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for a
commanding
control



Communicating
for efficient
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Information management for civil contingency responders

BAPCO

Journal

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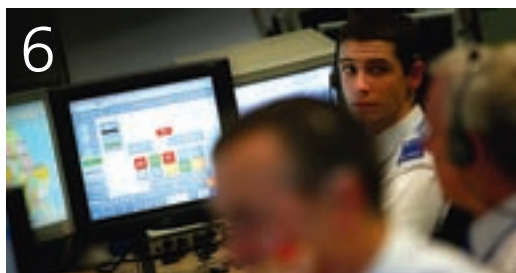
Dawn Davison-Read

EDITOR'S LETTER

Command and control is the focus of our editorial content this month, and with increasing demands being placed on cross-agency collaboration, the ability to share information dynamically becomes ever more prevalent. What is interesting to note, however, that through the series of interviews we have conducted, is that whilst the technology exists to enable dynamic data sharing on incidents, it is perhaps the cultural and funding issues that should become the focus of attention. Having said that, there are certainly some applications currently being trialed, notably with the Highways Agency and a number of police forces across England. (see page 8).

Our attention has also turned to Airwave this month in light of the recent and disparaging press coverage that the network has received following the publication of the London Assembly 7/7 report. In order to provide a clear and concise account we spoke to Jeff Parris (see page 12) and gained a detailed response to the many areas that have been flagged up and in many cases reported inaccurately or taken out of context. Finally, and by no means least, we take a closer look at Bedfordshire and Humberside Police Forces, both of which are currently rolling out smartphones to increase productivity and visibility of front-line officers.

driving command and control



smarter policing with BlackBerry



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Editor Dawn Davison-Read
Tel: 01622 679440 **Email:** dawn.read@hgluk.com
Advertisement sales manager Natasha Nel
Tel: 020 7973 4769 **Email:** n.nel@hgluk.com
Group sales manager Gary Poolman
Tel: 020 7973 4666 **Email:** g.poolman@hgluk.com
Advertisement director Emma Sabin
Tel: 020 7973 4641 **Email:** e.sabin@hgluk.com

Production Peter James
Tel: 020 7973 4713 **Email:** production@hgluk.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

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news in brief

guides on information sharing

The Information Commissioner's Office has published new guidance to help local authorities and other organisations understand their obligations under the Data Protection Act when sharing and using information about business people. The Cabinet Office has also published guidance on data protection and sharing information for emergency planners and responders designed to help understand and promote information sharing roles and responsibilities in planning for, responding to and recovering from emergencies.

CCTV code of practice

The Information Commissioner's Office has launched a consultation on its new draft CCTV code of practice which sets out good practice advice for those involved in operating CCTV cameras.

Surrey FRS upgrades

Fortek Computers has been awarded a contract to supply an upgrade to Surrey Fire and rescue Service for its existing mobilising and control solution. VISION will provide additional functionality and support the service with its operational tasks to improve performance and quality of service to the public prior to the roll-out of FiReControl.

implementation benefits

Gamma Telecom has made a £1000 contribution to The Spinal Amenities Fund charity. The donation followed Gamma meeting a challenge laid down by channel partner, Cleartone, to beat the standard implementation time of an interconnection installation. Since Gamma was able to complete the work well ahead of schedule, it resulted in a happy partner and a donation to the charity of Gamma's choice

new technology at heart of ambulance service operations

New technology is being harnessed by the East of England Ambulance Service to boost the way emergency and urgent calls are dealt with at the heart of its operations.

A contract, initially for three years but extendable for up to seven years, has been awarded to Intergraph (UK) Ltd for the supply and support of a map-based computer-aided Command and Dispatch system (CAD), which is at the centre of aiding call-taking and dispatching at the region's three control rooms.

The new regional system, I/CAD, will replace the three different CAD set-ups that the Trust inherited after last July's merger.

Using Intergraph's spatial technology to support the deployment of emergency resources to patients within the region will position the East of England Ambulance Service in the forefront of Trusts in the UK. The increased capacity, resilience and flexibility of the combined system gives particular benefit in major incident situations where the service's front line staff can be coordinated more effectively and emergency calls can be handled in any of the Trusts three despatching facilities.

Additionally the new system will allow users to instantly identify the resources at geographical borders, a feature which is not currently possible. This would be particularly beneficial, for example, in the case of an incident close to the border of a county when the nearest ambulance resource is beyond that border. The service will also benefit from using one single system for reporting and for decision support.

