for the police**
- 07 British APCO signs MOU with PSCE**

FEATURES

- 11 APCO Global Congress returns to Dubai**
International public safety peers to share knowledge and expertise at the 2nd annual APCO Global Congress in May.
- 12 A new network for the UK**
How you can help create the ARL Comms Responder Network – created by responders for responders.
- 14 Social media and policing**
A 'super user' from South Yorkshire Police shares her experiences of Twitter during the Lib Dem conference in Sheffield.
- 16 Sharing your resilience**
Special report of the Telecommunications Sub-Groups Symposium that took place at the NPIA in Ryton, Coventry.
Presentations covered:
 - 17 Introduction: John Tesh, Deputy Director Capabilities, Civil Contingency Secretariat.
 - 17 Resilient Telecommunications Programme Overview: David Barnes, Assistant Director, Civil Contingency Secretariat.
 - 18 Planning for Life after Airwave: The Emergency Services – Mobile Communications Programme. Supt Jim Bilslan, NPIA.
 - 18 Keeping Communications Running During the Olympics: What Do I Need To Do? Panel discussion.
 - 19 National Resilience Extranet – Planning and Response within the LRF, Kevin Topping, Lancashire Resilience Forum.

REGULARS

- 04 President's address, CAG column**
- 08 British APCO: news and comment**
- 22 New column – Making waves, the trials and tribulations of a frustrated comms engineer, part 1: Where have all the engineers gone?**

British Association of Public Safety Communications Officials

British APCO is where active and advising members of our public safety community exchange and advise on all critical communications subjects. British APCO participates strongly in the Global Alliance of APCO International. British APCO's aims include solving realtime critical communications problems, participating in research programmes (eg EU projects), showcasing technologies, and lobbying on issues such as spectrum and harmonisation. British APCO holds an annual exhibition and development event, many regional events as well as training sessions, and is respected as the UK's (and Europe's) leading – and only – forum of knowledge exchange and transfer specific to communications in public safety. To find out more details on how to contribute and draw from of this vibrant community, by becoming a member, contact Tracey Langmaid, Tel: 01522 548325, admin.manager@bapco.org.uk For more information visit www.bapco.org.uk

British APCO President's Address



Alan House, President

As I write this the TV is showing images of the sinking 'Costa Concordia', which is a sharp reminder to all those involved

in public safety that despite the latest and most sophisticated technology being available, large scale accidents and disasters still happen. This event, currently being fed into our homes, also shows how vital good communications equipment is, not only during the event but also in the analysis of what happened, with recordings and thermal imaging capturing some revealing facts about how the tragedy evolved. A whole range of communications were used across a number of agencies and it will be interesting to see in the final analysis reports if interoperability is in any way featured, good or bad. Noticeable in the reporting has been the information gained and shared (once again) via social media means. I have commented previously on this technology and I'd like to reiterate that I believe it is still in its infancy – it is a topic still to be fully embraced by developers and public safety agencies alike.

The Costa Concordia is a reminder also that – as an island surrounded by very busy shipping routes (which includes a massive increase in cruise ship traffic to/from and around the UK) – all agencies with a responsibility for providing communications systems and equipment for the betterment of public safety need to remain fully prepared. In these times of financial cutbacks there needs to be huge caution in regards to any initiative that would in anyway be detrimental to public safety responders or delay the introduction of the latest affordable technology. Finally, a reminder about our fast approaching 'Exhibition and Development Sessions', in Manchester, 16-17 April. The whole event is preceded on Sunday 15 April by an associated 'BlueLightCamp', which is shaping up well and features an exciting and informative programme with excellent commercial partner support. I look forward to seeing you there.

The Commercial Advisory Group (CAG)



Dave King, CAG Chair

A belated Happy New Year to everyone and I hope you are all refreshed and raring to go. So what is this year going

to bring for us all? Opportunities, one hopes. There does appear to be a genuine progress being made in the fire sector with most fire and rescue services now having a defined path for their new control room requirements and timescales for procuring them. It is interesting also that most procurements are for complete solutions, meaning that consortiums or partnerships have to be formed to be able to compete. I realise this is not new but if this becomes more commonplace will it alter the approach we all must take?

With rumours that police will be looking more at outsourcing, will the landscape for commercial companies change to more B2B? It will be very interesting to see over the coming months if anything definite develops in police as it appears to have done in the fire sector. The Olympics are not long away and the whole country will soon be buzzing about how many medals we can win with home advantage. The other big question is, will everyone stop projects from June to August? I hope not, but I can see it happening

while the emergency services focus on the big event. These will all be talking points at our conference and exhibition in April, which is coming together very nicely so I look forward to seeing you all there and having a good catch up and a moan (as we all like to do!). Please book your stand or ticket as there are definitely good things starting to happen for us all, even though it is still going to be a tough, tough year. However, if the last few regional events are anything to go by, there will be a lot of attendees from the public sector.

SENNHEISER'S 'OFFICE OSCAR'



Sennheiser Communications has received the 'Office Oscar' by Office Equipment News for its Circle Line series of wired headsets. Office Equipment News reported that, 'Sennheiser headsets excel in sound quality, durability and comfort which are essential in any environment where the user will have medium to heavy call usage.' The magazine's 'Office Oscar' award is its top accolade and is well regarded in the business equipment IT sector.

➔ Notts investment on mobile devices pays off

Nottinghamshire Police has saved over £1 million by using mobile devices to access back-office systems and carry out operational duties.

In 2007 Nottinghamshire was one of the first police forces to embrace mobile technology in the form of smartphones in an effort to modernise working practices, achieve savings, increase frontline productivity, and allow officers to spend more time out of the station and on the beat. Throughout 2008 and 2009 a team of its police officers worked with Capita's secure mobile data specialists (then known as Beat Systems Limited) to design and develop the best way for officers to access back-office systems via a wireless mobile device.

The mobilised systems include command and control, crime reporting, the Police National Computer (PNC)

and specialist criminal intelligence databases. Officers were able not only to access information, but also to update the systems and to complete forms and reports.

It is estimated that more than £1m has been saved from the mobilisation of the crime reporting application alone, while at the same time increasing the quality and consistency of reporting, and increasing police presence in the community. New processes and systems continue to be mobilised, including the systems for traffic policing and fixed penalties and driver information.

'Officers will be doing less paperwork because we are investing in mobile technology which will keep officers out on the beat and is key to creating our financial savings,' said Jon Collins, Chairman, Nottinghamshire Police Authority.

➔ Cloud solution is a hit for fire investigations

West Yorkshire Fire & Rescue Service (WYFRS) has implemented a cloud-based solution from Active Solutions Europe to improve the outcomes of fire investigations.

The solution ensures information is held securely, identifies trends, helps target repeat arson offenders, tracks documents and, importantly, provides the ability to share services with other organisations such as the police and other emergency services.

Chris Clarke, Lead Fire Investigation

Officer at WYFRS commented: 'Active has developed the first cloud-based solution dedicated solely to dynamically managing information within the UK Fire and Rescue Service, specifically for fire investigation purposes. We provide crucial and valuable services to protect communities and this offers a significant step forward to helping deliver a critical function of a modern day fire service.'

Based on Microsoft Dynamics

technology the Connect Fire Investigation system provides a single system to manage and report against all the data and activities involved with every investigation whether it is at an individual or aggregated level. Evidence immediately becomes more robust when used in court as it is stored and tracked electronically and individual cases can be linked seamlessly to identify repeat offenders or areas of risk before a serious incident occurs.

➔ Award for iTrinegy

iTrinegy's network emulation and application performance management products have been chosen as finalists in the 2012 Network Computing Awards. iTrinegy's INE Enterprise was chosen by customers and readers of Network Computing as a finalist in the Best Testing & Monitoring Products for 2012 category due to its ability to quickly recreate complex network environments in which to test how applications behave in these networks prior to actual deployment.

➔ Framework consultation focus on interoperability

The Department for Communities and Local Government has begun a consultation for a draft National Framework for the fire services in England.

The consultation seeks views on the draft National Framework's priorities and objectives for fire and rescue authorities in England in connection with the discharge of their functions. Key technology words are 'common' and 'compatible'.

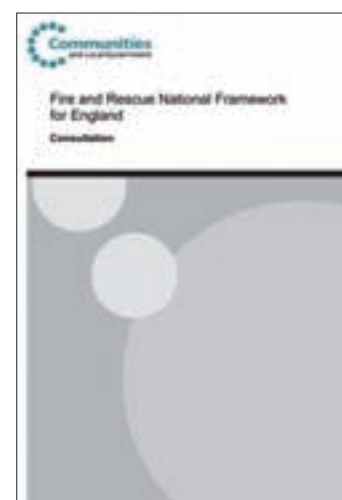
It sets out how the fire services will work individually, collectively and with Government to ensure capacity

is in place to respond to major incidents.