The contract was awarded following a full European procurement process, which is a legal requirement for substantial public sector contracts. Intergraph currently supplies police and fire services as well as the RAC with CAD systems and holds various other international contracts.

Neil Storey, Associate Director of Distribution at the East of

England Ambulance Service, said: "Intergraph was able to demonstrate a professional understanding of and commitment to providing what we required, at a price we could afford."

"I anticipate a learning curve for both parties, but we look forward to a long and fruitful relationship with Intergraph."

Howard Papworth, Intergraph's Director Western Europe, added: "We are delighted to have won this contract and look forward to working with the service. We know from experience that whenever users have to migrate from a familiar system there will be resistance to change, but we have undertaken within our contract to provide the necessary levels of training and support in order to minimise any problems that might arise."

connecting air traffic control towers

RAD Data Communications has announced that Croatia Control, the organisation responsible for airspace regulation in Croatia, has invested in RAD's Optimux-4E1 optical line multiplexers.

The Optimux products, which were sold through RAD's authorised distributor Nessco,

are being used as communications links to connect air traffic control towers at Dubrovnik and Zadar airports with remote radio sites. Croatia Control bought the Optimux products through Park Air Systems, to upgrade its digital radio and remote control monitoring systems.

improving efficiency on the beat

Cheshire Police is piloting the use of mobile data technology that could lead to a significant increase in front line policing time. The mobile data solution has been developed by mobile data specialist, Beat Systems, and is the first system that fully integrates with Niche RMS, NSPIS Command & Control, PNC, QAS and Stops.

By having remote access to multiple core operational systems, frontline officers are

able to reduce the time they spend in the station on time-consuming tasks such as data entry. Instead they are more available for community-based activities or deployment to emergencies.

Cheshire Police is one of 10 UK forces to have implemented Niche RMS, which it rolled out in 2005, and is now using to handle its custody, incident management, crime and intelligence data.

intelligent policing in Essex

Essex Police has deployed the abmpegasus Intelligence Source Management and Telecoms Authorities modules to help streamline and speed up request and authorisation processes.

The Intelligence Source Management module provides a management platform in line with relevant legislative requirements and established practices, and is currently used by 80% of UK Police Services.

➔ flood recovery gains emergency support from Ordnance Survey

Geographic information from Ordnance Survey is supporting the emergency response to the severe flooding affecting large parts of central and southern England.

The national mapping agency's Mapping for Emergencies team has delivered a variety of digital data free of charge to local authority staff, fire and rescue services and contractors working for water utility companies.

In one instance, the data, delivered within three hours of the initial request, was used to help map the locations of nearly 1,000 freshwater bowsers being distributed across the Severn region by a fleet of tanker drivers. Pinpointing and sharing the temporary positions of the bowsers will be crucial for delivering refills and managing transport logistics.

Ordnance Survey mapping is also providing the basis for overlays of aerial images and road traffic data as different

agencies and incident-response teams visualise the extent of current and potential flooding and gauge optimal rescue routes. One of the key scenarios has been evacuation planning around the Castle Meads power station in Gloucester.

The information from Ordnance Survey includes street-level mapping, 1:50 000 Scale Colour Raster mapping, highly detailed digital height data, Points of Interest data, and the Topography and Imagery Layers from the OS MasterMap product portfolio. Paper mapping has also been supplied: around 150 OS Landranger Maps and weatherproof OS Explorer Maps were dispatched to staff at Gloucestershire County Council within an hour of their request.

Under its Mapping for Emergencies scheme, Ordnance Survey aims to provide an immediate combination of mapping and expertise in response to emergencies such

as floods, fires, contamination leaks, disease outbreaks and in searches for missing people. Coordinators and volunteers work closely with emergency services and other agencies to ensure the most appropriate data is supplied as quickly as possible.

Ordnance Survey recently delivered support for emergency planners managing the evacuation of hundreds of people from homes at risk of flooding in South Yorkshire.

Help was needed so that planners could gauge the potential extent of flooding around the Ulley dam near Rotherham. Ordnance Survey staff used highly detailed spatial address and digital height data to identify properties within specific height bands, offering the planners a sound basis for determining risk and priorities. Address data and mapping were supplied direct to the planners, building a useful context for action.

➔ sharing crime figures

i2 has developed a solution to assist police forces across the UK to share crime figures with the communities they serve.