In regard to technology, the consultation says that 'fire and rescue authorities must collaborate with other fire and rescue authorities to deliver intraoperability' in communications systems, control rooms and equipment.

'Fire and rescue authorities must collaborate with other fire and rescue authorities, other emergency services, wider Category 1 and 2 responders and Local Resilience Forums to ensure interoperability.'

The closing date is March 19th.



➔ NPIA saves £1m on renegotiated contract

The NPIA says it has saved the police service more than £1 million by negotiating a reduced cost for the renewal of the agency's communications framework with Cable Worldwide, with the scope for further significant savings to be made. This will ensure that the police can continue using the secure national communications network, PNN3.

Since 2006, PNN3 has provided a common communications platform and ensures that all forces and agencies are working to the same robust levels of security.

Services which are provided to forces via PNN3 include the Police National Computer and the National DNA Database.

Sue Moffatt, NPIA head of Commercial and Procurement, commented: 'Communication is the lifeblood of the police service. It is

essential that the police service can communicate seamlessly and consistently across the criminal justice system. PNN3 provides a safe and secure network for police officers to store, send, access and record information some of which could provide crucial evidence in an investigation.

'This agreement is also another good example of how the NPIA continues to provide more for less to the police service to help ensure frontline officers are supported.'

Brian Woodford, MD of Public Sector and Partners, Cable&Wireless Worldwide, added: 'We've delivered the Police National Network service for over 15 years, which is testament to the fact we work closely with our customers to fulfil regional, local and national requirements.'

➔ TETRA World Congress

The theme for the 14th annual TETRA World Congress (14-17 May) is 'Delivering Critical Communications Today and Tomorrow'.

The agenda will focus on how TETRA is being developed and deployed to meet the needs of end-users, while preparing for future requirements.

To find out more about the Congress visit www.tetraworldcongress.com.

➔ Wildlife on CCTV



Vemotion Interactive, specialists in live video transmission over low bandwidth connections, is helping Dumfries & Galloway Constabulary and Scottish National Heritage (SNH) to protect a number of vulnerable wildlife sites in the area. Low bandwidth video is being used to transmit images immediately back to the control room allowing time for the police to respond to potentially threatening situations.

'We are fortunate enough to have rare and valuable wildlife, such as raptors, in our largely unspoilt district,' explained Norman Carmichael, Airwave & Communications Officer for the Scottish Police Services Authority. 'The threat of detection is the deterrent rather than the device itself. The Vemotion solution is easy to deploy and small enough to be difficult to detect and yet provides high quality images that are suitable for use as evidence and so is ideal for this application,' added Carmichael.

➔ England and Wales continue 101 roll-out

The roll-out of the government's 101 non-emergency number scheme is nearly complete, and five police forces across the north of England (North Yorkshire, Cleveland, Cumbria, Durham and Northumbria) have now introduced the new number in their regions.

101 replaces the many telephone numbers used by the police for non-emergency calls. The roll-out started in July 2011, following the previous government's commitment to establish the call-handling

scheme in England and Wales by March 2012. It is hoped that 101 will improve public satisfaction with the police, and help empower them to report low-level crime and disorder, making the police more accessible to their local communities. Mason, a division of Analysys Mason Limited, advised the Home Office on the feasibility of the government's original commitment by undertaking a review of existing single non-emergency number (SNEN) schemes in the UK, and

assessing the commercial and technical options for extending those pilot projects.

Mason Manager Ed King, who was involved in the project, commented: 'The work we undertook for the Home Office demonstrated that the scheme had clear benefits for the public. At the start of the work, no one we contacted knew their local force's non-emergency number, and there's also the issue of what number to call when you're travelling. "101" is a simple, elegant solution to this issue.'



➔ Command and control unit for BTP

British Transport Police has taken delivery of its first newly-designed command and control unit in ten years. The CCU was developed by a team with personnel from the Central Operations Unit, Vehicle Fleet Management Department, and IT and Communications Department within BTP. The brief was to provide two tactical Silver Command units which would be able to handle all civil contingencies and could be easily deployed at

large scale public events. 'To enhance ground-level communications and ensure that Silver Command can direct from the scene, we needed communications that could be relied upon wherever the vehicle was stationed,' commented Graham Tillett, BTP Fleet Manager. 'We wanted a mobile office in the truest sense of the word.' The CCU was delivered by Primetech and Kinetic Special Vehicles, on an Iveco chassis.

➔ Police IT 'stubbornly disjointed' with 2,000 systems across forces

The Minister of State (Policing and Criminal Justice) The Rt Hon Nick Herbert commented at the end of January on how the police service was responding to his challenge of achieving savings of £2 billion per annum.

As part of the Government's role for seeing greater accountability in the national bodies that support policing, Nick Herbert explained how the National Policing Improvement Agency (NPIA) would 'give way' to a new IT company and a new police professional body: 'These will each play key, though very different, roles in supporting forces to improve value for money.' He also spoke about a policing value for money unit that the Government had created in the Home Office to help the service take forward a national strategy



Nick Herbert said that police IT should not be a top-down, directed government project but should be led by chief constables with support from the centre.

Substantial savings have been made in IT, he said,

with police spend falling by some £73m in 2011 compared to 2009/10. 'But we have to ask ourselves why, despite the grand plans and record levels of spending, police IT has, in the main, remained so stubbornly disjointed, with 2,000 systems across the 43 forces.'

The new company taking over from the NPIA would provide support relating to procurement, implementation and contract management for ICT, related business change and outsourcing services. 'While it is not envisaged that the company should direct force IT spend, it would have the capability to assist forces by negotiating better prices for IT services, providing technical knowledge and insight and, over time, reducing the number of procurement specialists and IT professionals employed by forces.'

➔ IP65 keyboard



A small, wireless, USB keyboard for demanding emergency services environments has been launched by Bytec Embedded. The second generation Indi-Key keyboard offers wipe clean surfaces, improved key response and feel, a wider touchpad and an optional numeric keypad. The wipe-clean IP65-rated Indi-Key has been constructed with a Silver Ion antibacterial agent. With a typical operating life of six hours, battery life is further preserved with a 15 minute sleep mode.

➔ British APCO MOU

British APCO and Public Safety Communication Europe (PSCE) have signed a memorandum of understanding which outlines their intention to collaborate over the next three years on a range of communication issues.

Alan House, President of British APCO, stated: 'There are common challenges facing the emergency services across Europe where sharing information or collaborating could be of great benefit to both organisations. For example the use of TETRA or the migration of services to a mobile environment present significant challenges but managed correctly provides enhanced capability to frontline providers.' Manfred Blaha, President of PSCE, agreed, saying: 'Many of the issues have a common thread. PSCE have a clear focus upon ensuring that public safety solutions are user focused. It seems inevitable to me that from a strategic perspective, the future requirement of the emergency services are likely to be similar, be that in the provision of fire and rescue capability in Vienna or London.'

SLETEMATE BY MOTION



Motion Computing has introduced the Motion CL900 SlateMate, a patent-pending tool that extends the functionality of the CL900 Tablet PC (pictured).

Securely integrated into the tablet PC's internal frame, the first CL900 SlateMate module includes a magnetic stripe reader (MSR) and barcode scanner (BCS) for mobile data acquisition and processing. The CL900 SlateMate with MSR and BCS transforms the CL900 into an enhanced data acquisition and processing device. The integrated MagTek MSR easily documents driver's licenses, patient ID cards and shopper loyalty cards with a single swipe, while the commercial-grade BCS reads virtually any barcode for rapid inventory status, material tracking and resource availability information.

➔ British APCO – regional events for your diary

British APCO Scottish Region is holding a seminar and exhibition on 'Scottish Transformation – Beating The Challenge' on 29th February 2012 at Strathclyde Fire & Rescue HQ, Hamilton. Programme details are:

- The Future of Map & Gazetteer In Scotland (Dominic Cuthbert, Ordnance Survey)
- Police Reform in Scotland (David Tonks)

- Making Better Use of TETRA (Richard Redgrave, Sepura)
- Scottish Fire reform (Stewart Edgar)

There will be a mini exhibition of suppliers, and lunch will be sponsored by Capita.

British APCO South West & South Wales Region presents the event: 'Outsourcing and Collaboration – Do They Deliver', to be held at the offices

of Cassidian at Newport on 6th March 2012.

This opportunity focuses on the two increasingly popular themes of outsourcing and collaboration, and a series of speakers with first-hand knowledge of these topics will provide insight and perspective.

Reserve your place at the events by contacting admin.manager@bapco.org.uk.

Public Safety Communications – enhancing today, transforming tomorrow

British APCO Annual Exhibition and Development Sessions: Manchester Central, Manchester, 16-17 April 2012



With only two months to go before the British APCO exhibition and development sessions take place, all efforts are now being focused on ensuring this is a great event for our members, day visitors and exhibitors. British APCO ‘now needs you’ to play your part!

As is often the case, I seem to be spending a lot of my time now trying to balance a challenging day-job with trying to ensure that we have informative presentations delivered by highly regarded subject experts.

Needless to say, the inevitable always happens where other pressures cause change and – where we thought everything had been soundly agreed – we find ourselves chasing replacements or trying to see if there is another exhibitor happy to buy some space. All of this is being conducted in an environment where public service expenditure is being cut and the opportunities for new contracts are harder to find, therefore sustaining and improving interest in our event is a hard-nosed endeavour.

We remain extremely optimistic that moving to Manchester will provide a change of scenery, matched by a fantastic exhibition area as well as hotels which are gentle on the purse.

I have no illusions that if we fail to improve then the whole concept of running such an event will need to be reviewed by the organisation. On the positive side, however, there is no doubt that we have speakers of the highest calibre who are going to focus on those areas which are of huge importance to the public sector today. This includes debate on 4G and LTE by Motorola; while Robert Le Grand (President and CEO of the Digital Decision) will give two presentations on broadband wireless communications and the private and public networks working together.

Analysis Mason are going to debate the world of IT and communications and the changes which are likely to occur for our members as we interact both socially and professionally. Finally we have a tremendous session to add to the conference presentations, and which examines controlling major incidents and the influence that social media may have on our capabilities. This includes presentations from Peter Fahy, Chief Constable of Greater Manchester; Bob Williams, North West Ambulance Service; Jamie Bartlett from the Guardian newspaper; and Deputy Assistant Commissioner Rose Fitzpatrick. A representative will also be in attendance from the office of Sharon Rowe, ACC West Midlands.

The general consensus is that this is probably the best group of speakers we have ever assembled for a British APCO. Needless to say we have tried to match this with an exhibition showcasing some of the most critical providers to the emergency services, including Motorola, Airwave, Microbus, Fortek, Capita, APD and Intergraph, plus lots more. I am also delighted that ACPO Information Technology Systems are bringing three vehicles that are at the leading edge of sophistication, including one that is yet to be seen anywhere in a public environment – the Ampera Box 2015 concept car – which boasts 360 video, ANPR and new facial recognition technologies as well as mobile GIS.

We will also be facilitating the third meeting of the Wireless Magazine Roundtable (in partnership with TETRA Association and Motorola), which will debate how LTE and Tetra can work together. Senior representatives from ACPO the fire service, MOD and the utility services will be in attendance.

A 999 Futures meeting will also take place with representatives from Ofcom, DCMS, the Civil Contingency Secretariat, commercial partners and leaders from the emergency services. They will meet to establish high level user requirements to guide development plans.

Also taking place will be an opportunity for control room staff to attend a session on how to make decisions under stress. This dedicated free competence management workshop for all control room operatives will be looking at how information is processed and how to improve under pressure.

Of course we are still working hard to improve the event on a daily basis but the statement has to be made that British APCO ‘now needs you’ to play your part and to secure your attendance. We hope that this event will be the best provided in 2012 for you to develop your understanding as to the future technical and strategic issues facing our respective organisations today.

We look forward to seeing you in Manchester.

Ian Readhead,
Past President.



Knowledge Exchange for Public Safety Communications

A year in the hot seat, part three. Delivery: the main aim for Executive Director Tony Antoniou – and the 2012 event.



Irrespective of the stack of CEO coaching books (and coaches!) my view (as Executive Director more accurately, but it's just a name) is that it all boils down to one thing. Delivery.

What gets delivered? The importance of rebuilding and making fit-for-purpose (if the organisation is in less than good condition) inevitably takes precedence initially, followed by collective sighs and excitement as the real issues suddenly come to the fore. This is the toughest time to try to manage well; necessities versus aspirations!

2012 will be when the value that is starting to be delivered will become apparent. 2012 will be the year that the longer-term benefit initiatives will become appreciated. It is the time that we really do move on, from repairs and rebuilding, onto delivering on some of our aspirations as an association, and establishing British APCO across the spectrum relevant to public safety communications.

Maintaining a focus on strategy, I'd like to highlight our forthcoming 'British APCO Exhibition and Development Sessions 2012' which will genuinely surprise the industry. It's the most radical forward step taken in our history, and it's genuinely only the first stage of its transformation.

As an event, the only similarity you can identify with all the previous 'BAPCO' events is that there is an exhibition area packed with the newest technologies and solutions from a fantastic range of suppliers. There the similarity stops; the exhibition provides a consistent fabric for an event... it's what happens around it and during it that is where all the radical change is happening.

The conclusion after the 2011 event was that a complete redesign was called for, along with rebranding and an open mindedness towards new thinking. We asked you all about content, location, branding, partners, purpose, style, image, everything. The result is a reinvigorated event with focused Development Sessions for debate, learning and even argument! It's looking set to be a sell-out!

Of course there will be stands, demonstrations, and a very few hand-picked key speakers – that's the basic fabric of an exhibition. We have round-table sessions on 21st century current themes, rooms of debate, learning, and centres of development ('villages of knowledge exchange').

Make sure you look at the detail in publicity materials and on the website about the event. There are many

themes operating around the place, and we're almost out of debating chambers and side-event slots.

We have key guest speakers and subject matter experts appearing at different times in multiple arenas. We're showing new technologies applicable to communications in public safety, including RFID, LTE, new vehicles brimming with state-of-the-art technology never seen before, and other 'here-and-now' hot topics and issues. I literally don't have room here to describe all these – get hold of the event literature!

This is just the beginning; there are many more things we want to incorporate next year, and the year after. On the subject of delivery and a manageable strategy where some necessities and some aspirations actually get delivered – we've delivered as much change as we and our valued partners could assimilate in one year. It has tested us and them. No apologies. Can you tell that I'm genuinely excited?

I look forward to seeing you there.

Next issue, I'll focus upon (and list) the four pages of achievements, and describe in detail the next major milestone deliverables (that's a couple of pages too). I'll make the presentation of these available on our website in the near future (have you noticed the changes?) and we'll be presenting these at local events around Britain in the coming weeks and months.

I'd like to briefly highlight our bringing more value to our website; special recognition of Ian Lund's efforts is included in my mentioning this. We have big ideas about compelling, two-way, 21st century, social media integrated capability – but Ian's delivering many 'low-hanging fruit' that are badly needed. Now for the nag: he's always after your content – that is, content from members as opposed to content from press and the Executive Team. Please give him some.

Lastly – and this may seem perverse if you're not reading this in your magazine because you didn't get it (but it applies to e-newsletters, etc) – do the details that British APCO hold for you work correctly? Email address, street address? Have you moved? Why not email Tracey just to be sure – we'd rather check it: admin.manager@bapco.org.uk.

Tony Antoniou,
Executive Director.

Your Link to the Public Safety Communications Marketplace in the Middle East



THE MIDDLE EAST **LINK** TO GLOBAL PUBLIC SAFETY

APCO Global Congress
1-3 May 2012

InterContinental Dubai Festival City
United Arab Emirates

“ This is an opportunity to share knowledge & technology—what works and what they did—it’s a transfer of knowledge. ”

Col. Zied Al-Zobi,
Public Safety Directorate, Jordan

APCO Global Congress showcases public safety technology, explores best practices and creates a venue for networking with colleagues from around the globe.

Explore the latest products and services designed to serve the needs of this diverse geographic and political region!

Presented by



Partners



Reserve Your Space Today!

Contact Lisa C. Williams at williamsL2@apointl.org
or 001.571.312.4400 ext. 7003

APCOglobalcongress.org



APCO Global Congress returns to Dubai

International public safety peers will soon have the opportunity to share knowledge and expertise at the 2nd annual APCO Global Congress in Dubai, United Arab Emirates, 1-3 May 2012.

The event returns to the Middle East for a second year, bringing together the commercial and practitioner facets of public safety communications. The intent of this event is to display the latest innovations and thinking in public safety communications and create a venue for global counterparts to network and learn.