Following an announcement made by the Home Secretary Jacqui Smith in August, every police force should be providing access to crime figures for the community in which they live, by July 2008. Using the internet and i2's Neighbourhood Policing Solution, police forces across the UK are able to provide simple, comprehensible statistics for both the police officers themselves, and for members of the public to access. The newly developed software also helps forces develop dynamic neighbourhood profiles to assist in the sharing of information.

➔ critical crime time solving data at crime research centre

The Jill Dando Institute has been issued with new licenses for MapInfo Professional 9.0. The software will assist with specific spatial/temporal research currently being conducted by the Institute to view and analyse time related crime data.

The new capability of MapInfo Professional permits correlations between location and time-based activity. For users tracking time-sensitive information, such as crime data, traffic flows, accident data or emergency vehicle movement, this provides the ability to analyse information based on location and time of day in order to better predict

time sensitive trends and improve decision making.

A crime analyst working with incident data can use the time information supplied through MapInfo Professional 9.0 to better understand the spread of incident activity over both time and geography. For example, a crime analyst that is working with incidents related to drunk and disorderly conduct can easily query their incident database for all incidents that occurred between 11:00 p.m. and 4:00 a.m. over a given period of time. This subset can be visualised on a map to help plan patrols or other policing activities.



➔ Masternaut strikes success for Sentinel

Sentinel, industry leaders in lightning protection and earthing services, is using an advanced web-based fleet tracking and resource management service from Masternaut.

The Masternaut service enables managers at the company's headquarters to monitor the movement of the team of field-based engineers in real time via an easy to use web interface. This service provides vital information to help improve the safety and security of both drivers and vehicles.

Sentinel specialises in the design, installation and maintenance of lightning protection and earthing services nationwide for a wide variety of clients including Heathrow Airport, English Heritage, Network Rail and British Nuclear Fuels Limited.

Masternaut uses GPS to establish the exact location of each vehicle, which is continually transmitted via GPRS and then displayed in real time via the Internet. This information can then be accessed via any web enabled PC enabling Sentinel to monitor the movement of a specific vehicle or view the location of the entire fleet at a given point in time.

International news

co-operation for public safety

Etherstack and Cisco have announced an intention to co-operate on the development of a range of new public safety radio network infrastructure products aimed at the first responder segment of the North American markets.

Dutch mapping

CadCorp's business partner in the Netherlands, Vicrea Solutions BV, has won contracts from several Dutch municipalities to supply and implement Vicrea's Geo Vastgoed Registraties (GVR) applications, which has been developed using CadCorp SIS, Spatial Information System.

Danish public safety

Dansk, a subsidiary of Motorola has been selected by the Danish Government as the preferred supplier for a nationwide public safety communications service. The network, called SINE1, will improve co-operation and integration among Denmark's public safety agencies and will enable a more effective incident response as well as helping increase the security and safety for Danish citizens.

open standards support

Cisco is supporting the public safety Project 25 (P25) family of open standards and the P25 Inter Sub-System Interface (ISSI) protocol in collaboration with EADS and Raytheon JPS. Cisco, Raytheon JPS and EADS are demonstrating that with radio networks supporting the P25 ISSI and Cisco IP Interoperability and Collaboration System (IPICS), customers can achieve a powerful, cost-effective and flexible system that increases overall public safety communications reliability and interoperability using a network of networks. With P25 ISSI and Cisco IPICS, spectrum-efficient solutions can be developed that increase the effective reach and coverage.

➔ pilot site success: new airwave digital radio system rolled out for ambulance crews in Essex

Ambulance staff and patients in Essex are reaping the benefits of better quality voice communications and the addition of data messaging following the successful rollout of the new Airwave digital radio system across the county. Essex has been the pilot site for the Ambulance Radio Programme, with the rest of England scheduled to go live within the next 18 months.

The East of England Ambulance Service NHS Trust (EEAST) and Airwave, provider of Great Britain's emergency service radio communications network, have worked with the Department of Health to carry out installation of the new technology in 220 vehicles, including emergency ambulances, rapid response vehicles and patient transport service vehicles. The new service is delivering improvements in the quality of voice calls between the communications centre and ambulance crews, as well as carrying data messages from communications staff to all ambulances.

Paramedic Steve Heard, a

Harlow operations manager for EEAST, commented, "When dealing with an incident, big or small, the availability of information can have an incredible impact on our effectiveness. Using Airwave enables us to process and share information more quickly and accurately. We have had only positive feedback from our crews, who have already noticed the improvement Airwave is having on our operations, where saving time can mean saving lives."