The 2012 Congress is hosted by the APCO Global Alliance, a coalition of APCO International, APCO Canada, British APCO, and APCO Australasia. The vision of the APCO Global Alliance is to promote and influence excellence in the development and use of public safety communications and information management systems on a global scale and to proactively encourage cooperation amongst the participating organizations to make the world a safer place.

Why should you attend the Congress? The Congress attracts industry manufacturers, experts and developers from around the world in addition to public safety practitioners from all facets of the profession including police, military personnel, civil defence, dispatch centre personnel, emergency management and ambulance services. Within this forum, there is an opportunity to better understand the needs and concerns of diverse geographic and political regions so the public safety realm can provide the most advanced and efficient technologies. There will be dozens of companies from around the world showcasing leading technology and trends in public safety communications all in one place. Whether you are visiting with vendors in the exhibition hall, networking with professional peers or attending an educational session, there is always a possibility to connect and learn. As the onus of the Congress is on education and linking professionals, educational sessions and vendors do not have a sole technology affiliation. As APCO Global Alliance and APCO Australasia Chair Geoff Spring said, 'The Congress does not advocate one technology over another – this is not a P25 conference; we seek to showcase all types

of technology and education available to public safety professionals in the global arena.'

In the inaugural year, the Congress received support and endorsement from several local agencies, including Dubai Civil Defence, Nedaa Corporation, Dubai Corporation for Ambulance Services, Dubai Convention Bureau and Dubai Chamber. The event was well-received and many saw the great value it brought to the area. 'We are very happy to be here and very willing to support the conference. We will support this and any event in the future. This brings a lot of value to our community,' said Major Ali Almutawa and Terry Johnson of Dubai Civil Defence of their participation in the 2011 Congress.

Nedaa Corporation and the Dubai Convention Bureau return as endorsers of the 2012 Congress: 'We are delighted to once again work in concert with Nedaa as a Strategic Partner of the 2012 Congress and to have the endorsement of the Dubai Convention Bureau,' said APCO Global Alliance and APCO Australasia Chair Geoff Spring. 'Their endorsement adds credibility and value to this event. This is a wonderful opportunity to extend the network of public safety communications professionals in the Middle East to our global counterparts.'





ARL is currently putting together a list of interested organisations and individuals via the new ARL Comms Responder Network on LinkedIn.

A new network for the UK

One of the first infrastructure elements to fail during a crisis is the very thing that could save lives and businesses – the communications network – which is why ARL is creating a national emergency communications network for responders, writes Business Development Director Simon Land.

In July 2011 Ribbles Valley Borough Council, Lancashire, carried out a resilience communications exercise (Exercise Watergate, identified as ‘exemplar’ by the Cabinet Office) set against a flooding incident. It rapidly developed into a communications crisis for many of the agencies. The electricity supply to the telecoms network became engulfed in floodwater and within hours all communications systems were threatened, and those that were not fully resilient had failed.

18 months of discussion later resulted in ARL obtaining a set of VHF frequencies that could be used to form a UK national radio network aimed at the non blue-light sector of emergency responders, a critical element of UK response which is currently underserved.

ARL has established ARL Comms Responder Network (CRN) to serve the responder market directly while benefiting the communities in which it serves. ARL CRN would work with regional responder organisations to create the network and would manage the conceptualisation, design, standard setting, development and build of the network and provide access to the relevant VHF frequencies via the ARL EARL software system. Responder organizations would be responsible in their regions for the cost and implementation of infrastructure development and meeting standards. Once completed ARL CRN would operate and maintain the system and enforce standards in partnership with the ARL CRN responder community.

To capture this unique opportunity, ARL has established fundamental criteria for moving forward:

- ARL CRN will be created using a partnership approach. There is a need for local, regional and national commitment and resource input from responder organisations and those responsible for civil contingencies. The objective will be to work with responders in groups to create their regional network which will then become an element in the national network.

- RF coverage as specified and supported by the responders in a region. Local knowledge will dictate where the priorities and the requirements in an area are and will be the basis for the network design and development. The partnership could result in a mast in a region providing coverage to an adjoining area which does not have its own infrastructure available.

- 99%+ real availability. A function of the technologies deployed and the commitment from local partners to invest resources to achieve the best outcome. It is the intention that the network will be available and in use 24/7/365 for member organisations to use for day-to-day business with

swop-over to crisis usage when required.

- Resilient from all other networks. By creating its own independent telecommunications backhaul with two independent points of presentation to the network. Self-powered nodes will enable the system to support itself during power failure with a combination of existing power sources and new renewable technology.

- Best practice combined with the best of modern technology to achieve effectiveness and efficiency in the network. The basic network glue is ARL’s EARL system which allows any communications equipment to be connected to any other, irrelevant of the frequencies they operate on. It provides voice, video and data across a command and control system and gives incident managers access to a common operational picture. The interoperable nature of EARL will allow ARL CRN to connect to any other network nationally (or internationally) when required.

- Flexible enough to react to circumstance. With EARL at the heart of the system dynamic configuration of the network is simple and straightforward allowing network controllers to respond to the situational demands whether as part of a programmed event or in reaction to an incident/crisis while maintaining network integrity.

- Scalability to allow access to all responder organisations identified by the relevant authorities. Once the infrastructure is in place bringing in additional organisations using EARL is straightforward.

- Minimal capital cost – by using existing infrastructure provided by partner organisations maximum usage can be made of existing assets.

- Low operational cost. The cost of operation is mainly related to the annual charges made to cover licences, operations and maintenance. The flexibility of the network would ensure an almost limitless life which would maximise the return for all involved.

If these criteria can be met it is expected that non blue-light responders will have access to a network that will provide them with day-to-day usage but in an incident will allow them to dynamically scale up providing secure, cost effective and resilient communications across organisational, geographical and political boundaries as required.

The challenges to be faced are immense. It will require maximum support from local, regional and national groups and requiring them to work in a partnership for the good of all. Is that possible? For an answer look to our partners in Ribbles Valley Borough Council. They have a resilient network in use which is the basic building block of ARL CRN and which could be extrapolated across the UK.



The very best headsets in an emergency

There can be few situations where there is a greater need for clarity of communications than in an emergency services control room.

When responding to callers who are often in an emotionally charged and sometimes distraught state, being able to hear what is said and being understood without repetition can save the vital minutes that result in a positive outcome for an unfolding crisis.

Sennheiser has a legacy of 65 years as experts in acoustics and audio technology. The German company has a global reputation for high quality headsets and microphones used in professional broadcasting, music industry and aviation, all of which demand high quality speech and audio. Using Sennheiser professional grade headsets avoids compatibility issues with existing equipment, reduces operator fatigue and diminishes the potential for confusion between the caller and operator. The Sennheiser professional headset range is approved for use with Sungard and APD control room systems and Sennheiser headsets have some unique advantages that provide significant advantages for control room operators.

For use in emergency control rooms one of the most important advantages of Sennheiser headsets is the company's patented ActiveGard technology. It's an unfortunate fact that emergency service control rooms suffer from malicious calls and usually these are simple false alarm. But there are also aggressive calls made with the intention of hurting and possibly permanently harming the control operator's hearing. Blowing whistles or using more sophisticated electronic devices to deliver an acoustic shock are rare occurrences, but can be devastating for the recipient.

ActiveGard technology embedded in all Sennheiser headsets detects unsafe audio levels and compresses the signal within milliseconds. ActiveGard doesn't just reduce, but rather removes dangerous energy from an acoustic burst, eliminating the distortion from an excessive incoming signal and keeping the volume of a sound peak at a safe and comfortable level to protect the users hearing.

For busy and noisy environments the high performance ultra-noise cancelling microphones used in Sennheiser headsets filter out unwanted background noise. The benefits to emergency control room staff of high quality sound and the elimination of external noise which are offered by sophisticated headsets cannot be overstated. The resulting improvement in intelligibility can greatly improve call efficiency, saving valuable time by reducing the risk of misunderstanding and average call duration.

Of course another key consideration for emergency control room headsets is user comfort. Sennheiser headsets excel in sound quality, durability and comfort which are essential in any environment where the user will have medium to heavy call usage. Sennheiser have looked into the ergonomics very carefully to ensure that its professional headsets are suitable for all day wearing comfort where operatives may be working from 8 hours a day or more in a demanding contact centre environment.

Sennheiser's range of SH, CC and the new SC family of wired headsets are ideal for use in emergency service control rooms. For those in a supervisory role requiring mobility in the control room, Sennheiser's DW Series of wireless headsets are the perfect solution, offering up to a 180 metre range (line of sight), 12 hours of talk time and fast charging, with 4 hrs talk time in just 10 minutes and full charge in 1 hour. Sennheiser headsets are available in a choice of monaural (single sided), binaural (double sided) headband and single sided ear-loop wearing styles to suit the needs of all users. Sennheiser has also invested heavily in research and development to ensure that headsets are optimised for simple installation and are simple and intuitive to use.