Paul Leaman, EEAST chief operating officer for Essex, added: "We've been really pleased to be the pilot ambulance site for this new technology. It's taken a lot of hard work from our project management team, and our control staff and crews have done a great job adapting to the new system. These efforts are already paying off in terms of benefits for both staff and patients, and it's good to know that the lessons we've learned whilst rolling out the project will help spread these benefits to ambulance trusts across

England."

David Sangster, general manager, health, from Airwave added, "You only have to look to recent events to realise that we are asking more and more from Britain's emergency services, and it's essential that they are equipped with the best tools available in order to do their job properly.

"We are absolutely focused on providing resilient digital communications to these critical agencies so that they can get on with what they do best, serving their communities."

Quentin Armitage, national implementation director for the Ambulance Radio Programme, Department of Health concluded, "We are delighted with the positive feedback we have received from users of the new Airwave service in Essex. The lessons we have all learned from the roll-out in this pilot area will help ensure successful delivery of the programme nationally. Ultimately better communications for the Ambulance Service will enable them to continue improving patient care."

➔ form patrol

Police forces can now increase efficiency and reduce the burden of administration on officers on the beat with the launch of 'Form Patrol' from police communications specialist HeliMedia. Form Patrol is a mobile data application which enables front-line officers to complete any form (such as Stop and Search or Fixed Penalty Notice) on any handheld device, including the O2 XDA. It allows officers to collect information accurately and efficiently and then link this data electronically to the force's central information and ticket processing systems, using the most efficient and cost-effective means possible.

➔ Sepura floats on turbulent market

Despite the current turbulence of the London Stock Exchange, Sepura forged ahead with its plans to float the company at the beginning of August. And to great success, surpassing the anticipated offer price, which considering the market conditions reflects particularly well on the strength of the company.

Discussing the decision to become fully listed, Graham Mathews, Managing Director, Sepura plc, said, "Initially the shareholders were a tad reluctant as they could see how successful the business is, however understanding the benefits of being a public

company on the London Stock Exchange to a business such as ours the listing undoubtedly helps improve our brand name."

This is also a significant milestone in the company's history, five years on from its launch. The IPO comprised the sale of 34,088,285 existing ordinary shares at 145p per share. Mathews also pointed out that the company would continue to forge head with investing in its R&D programmes and although it had received a significant footprint within the public safety arena it was also addressing emerging markets.

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Powerful in-vehicle GPS equipped data loggers, upgradeable to full mobile data capability, were fitted in over 150 vehicles to provide the foundation of the AVL solution. Parameters including vehicle location, speed and heading are logged locally approximately once a second and forwarded regularly over Airwave to the ICCS system.



driving command and control for safer roads

SunGard's DS2000 Integrated Communication Control System coupled with its NSPIS Command and Control system has been central in helping the Highways Agency deliver on its commitment to the public to provide safer roads, more reliable journey times and better informed drivers. The BAPCO Journal reports...

As an executive agency of the UK Government's Department of Transport the Highways Agency's main responsibility used to be for the construction and maintenance of England's motorway and major trunk road network. In Spring 2004, Highways Agency Traffic Officers began working alongside police on motorways in the West Midlands. This was the start of an England-wide roll out, with traffic officers being introduced across the whole country by the end of 2006.

In general any incident on the network, provided injury or criminality is not involved, is now managed by the Agency, from the clearing of carriageway debris to responding to motorists' calls from the emergency roadside telephone system and this in turn enables the regional police forces to improve their effectiveness by allowing them to concentrate more of their effort on criminal activity. As a result HA needed to recruit and train new front-line Traffic Officers to patrol the network as well as procure the police style front-office systems that would allow them to deal with calls from the public, dispatch resources, maintain firm control as incidents develop and communicate effectively with the traditional emergency services on a national basis.

➔ solution description

The Agency signed up to the national 'Airwave' TETRA public safety radio service and opted to set up a network of seven Regional Control Centres across England in order to manage the new on-road teams of Traffic Officers.

SunGard was selected to supply the RCCs with its integrated emergency service control room technology as the solution that would best meet both operational requirements and minimise the technical risk of what needed to be a very aggressive roll-out.