Free trials of Sennheiser headsets can be arranged for emergency service BAPCO members. To know more call 0800 1303955, or email info@sennheiser.co.uk or visit www.sennheiser.co.uk



Policing with Twitter

That social media will in the future become part and parcel of day-to-day policing is now widely acknowledged, but exactly how to fully harness the potential of this relatively new medium is a hurdle facing many police forces. Jose Maria Sanchez de Muniain spoke with 'super user' Inspector Jayne Forrest of South Yorkshire Police to find out some of the practical benefits to be gained.



The best way to show social media policing in action is perhaps to concentrate on a real event. Back in March 2011 the Liberal Democrats conference planned in Sheffield had become much more high-profile with the birth of the Lib/Con coalition a few months previously.

The annual event – which had in previous years been a relatively sedate affair – suddenly became an opportunity for public protest. The headlines in the run-up predicted that up to 10,000 demonstrators would descend on Sheffield. A march was planned through the city on one day, and to add to the mix South Yorkshire Police announced it was also looking into a threat to kidnap Lib Dem leader Nick Clegg during the conference.

The event was said to be the biggest operation staged by South Yorkshire police since the G8 summit in 2005, with officers' leave cancelled to provide a 24-hour security operation.

Preparations for the event were not restricted to the 'real' world, however, remembers Inspector Jayne Forrest: 'We knew there were going to be protestors, so we looked at mobile social media – Facebook and Twitter – as a way of engaging with people who were going to be attending, and it all grew from there.' In the first instance, South Yorkshire began signposting all its communications literature towards Inspector Forrest on Facebook and Twitter.

Inspector Forrest already had a social media presence as a result of previous training to enable her to engage with the community. 'I started by putting out messages such as; "if you want to know anything about the conference, or have any queries, speak to me and I'll reply within 24 hours".'

The approach was coupled with a proactive engagement between South Yorkshire Police and Sheffield University protest organisers, who agreed a protest march route prior to the event.

In the run-up to the conference Inspector Forrest was already receiving messages from the community, ranging from the factual ('will the trams be running') to the more personal ('should I cancel my opticians' appointment?'). 'A lot of people were grateful for the speedy response, and I would say that although it took over my life for a few days prior to the event, it was

not too resource-intensive, because the shortcuts on the Blackberry meant my replies were very fast – I even Tweeted back whilst queuing up at Tesco's. I would say it was only intense because I made it so – I find the more you have a presence on social media and the more you use it the more you get out of it. You cannot be a latent user.'

One of the reasons for the high traffic in messages received by Inspector Forrest she ascribes to her personal profile on Twitter (which includes her photo), which means that any communications were clearly being responded to by a real person and not a faceless organisation – which could discourage some users.

When the big day arrived Inspector Forrest split her time between headquarters and the conference venue at City Hall. Interestingly her digital presence had grown so prominent that she was even recognised on the street by members of the public on two occasions.

During the protests the use of her Blackberry took on a different – and dynamic – role in policing. 'The demographics of the crowd were such that protestors had devices with which to access social media simultaneously. We had an incident where people lit a flare, and somebody posted a picture of it with the caption: "whilst raging against the Lib Dems." I was immediately able to click on that and say: "please don't light flares, they are dangerous and you'll get arrested." You could feel the temperature of the crowd go down, so it was very interesting. Crowd dynamics are incredibly powerful.'

In another instance, when Inspector Forrest knew that a PSU (police support unit) parked on the steps of the City Hall was about to move, she Tweeted: 'You are going to see a PSU move now, from the front steps. They are going for their lunch.' She remembers that there was a visible ripple in the crowd as the information was passed from person to person.

Social media was also successfully used to quash rumours about police snipers on John Lewis' roof: 'In terms of rumour escalating under its own momentum, we were able to provide an immediate response from the police – and more importantly from a real person that they might come across in the crowd. And I think

that was invaluable. The fact we had no arrests speaks for itself.'

Building on the success of the Lib Dem conference Tweeting has been used by South Yorkshire Police in other large scale events such as pop concerts and football matches for crowd control purposes, where officers encourage attendees not to rush and leave straightaway.

Notwithstanding its successful use at the conference and other events, Inspector Forrest recommends social media be used for all aspects of policing. 'Yes it does have a very clear niche during large-scale events and specific events such as road closures, but in Sheffield it is also used as part of day-to-day policing. I run a duty group in a busy sector in Sheffield North, and I can put out messages such as; "we are on duty now, please don't assume that loud bangs are caused by tonight's strong winds".'

'It is an incredibly valuable asset on many levels, and it can be adapted to whatever you are doing.'

Inspector Forrest is clear that she is not using social media to gather intelligence or take details of crime. 'If I did get that kind of message or information I would signpost the sender to a more appropriate channel. My vision is to engage with people and provide timely responses. This is about conversation and information exchange.'

As a result of Inspector Forrest's experience South Yorkshire Police is developing training on the Blackberry handhelds that are issued to all its officers, with additional social media training for those wanting to use that function. 'Our vision is for all officers to have access to social media and to put out messages whilst on patrol, thereby increasing their visibility virtually as well as actually.'

'We encourage officers to use a hashtag of the district they are in, because people tend to search demographically. That way we can reassure people that this is not an officer sat in an office composing a Tweet, but somebody actually in their neighbourhood'. Inspector Forrest adds that this strategy is communicated to the community via regular engagement meetings such as Safer Neighbourhood meetings: 'And we shamelessly do "Follow Fridays to promote each other".'

COMMAND AND CONTROL CENTRE SOLUTIONS FOR A SAFER WORLD



FREQUENTIS Control Centre Solutions – Collaborative, Resilient & Integrated

FREQUENTIS is a world wide leading provider of command and control centre solutions for the police, ambulance and fire and rescue services. We focus on collaboration, where our state-of-the-art control room solutions are instrumental in achieving this. But also understanding the operations and how people deal with every day challenges is paramount. Our systems are sure to win you over thanks to their absolute reliability and user friendliness.

FREQUENTIS UK Ltd | Gainsborough House, 2 Sheen Road,
Richmond-upon-Thames, Surrey TW9 1AE
Phone.: +44/208/9732616 www.frequentis.com



Sharing your resilience

The Telecommunications Sub-Groups (TSG) Symposium took place at the National Policing Improvement Agency (NPIA) in Ryton-on-Dunsmore (Coventry) 26-27 October and provided a fantastic platform for practical discussions and feedback. British APCO Journal summarises some of the presentations that took place.

The Symposium was instigated by British APCO vice president Sue Lampard with her Surrey Police TSG 'hat' on. 'Having attended and presented at a few previous TSG workshops I was conscious that one had not been held for some time.

'There are a number of quite active TSG chairs across the country and with the removal of the regional government structure – and therefore most regional TSGs – I think many chairs felt that opportunities for on-going development and networking was minimal or non-existent.

'As the technology world constantly changes – as do organisations – especially with the current budget

constraints, we really need to keep up-to-date and share ideas. Not least so we don't have to reinvent the wheel!'

Sue Lampard approached the Cabinet Office to organise the event and then added a British APCO element to enable engagement between public safety operational staff and the commercial side.

Participation from the commercial sector provided some exhibitor space – as well as increased delegate participation – whilst helping to fund the event, said Sue: 'We wanted to make sure delegates from public safety organisations didn't have to pay, as this would have been a barrier to attendance.'

British APCO's participation also meant the event was CPD accredited. 'Although it is not currently Cabinet Office policy to require accreditation of TSG chairs, professional recognition is something that British APCO and a number of TSG chairs would like to work towards,' commented Sue Lampard.

The event was jointly organised by both British APCO and the Cabinet Office. British APCO – through Sue Lampard and fellow TSG Chair Chris Lucas – gave feedback on the developing programme, as well as Dave King (British APCO Commercial Advisory Group Chair) and Nick Chorley (Intergraph) ensuring the event considered industry needs. The Cabinet Office set out the Symposium's objectives and developed the agenda in consultation with British APCO. Tracey Langmaid provided the crucial administration role.

The Symposium also afforded plenty of opportunities for

DAY ONE: 26 OCTOBER 2011

- Welcome and introduction: John Tesh, Deputy Director Capabilities, Civil Contingencies Secretariat
- Resilient Telecommunications – where are we now? David Barnes, Civil Contingencies Secretariat
- Exercise Watermark – improving communications during emergencies: Rod Stafford, Vector Command
- How can the TSG better support the SCG during a crisis? Workshop discussions
- Planning for life after Airwave, the emergency services – mobile communications programme: Supt Jim Bilsland, NPIA
- Evening reception and dinner, sponsored by PageOne

networking over the two days, with a dinner event and a parallel exhibition enabling further discussions in an informal setting.

Introduction: John Tesh, Deputy Director Capabilities, Civil Contingency Secretariat

An initial challenge for John's team – which is charged with improving resilient telecommunications – was briefing an incoming new Government on the importance of telecommunications for national security, and resilience in particular. The Resilient Telecommunications Programme Team was successful in this regard and John's presentation focussed on the big theme for national security strategy and the Strategic Defence and Security Review: Multi-agency Interoperability. 'This is one area where expenditure isn't really going down because a lot of people see the value of what we do in terms of not just of being effective for emergencies but also being cost effective.

'This is a cost effective way of investing in security and resilience. That doesn't mean that all projects are going to get the same amount of money in future, but it does mean that there's no letting up on the emphasis on communication and interoperability as part of our strategy.'

2011 has been a big year for resilient telecommunications, continued John, with the National Security Strategy and the Strategic Defence and Security Review, where resilient telecommunications received two mentions. 'One is about resilient telecommunications for emergency responders, and the second is about the possibility of providing some more tools for civil alerts. That may not sound very exciting but believe me I have never known a national security strategy that mentions anything as detailed as telecommunications.'

John referred to some of the Coroner's inquest comments on the 7th July bombings (Rule 33 Report), and which sought response from the Government:

- Interagency major incident training.
- The use of plain English for communication.
- The way in which major incidents are declared – and the fact they have been declared – to be communicated from one emergency service to another.
- The network code amber and code red on the transport networks and how they are communicated from one agency to another.
- The transmitting capacity of Airwave radios underground.
- The ability of the police and other emergency services to share information simultaneously.
- The setting up of initial rendezvous points.

'Much of the government's response to the rule 33 report was about what we are doing in the telecommunications area,' said John.

He then went on to talk about the third revision of the Government's counter terrorist strategy: 'Whereas in the past this had been all about the high-end principles of "pursue, prevent, protect and prepare" – the "prepare" chapter this time is quite specific about commitments to complete the roll out of the HITS (High Integrity

Telecommunications System) programme; to continue the roll out of the National Resilience Extranet; and adopt it as the preferred information sharing tool for the Olympics; about the commitment to evaluate DEIT (Direct Electronic Incident Transfer), and MTPAS (the Mobile Telecommunications Privileged Access Scheme), which I think has its first honourable mention in any strategy document ever, about Airwave interoperability; about cell broadcasting; and the potential that has for providing a public alert system; and also about the use of social media.'

John finished by underlying his team's commitment to making significant improvements in telecommunications for emergencies: 'Telecommunications has always been a key enabler for interoperability – or a lack of interoperability if it doesn't work.'

Resilient Telecommunications Programme Overview: David Barnes, Assistant Director, Civil Contingency Secretariat

Following from John, David provided a summary of the emergency scenarios the UK faces from the National Risk Register and how these drive the creation of National Resilience Planning Assumptions (NRPAs). By citing recent incidents of telecommunications loss such as the flooding of Paddington exchange in London during March 2010, David explained the impact of an incident was difficult to predict: 'The investment being made into public telecommunications networks to support the move to superfast broadband is unprecedented. However, the consequence of any loss is harder to predict and the interdependencies between different providers is critical.'

David went on reminded the symposium of the five guiding principles of resilient telecommunications: 'The five guiding principles of resilient telecommunications suggest what needs to be considered when developing a resilient telecommunications plan. First, it's crucial that you understand who needs to communicate with whom, when



Delegates were invited to see the High Integrity Telecommunications System (HITS) which provides a resilient communications backbone between crisis management centres across the UK. The resilience is obtained through using a combination of military satellite communications network and diverse terrestrial bearers. The network is augmented by three deployable satellite terminals which can be set up at short notice in almost any location. The connection to the HITS network is provided by a deployable satellite dish which can be set up in almost all weathers and locations – all that is needed is a clear line of sight south.

DAY TWO: 27 OCTOBER 2011

- Keeping communications running during the Olympics, what do I need to do? Multi-agency panel discussion and questions from the floor
- National resilience extranet – planning and response within the LRF: Kevin Topping, Lancashire County Council
- Changing structures, changing policy, maintaining capability: workshop discussions on how Government, industry and the TSGs can better engage with each other
- How can the TSG better support the SCG during a crisis? Workshop discussions
- What does cyber security mean for TSGs? Cyber Security Operations Centre, Department for Business, Innovation and Skills Centre for the Protection of National Infrastructure

they need to do, why and the priority of this communication. Second is to assess how this might change during an emergency response as priorities might change as will which organisations need to speak to one another. Once these communication pathways are identified the third principle is to consider the diversity of technical solutions available. Following the prioritisation in principles 1 and 2 those which are most critical need the widest range of technical options. The fourth principle is to consider how these follow a layered fallback plan and keeping as rich communications methods up for as long as possible. The final principle is interoperability. You need to consider who you communicate with, how, and in which format. It's no use being able to communicate with someone if they can't understand you or misinterpret what's being said.'

The TSG Symposium welcomed participation from the commercial sector, which – as well as providing extra expertise – enabled the event to be self-funding, removing any cost barriers for delegates.

Planning for Life after Airwave: The Emergency Services – Mobile Communications Programme. Supt Jim Bilsland, NPIA

Currently seconded to the NPIA, Jim Bilsland's day role is to look after the user assurance part of the Airwave service

from a police perspective in particular, but working with other services too. 'We continually strive to maximise what we can get from the systems we currently have. This includes a national training project.'

The contracts with Airwave are due to begin to expire from 2016. The Emergency Services Mobile Communications Programme (ESMCP) has been established to consider and build on the future mobile communications needs for the emergency services.

'The scope of the programme is in the process of being defined. At the very least it will include the emergency services but clearly there's a need to consider the people who need to interoperate with the emergency services.'

'We may still be a number of years away from the expiry of the first police contract [the first contract to expire in terms of Airwave], but the scale of the programme requires considerable forward planning.'

So far the programme has created a blueprint and a series of ongoing engagements are taking place to help highlight what the requirements might look like.

The governance of the programme will present a significant challenge, given the many different parties involved and the complexity of existing contractual commitments within the fire and rescue services, the ambulance radio programme, Trusts and individual police forces. 'How do you identify a common core, where do you identify the central elements of the future? How do you allow for local flexibility? They all create significant challenges in terms of governance.'

It is widely accepted that the programme is not likely to be a one-size-fits all delivery programme: 'The only way we're going to work through this successfully is actually by identifying what the differences in requirements are and dealing with them transparently.'

Having opened the floor for questions Sue Lampard commented: 'I think from a user perspective, we don't want to be constrained by technology at the moment. Our thoughts are very much around what we want future voice and data communications to do for us. And then put the challenge to the people in the field on the technical side.'

Keeping Communications Running During the Olympics: What Do I Need to Do? Multi-agency panel discussion with questions from the floor

The panel was invited to talk about the Olympics, and each panel member first introduced themselves. Rob Walley (Olympic Resilience Manager, based in London), started the ball rolling. 'For the last six months or so I've been working on the London Olympic Resilience Project. We think the Olympics is just us [London], but it isn't. The last six months I've been working on various elements of risk assessment, training exercises, and command and control, and – importantly – trying to work out what the telecoms impact will be in London.'

Zonia Brown, from the Olympic Resilience Project in the Cabinet Office, said she was working with the 12 host-and-



venue LRFs, looking at the impact of the torch relay and other elements and working with other parts of the programme to understand what the impacts might be on resilience.

Chris Lucas, representing the ambulance radio programme, is working on supporting London ambulance services and the other Trusts.

Nigel Brown, who leads on resilient telecommunications strategy in CCS and the Cabinet Office is leading work on enhancing the NRE (National Resilience Extranet) in readiness for the second Olympics Command Post Exercise (CPX2) which was held in December 2011.

The first question was: 'as a member of the TSG, what do I need to do for the Olympics?'

Zonia Brown pointed out that actually there probably was not a lot of difference between those hosting and those not hosting events. 'When we look at the Olympic-related risks, they really do come to the same sort of planning assumptions as your normal risk assessments with similar consequences as we have seen from flooding or fires in the past. I think the main difference the Olympics probably makes, especially to competition venue areas, is what I'd call the "New Years Eve effect" of overwhelmed mobiles.