Ian Chalmers, HA's National RCC Technology Team Leader based in Bristol, England commented "We chose SunGard'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"

The solution delivered is centred around SunGard's DS2000 Integrated Communication Control System coupled with its NSPIS Command and Control system and provides around 120 nationally distributed RCC agent positions access to TETRA radio, telephony and incident management resources on a single multi-screen PC platform. This core delivery was supplemented with SunGard's radio Managed Service package providing procurement, configuration, installation and on-going management of around 500 hand-held, mobile and fixed mobile TETRA terminals as well as an Automated Vehicle Location system delivering real time and historical tracking of the Agency's response vehicle fleet.

A 5-year maintenance contract for the support of all of the delivered systems was also awarded to SunGard based on its in-depth understanding of the all of the

The SunGard systems delivered to the Agency's RCCs and Traffic Officers provide the backbone of its operational capability.



relevant technologies and nationwide field-service coverage.

➔ use of the system

The SunGard systems delivered to the Agency's RCCs and Traffic Officers provide the backbone of its operational capability.

The RCC is alerted to an incident either via Traffic Officers using TETRA radios or by members of the public using mobile or Emergency Roadside telephones; in each case it is the ICCS system that presents the call to an RCC agent. From this point on the agent enters all relevant information into the C&C system and manages the incident efficiently by using details of available resources and their location relative to the incident held within that same system. The appropriate Agency resources can then be mobilised by radio and assistance can be requested rapidly from third parties such as police, ambulance, fire and rescue and vehicle recovery services as appropriate using the rich functionality of the DS2000.

➔ solution detail

In order to provide the required resilience, two DS2000 ICCS audio switches were delivered, one to a central equipment site in the Midlands handling the four RCCs in the centre and South of the country with the second situated in the North-West serving the three Northern RCCs. Both switches interface with the Airwave network and the Agency's PABX system for delivery of radio and telephony traffic and associated information to RCC based agents over a SunGard designed and configured Ethernet combined VOIP and data network. Additionally centralised recording and call logging facilities were implemented to ensure all audio traffic can be recovered for audit, evidential and training purposes.

Two high resilience Sun Solaris / Oracle8 servers operating as a main and standby pair distributed across the two central equipment sites were used to host SunGard's NSPIS C&C software.

The servers are equipped with dual redundant disc arrays and synchronise in real-time over the Ethernet data network to ensure near 100% availability. Connectivity to other government agencies via the UK Criminal Justice Extranet is built in to the C&C solution ready for planned exchange of incident data with the police and use of the Police National Computer for vehicle checks.

Powerful in-vehicle GPS equipped data loggers, upgradeable to full mobile data capability, were fitted in over 150 vehicles to provide the foundation of the AVL solution. Parameters including vehicle location, speed and heading are logged locally approximately once a second and forwarded regularly over Airwave to the ICCS system. A new AVL database was designed to capture and archive all the 'over-the-air' AVL updates and an associated query application was developed to give the Agency the capability of plotting historical vehicle movements derived from either the database or more the granular in-vehicle logs.

The ICCS, C&C and AVL systems are fully integrated using the SunGard developed xml Tetra Radio Location Interface, which forwards vehicle location updates



received over Airwave to the C&C's GIS system for real time map based display of resource location, and the Tetra Radio System Interface which automatically updates incidents with resource status, talkgroup affiliation and short data messages.

➔ benefits

The 'one-stop-shop' approach offered by SunGard and adopted by the Agency allowed the core systems to be delivered in under 12 months from contract award to 'go-live', with in-RCC agent training facilities provided in just over five months, thus allowing Traffic Officer service roll-out to meet the very demanding timescales for delivery of real benefits to the travelling public as set by central government. Continuity of service is assured by the high availability and resilience built into the design of all critical components of the systems plus the provision of fallback facilities should one RCC need to assume the duties of another due, for instance, to a control room evacuation, with all elements further underpinned by 24/7 maintenance cover. The integrated nature of the solution and presentation via a single desktop PC eliminates the need for manual transfer of data between systems, ensuring maximum agent efficiency.

➔ conclusions

From providing day-to-day operational command, control and communication facilities for the new RCCs and Traffic Officers to supplying the back-office data systems needed to drive continuous improvement of the service, SunGard know-how, equipment and software has been central in helping the Highways Agency deliver on its commitment to the public to provide "safer roads, more reliable journey times and better informed drivers".