'There may also be some knock-on effects from people working from home, to avoid some of the transport issues – so there may be increased use of internet for that too... as well as issues around Airwave, both congestion and spectrum issues. There is obviously going to be a lot of mutual aid provision supporting the Olympic venues, and how we need to make sure interoperability is robust enough to absorb those other colleagues that are coming from around the country for support.'

The upshot is mainly that the planning assumptions are the same: 'So all the good messages around diversity (of communications) and business continuity and getting Airwave interoperability right are absolutely bang on as they are – business as usual.'

However, 21,000 of the world's accredited media are expected – and about the same again unaccredited – so the question around robustness and confidence is particularly poignant. 'When we are under such intense close scrutiny – these are our exam questions to take away as TSGs and decide if there's anything else we need to do.'

Rob Walley then commented that considering the pressing timetable there were still some fundamental issues to fully resolve: 'London locally at the moment doesn't have a TSG in place, we're addressing that but actually part of the challenge is knitting together all of the other work that is happening.'

An element of working with the suppliers and the utilities to better understand their strengths and weaknesses is required, he said: 'This is a routine event, I'm told, but actually how we engage on that daily basis to test the impact on telecoms in our area, and look at the opportunities as well, I don't know about you but it feels like we are exercising a huge amount at the moment; we've assessed it as being five years' worth in five months.'



So let's take those opportunities to put in a realistic comms scenario so our senior management can understand that between meeting x and meeting y you won't have resilient comms; you will lose comms, you can't rely on it being that tool that you can use as you do normally. If we plan for that, then anything else is a bonus.'

Chris Lucas then asked for a show of hands: 'How many people here have an Olympic event in your area? And how many of you have started to consider the Olympics in your TSG?' About 30% of those present raised their hands.

The next question was: 'What's been noticed at central government that's not been pushed down to local?' Zonia Brown tackled this issue: 'We have been focussing on competition venues, so there's a bit of isolation in that sense, we did produce some generic guidance which went out in February 2011, [an updated version has subsequently been circulated on 9 January 2012 with additional information on the torch relay]. We are trying to do better. From a working isolation point of view... we absolutely welcome any challenge to the risk assessment issues that come out, or the guidance.'

National Resilience Extranet (NRE) – Planning & Response within the LRF. Kevin Topping, Lancashire County Council & Lancashire Resilience Forum

Kevin Topping is with Lancashire County Council Emergency Planning Service. He sits on the LRF Telecoms Sub Group, Strategic Co-ordinating Centre (SCC) User Group and National Resilience Extranet (NRE) National User Group. His presentation focussed on an overview of how Lancashire Resilience Forum uses NRE, covering the initial planning and implementation of the system, how the NRE is used for planning and day-to-day use along with the proposed use for response in Lancashire. He also provided a snapshot of how the NRE was used in the recent public disorder, including lessons learned.

Lancashire had an LRF members' site prior to the NRE, set up for sharing minutes and documents. 'One of the problems with this was that the maximum file size of

Paradigm vehicle demonstrating a similar capability to that provided by HITS Transportables. There are three HITS Transportables and they are a strategic national capability for emergency responders looking to provide resilience to their communications during an emergency response, exercise or planned public event. A Transportable comprises a Paradigm-branded Mercedes Sprinter van that also carries fuel and a generator for up to seven days' autonomy.

documents was limited to 2Mb and in order to upload documents with higher protective markings, we would have had to invest a lot of money in security. The initial brief on the NRE seemed to address some of the main areas of concern regarding the current site and we saw the potential to further develop the area.'

A task-and-finish group was set up in July 2009 to look at the NRE, with representatives from the blue lights, Lancashire County Council and unitary authorities, as well as colleagues from Health. 'We identified that the NRE was to be used for information sharing only. It's important to note that it is not a replacement for individual organisations' tasking systems and it was never intended to be used this way. The task and finish group recommended that each organisation should have is two licences at a minimum, although the majority have now exceeded this. Lancashire County Council has 34 licences and Lancashire Constabulary have about 20.'

The NRE was viewed in two parts: planning and response. 'We decided to set up the planning area first and we went with a go-live date of August 2010. We had the last meeting for the task and finish group in November 2010, NRE technical issues are now addressed by the LRF Telecoms group, where as the operational matters are dealt with through the Strategic Co-ordinating Centre user group.'

Once comfortable using the NRE for planning, Lancashire LRF decided to 'bite the bullet' and use it for response. 'The protocols need to be signed off by the Strategic Co-ordinating Centre User Group, and they will also need to be presented to the Lancashire Resilience Forum General Purposes Group over the next few weeks, so we're probably looking at a go-live date of early 2012.'

The first area looked at was document storage. 'We already knew that colleagues in Cumbria had set this up,

and we held numerous meetings with them to draw on their expertise, and to obtain any lessons learned.' The LRF had a large document cache from the previous members site that needed migrating: 'We've implemented the same folder structure as Cumbria, one of the reasons this is important is that we have organisations such as North West Ambulance Service (NWS) or Health Protection Agency (HPA) that cover more than one LRF area and the idea was that they wouldn't have to relearn a different folder structure for each LRF that they cover. It also assists us in Lancashire if we have to respond to any cross-border

incidents and want to share any documents with Cumbria, it's exactly the same folder structure.'

Kevin then outlined the advantages of the NRE document store: 'The main advantage is having all of your documents and

minutes in one place. Another is the ability to distribute plans. The old process involved sending out letters and a CD to each individual, which was time consuming and costly (postage etc) and then if the document is up for consultation the whole process has to be repeated again.'

Today LCC, on behalf of the LRF, puts a plan onto the NRE and informs members of the fact by email.

As for upload size, the new system will cover 99% of the documents, including video and audio files. 'The Pipeline folder consists of about 45MB of data. And then if you take into account something like the reservoir flood mapping you've got all the PDF mapping there and all the GIS data again, and I'm assuming that that goes into hundreds and hundreds of GB worth of data.'

After outlining some other features that Lancashire used, Kevin reiterated that Lancashire was not currently using the NRE for response yet: 'We tested it within the Strategic Co-ordinating Centre for a nuclear exercise in February 2011. It was successful, but there were some key learning points and changes to make to the system. The recommendation came from the Strategic Co-ordinating Centre user group that we replaced the current paper message system that we still used with the NRE. So over the summer of 2011 myself and Richard Holmes from Lancashire Constabulary have been working on the Standard Operating Procedures (SOPs) for this. As I mentioned before these need to be signed off first before we hopefully go live early next year once, we've addressed training needs.'

Kevin outlined some of the benefits of using Cumbria's SOPs: 'If we've got organisations responding in both areas they're not going to have to learn a different system for use in Lancashire because they've already done it in Cumbria, so there's no additional training. If we've got any cross-border incidents then everyone knows how to use the NRE for response. Cumbria have been live for over a year on the response part of it, it's tried and tested and they've made changes as they've gone along.'

"We tested it within the Strategic Co-ordinating Centre for a nuclear exercise in February 2010. It was successful but there some key learning points"

When deployed, the Transportables are always supported by at least one of the dedicated trained two-man Paradigm crew. Once on scene the Transportables can be operational within 40 minutes.



As for events, Lancashire intends to use the NRE when either a Strategic Co-ordinating Group (SCG) or a precautionary SCG is formed. 'The initial event would normally be logged by the police but there would be the option for other organisations to log it as well.

'One key thing to note is our normal cascade notifications will still apply, so the organisation will still get contacted by phone to notify them of the incident, the only difference with this is rather than having the five/ten minute phone call to update them with the details of the incident, they will just be phoned and told there is an incident ongoing and to log onto the NRE. This saves you having to then recall all of those people as the incident evolves. With the NRE you can just update the information on the system and everyone who has access is updated at the same time.'

Kevin talked about a recent public disorder event. 'CCS (Civil Contingencies Secretariat) created an event for the public disorder. It was a national event so all NRE users could view this by default. I believe Ultra is looking into a way to notify all users if there's a national event created. One other suggestion is if it's a national event then the assumption is that everyone will have an interest in it, could we look at integrating an SMS text notification? The main purpose of the event was to link it to all the 'Top Line' Briefs (TLBs) that were being produced, and DCLG also wanted to create a sub event to link to their SitReps. As they're both the same event, DCLG created theirs but they made it a sub event of the national one. In theory we could have also taken a further step down and the LRFs could have created their own events and linked this to the DCLG one. It works in much the same way as a hierarchical flow chart.'