In order to provide the required resilience, two DS2000 ICCS audio switches were delivered, one to a central equipment site in the Midlands handling the four RCCs in the centre and South of the country with the second situated in the North-West serving the three Northern RCCs. Both switches interface with the Airwave network and the Agency's PABX system for delivery of radio and telephony traffic and associated information to RCC based agents over a SunGard designed and configured Ethernet combined VOIP and data network.





commanding collaboration

In order to meet Civil Contingency responsibilities sharing of information and the most efficient means in which to achieve this will impact upon command and control systems. In order to identify just what this means to both industry and user, The BAPCO Journal raises the issue with a number of suppliers and asks what impact collaboration will have on command and control and how it can be addressed...

Image courtesy of West Midlands Police.

Automatic electronic links between partner agencies within any given area to share resources and incident data are required to support the key drivers of the Civil Contingencies Act.

Whilst command and control systems (C&C) have traditionally been targeted at managing the emergency call handling process, the need for collaboration and interoperability has led to the understanding that C&C systems can not view their operational world in isolation. They need to share information both with other internal systems (to streamline workflow) and with external organisations to support a wider, regional and national, operational picture. Data should only be entered once at the point of call and disseminated automatically to other related systems and partner agencies. Furthermore, automatic electronic links between partner agencies within any given area to share resources and incident data are required to support the key drivers of the Civil

Contingencies Act.

Looking closer at the impact the requirement for collaboration has on C&C systems, Sungard Vivista suggests that there are a number of elements, depending on the approach taken. The first is for organisations to work together to handle a joint workload, thus requiring larger systems; the second is to maintain separate systems but share information through interfaces. And in particular, the following factors are important:

Scalability – whether organisations combine their systems or share data through interfaces, there is a need to handle increased load

Performance – the load might be greater but users still

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demand and expect sub-second response times and so performance under load is critical

Reliability – as systems become bigger, or each system becomes dependent on others, the reliability of each becomes more significant because if any component fails then the overall impact is greater

Interoperability – clearly for organisations to collaborate they need to share data and hence standards for data exchange are important

Flexibility – in order for organisations to collaborate there is often an alignment of working practices and business processes and so command and control systems need to be flexible and configurable to adapt to different ways of working.

SunGard Command and Control has been developed with all these features built into the product from the outset. As the national solution under NSPIS, it scales to all force sizes up to the Metropolitan Police while delivering sub-second performance. It has proven reliability and is built on an architecture that facilitates interoperability through data standards, as demonstrated through its extensive range of interfaces. It has also been implemented in a range of organisations including the police, the Highways Agency (see page 6) and London Underground, which demonstrates its flexibility whereby it can be configured for different environments and



Image courtesy of APD Communications.

To join up and share services rather than duplicate them can only be achieved if the technology, including C&C systems is built on a foundation of high quality data and an integrated data infrastructure.

working practices.

Emphasising how the need for collaboration is and will continue to have an impact upon C&C systems, Matthew White, Senior Geographic Information Specialist, Ordnance Survey states, "To join up and share services rather than duplicate them can only be achieved if the technology, including C&C systems is built on a foundation of high quality data and an integrated data infrastructure. OSMasterMap can assist with collaboration from the perspective of enabling the standardisation, simplification and sharing of data. Successful collaboration requires both technology and data interoperability. Collaboration will inevitably put

Continued on page 10



Image courtesy of West Midlands Police.

pressure on C&C systems to deliver information to other services, which may not be familiar with the location or geographical context. This makes it ever more important to have command and control systems which utilise the most accurate and up-to-date geographic information to deliver joined up front-line emergency response."

Dr. Mark Bentall Chief Technical Officer, EADS DCS & SDC adds, "The impact is visible from the systems that we are developing and certainly in the systems that we are implementing, and never more so from the front end user's point of view. Protocols between C&C are becoming more intuitive and new systems are drawing on mission critical data from many reliable sources to provide the best practical solutions. Channels of communications between Police, Fire and Ambulance services are therefore strengthening to deliver an optimum service from the UK's emergency infrastructure."

The Buncefield incident is a perfect example of the need for a joined up response. Yet accepting that there is a requirement to collaborate, in practice there are many business drivers, financial, governance and cultural issues that stand in the way for true collaboration within the C&C environment

➔ is cross-agency data sharing a reality?

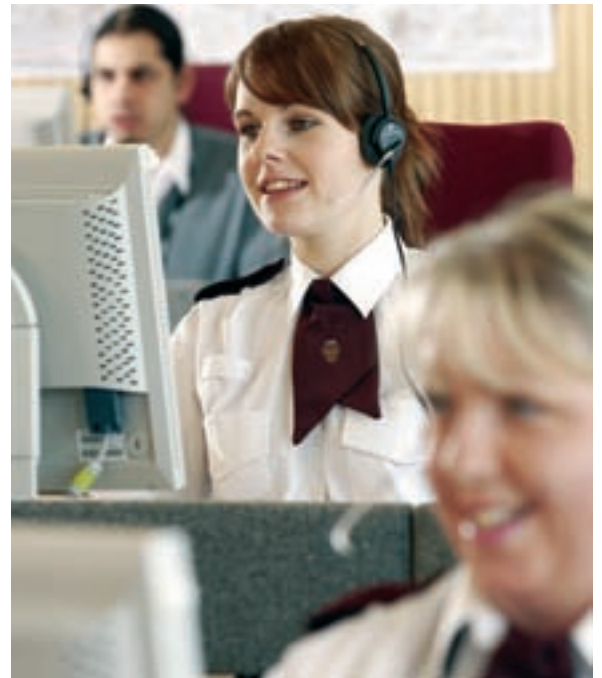
Yet accepting that there is a requirement to collaborate, in practice there are many business drivers, financial, governance and cultural issues that stand in the way for true collaboration within the C&C environment. Shaun O'Neill, Manaton Consulting suggests that scenario planning, such as a major incident, and tracking how individual agencies would respond provides the necessary criteria and business process mapping of what needs to be achieved and the responses from respective services would thus be followed by the assessment of enabling technologies that meet individual agency requirements. "The Buncefield incident is a perfect example of the need for a joined up response."

Commenting further, O'Neill said, "To a degree collaboration via C&C does exist, the Metropolitan Police and London Ambulance Service, for instance is a good example. A collaboration between the two enabled the development of a system, where messages can be sent through the control room for incident management and the issue of data protection was blocked out to ensure that each organisation's aims were not compromised. The solution was business led and works between two separate CAD suppliers. Through the success of the collaboration, there are plans to widen the application to incorporate other agencies."

David Lawford, APD, agrees, "The technology is definitely available to achieve electronic transfer of incident data via the C&C systems. The driver is the

Image courtesy of APD Communications.

Next month we take a closer look at examples of cross-agency collaboration highlighting interfaces, applications and solutions that enable true interoperability with command and control systems.



business process and emergency service agencies should articulate their requirements to suppliers."

Lawford firmly believes that C&C solution suppliers should offer the ability to interface with one another as standard, in the same vein that the Airwave radio communication solution has been adopted with an open standard for terminals, the same should apply to equipment within the control room.

Bob Jones, Sungard Vivista agrees, "We are seeing collaboration with radio communication, think what could be achieved if we collaborate fully with C&C - the ability to dynamically share incident data and information through common standards would enhance productivity and incident responses."

Jones also pointed out that a relative newcomer to the C&C arena, in guise of the Highways Agency, has already recognised the benefits of collaborating with partner agencies and is currently rolling out a solution to seven police forces across England. "Through an xml interface, which we designed in co-operation with the Highways Agency, incident logs are electronically exported to either the local police force or Highways Agency (dependent upon who received the 999 call) to improve the efficiency of responding to incidents on the roads."

Through this programme, four different C&C systems are all cross communicating (Steria, Integraph, Northgate, Thales and Sungard Vivista) highlighting exactly what can be achieved. "Moreover, it underlines that the technology is available, it is the funding, misalignment of ministers, current business processes and cultural issues that are currently stopping the nation and agency wide use of such collaboration."

We should also consider that in five years time, the Olympic Games will come to London. Although centred on London, events will be held at many venues around the UK: the need to share information, process large volumes of data, and provide a unified response to any situation that might arise is abundantly clear.

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The facts are that Airwave provides extensive coverage into and around buildings.

➤ Jeff Parris, Airwave

setting the record straight

During August there was an abundance of press coverage claiming that the London Assembly report into the 7/7 bombings had highlighted problems and delays with Airwave. The BAPCO Journal talks to Jeff Parris, Director, Airwave about the issues raised...