Plus points included that all information was accessible in one place and there was no need to filter through emails. 'If you think back to swine flu and the hundreds of emails that came through, if we'd been able to utilise the NRE both through the briefings and maybe the documents store, we could have saved a lot of time sifting through emails. You could have just logged straight onto the NRE and found what you were looking for.'

The final plus point mentioned was the speed of the issue – the information put onto the NRE is not subject to delays caused by the email system as it uploads instantaneously. TLBs and SitReps were available on the NRE sometimes several hours before they were available via existing channels – e-mail etc.

Version 2 of the system has been designed and created with the supplier, Ultra Electronics Command & Control Systems and is a vast improvement both in terms of user experience and functionality. Kevin suggested some possible considerations for future applications within the NRE, which could include integrating video conferencing into the messenger system; NRE for smart phones; cell broadcasting; and social media monitoring. 'And finally the big one that we all want is a multi-agency mapping service.'

As for learning points for other groups, the most



Dave Robertson, Business Development Manager (Government Services), Inmarsat.

important is speak to neighbouring LRFs and see what they are doing. 'It will save you a lot of time in the future. In terms of a Strategic Co-ordinating Centre, if you're going to use the NRE in it you're going to require NRE technical support. We had two people in there for a recent exercise and they were working full time – nothing major, just helping people log on etc. but it was definitely recommended to have more than one person performing this role.'

'Speed issues, you need to check your internet browser; you need to be using Internet Explorer 8 or Firefox 4 at least, as the other ones are just too slow and outdated. IE6 is 11 years old now and is no longer supported.'

'Finally, hints and tips written by the NRE Service Desk are available on the NRE and answer most of the questions that people have about logging on to the system.'

A question from the floor related to disadvantages of the system: 'Training people and getting them to use it. You also need to be aware of opening the system up so that cross-border agencies can access documents.'

[UPDATE January 2012: Version 2 of the NRE was used during December's CPX2 exercise for the Olympics (Exercise Black Chariot). As a result of this exercise and the

Kevin Topping, Lancashire County Council and Lancashire Resilience Forum, presented on how LRF used the National Resilience Extranet.



subsequent recommendations for changes to Version 2 (mainly small ones), we took the decision to hold back on presenting the NRE SOPs to the LRF General Purposes Group in order to re-write some parts to accommodate Version 2. We are now hoping to have these re-drafted and presented in time for the LRF GP meeting in March. Version 2 addresses a lot of the issues we had in Version 1 and as a result we can simplify some of the protocols we had previously drafted.]

Conclusion – moving forward

Following the two-day Symposium Sue Lampard commented: ‘We were very pleased with the event and received positive feedback from delegates – commercial, voluntary and public safety staff. It provided a good opportunity for networking and the financial sponsorship meant that the money was saved from the public purse.

‘I’ve proposed a plan for TSG development events in the future which British APCO and the CCS team are happy with. 2012 will need to focus on the Olympics, but post that we are hoping to hold an annual TSG symposium that

will focus on the strategic and national issues.

‘In addition to that the proposal is that each of the “RED” teams will also host an annual event – ie three in total – which may have identical or completely different content. These will be more of a showcase for suppliers and customers who are working together to innovate and provide best practice in resilient telecoms.

‘The Emergency Planning College will continue to run the two Resilient Telecoms courses annually and these will be practitioner-led [Rob Walley is currently the Course Director].’

SPECIAL THANKS TO OUR COMMERCIAL SUPPORTERS:

- | | |
|---------------|--------------------|
| APD | Resilient Networks |
| AST | Savox |
| PageOne Comms | Traka |
| Paradigm | Ultra Electronics |
| Qinetiq | |

MAKING WAVES

The trials and tribulations of a frustrated comms engineer, part 1: *Where have all the engineers gone?*

In my brigade we currently have the opportunity to look at new fire-ground radio systems. Why should this be a problem, and why can't we use Airwave (it's good)? Two points, first is cost and second is congestion.

So what is the cost of a handheld terminal? Well we have about 350 handheld units give or take the odd 50, and based on the current price this would work out at just over £500,000 + call charges. Tell you what, let's just forget about the issue of congestion.

I could have a complete digital radio system installed across the county with mobiles for around the £650,000 price tag.

The problem with that is, which 'standards' would we use? Doing this would mean we'd be at variance with our surrounding brigades.

At least the police have the advantage of someone who is interested and someone to ask – the NPIA.

Since the demise of HMFSI there has there been little (if any) thought towards common engineering problems in the fire services.

We have all been in silos, working under our own directions, with many of us coming across the same problems and solving them in different ways. This is neither efficient nor good for the public safety.

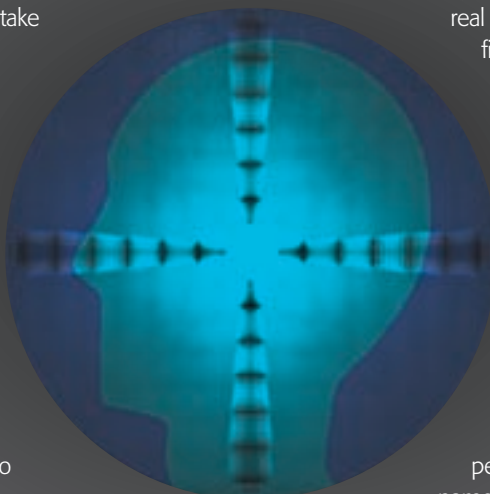
I am not saying that we should have a DIN standard, as then we

would be back in the FireControl realm again, where all of the development and innovation from small suppliers could disappear. However we do need some form of central regulation or guidance, and this to be staffed by people who know what they are talking about (preferably engineer-based) and with real – not virtual – operational experienced firefighters.

I can imagine some of you thinking about CFOA, and granted yes that's the correct way to go about this, but unfortunately we don't have five years to wait for an outcome.

Whatever happened to the Home Office and their central guidance? They were staffed with engineers as well as experienced people.

Today, if you were to ask for a comms team now you would probably end up with group of public relations people with pens and cameras that have hijacked the name 'comms team' – and not an engineer amongst them.



The writer of Making Waves is a member of the fire service – if you would you like to share your thoughts on Making Waves email: j.sanchez@hgluk.com Alternatively post your comments on the Making Waves thread in www.bapcojournal.com



BRITISH APCO

Knowledge Exchange for Public Safety Communications

THE ANNUAL EXHIBITION AND DEVELOPMENT SESSIONS

Manchester Central
16 – 17 April 2012

DISCOVER NEW TECHNOLOGIES

See and assess the new public safety communications systems, services and technologies that will shape your future operations, in the FREE exhibition.

LEARN FROM THE EXPERTS

Discuss and debate pressing topics with key industry players in the Development Sessions. Central themes include TETRA vs. / with LTE, and the use of social media in critical incidents.

GAIN FREE ADVICE

Benefit from free, one-to-one support in the social media surgeries. Gain advice to help your organisation deliver better digital communications.

SAVE COSTS

The Development Sessions begin at 11am, enabling you to avoid peak time travel and fares.

Register now at: www.bapco.co.uk

CAPITA

“We chose Capita’s technology as their track record gave us a high degree of confidence that they could deliver the required proven integrated systems against our very demanding schedule.”

Ian Chalmers
National RCC Technology Team Leader
Highways Agency

“Capita is able to bring national experience to deliver local solutions.”

Conway Stewart
Head of Partnerships
Cumbria County Council

“Capita personnel go that extra yard to provide a first class service to our operational staff.”

Ian Murgatroyd
Radio Network Services Manager
Greater Manchester Police

“Members of the Capita team were willing to work extended hours to ensure that disruption to the force was kept to an absolute minimum, and remained on site to deal with any post-implementation issues as they arose.”

Alan Murphy
Partnership Manager
Lothian and Borders Police

“Capita provides a solution that matches the process of our frontline officers. With the growing and successful partnership with Capita, Nottinghamshire Police has a mobile data platform that realises substantial benefits for our front line officers and enables cashable savings.”

Richard Hitch
IT Project Manager (Mobile Systems)
Nottinghamshire Police

The benefits of working with Capita . . .

Capita believes in better, smarter and faster ways of doing things, leading to reduced costs and improved services.

Capita also recognises that competent, capable, knowledgeable and motivated people are crucial to the successful transition of work and on-going service delivery.

For this reason, Capita invests in its people from day one.

In the past 10 years Capita has managed staff transfers from over 130 public and private sector organisations and has extensive experience of successful staff transfers.

Since its formation 75% of Capita’s 44,000 strong workforce have transferred to Capita either through TUPE or acquisition.

Capita – proud to provide innovative, service solutions for clients across the UK.