Having read a number of attention grabbing headlines such as 'London Assembly criticises Airwave delays' and '7/7 committee report highlights problems with Airwave' it is perhaps understandable if concerns about the network arise. And even though what is being achieved with the roll-out of a national radio scheme for the emergency services, offering true interoperability, which is a world first, we are undoubtedly in a far greater position to manage major incidents than perhaps a few years ago. Press coverage of this ilk can be potentially damaging. Discussing the extracts that have been published, Jeff Parris, Director, Airwave, explained, "I believe that these reports are extremely useful if received and acted upon in an appropriate manner - however, it is easy to take information out of context and there have been some glaring inaccuracies reported."

One of the main concerns highlighted in the reports was that the original Airwave contracts did not provide coverage in buildings or in vehicles. This ambiguous statement, made in a number of press reports is inaccurate. Parris explained, "The facts are that Airwave provides extensive coverage into and around buildings. What the original contracts didn't stipulate was that the service should cover inside every building, however, (with the exception of special building coverage) a number of buildings would be tested and there would be (and in deed is) coverage in many buildings. It would be very difficult to provide a comprehensive specification for every building, say in and around a major city such as London. However, there are special coverage areas, such as large shopping centres, Stadia (i.e. Wembley) and other buildings that were designated for guaranteed coverage." Airwave thus conducted surveys and designed particular solutions to guarantee in-building coverage where necessary.

➤ is there a problem with capacity?

Capacity of the network was another issue raised, suggesting that at major events, such as the Notting Hill Carnival, restrictions would have to be placed on non-essential use of the network to reduce the risk of overload. Discussing this, Parris explained that Airwave in general is running well below capacity and in fact, is not even remotely near reaching its limit. "Commonsense, however, does dictate that we must plan for reaching critical levels, particularly for planned major events and major incidents. It goes without saying that in a mission critical arena, business continuity and forward planning is an imperative element to a resilient communications structure. We therefore enhance the capacity if and when required, and ensure that the network is used in the most efficient way possible such as suggesting that users don't make extensive use of the telephony function

when involved in a major incident/event scenario."

Parris was also quick to explain that the Airwave team worked closely with its users to ensure increased levels of demands would be met. "Talk groups for instance, are designed to be most effective for major events and we can also provide additional capacity should it be required ensuring there is no down time for any mission critical use."

It was also suggested in the recent press coverage that London needs a backup network for the emergency services. Parris responded, "The report has completely missed the fact that Airwave is in effect two networks and as a standalone service dedicated to exclusively to emergency and public safety response the Airwave service is already more resilient than any public network. But we know that's not enough. Our customers need to be sure of unbroken service in even the most extreme conditions. Airwave has an independent backup network in London that does not rely exclusively on traditional underground cables. Also the system has separate standby power supplies in the event of power outages. Our network also benefits from hot standby switches so if a main switch fails, we can transfer immediately to the standby system, restoring functionality within ten minutes. Not only that but we have mobile base stations and emergency response vehicles able to respond in 30 minutes to provide communications if any part of the network, above or below ground, is interrupted."

➤ terminal issues

Other problems suggested included issues experienced during the Met's Airwave rollout, i.e. terminal problems and difficulties in training officers to use the new radios. Here Parris, commented that it is always difficult when a customer chooses to purchase different elements of the system from different suppliers (i.e. handsets). He said, "Even in circumstances where we do not supply the handsets we work with all of our customers to help them with education and training of users. If required, we will also help facilitate discussions with suppliers for improved services. Although it is fair to say it does make more sense to buy from one supplier, thereby acquiring a complete end-to-end solution, however, so secure are we in our belief in the strength and power of Airwave, we will readily get involved to help resolve any issues from third parties. A good example of this is that we are currently running a series of road shows and training programmes with a number of police forces to help improve the user training and experience."

➤ ambulance and fire service coverage

The roll out for the London Ambulance Service was also cited to have been hit by delays and that there were still

some risks to rollout dates. However, in actual fact it is the exact opposite. "London Ambulance Service and the Department of Health, actually asked us to advance the roll-out ahead of the original contract, which we agreed to do and we are in actual fact accelerating the rollout," said Parris. "We are not anticipating any delays and indeed are working to roll out the service to each Trust in England, Scotland and Wales. We are delighted in particular with the very positive feedback and reaction from users in the very first Ambulance Trust in the East of England, i.e. Essex." In relation to the fire service, Parris accepted that they had been late in achieving an original milestone. However, a revised rollout programme that will best meet the needs of each regional fire service was currently being negotiated. "Each individual regional fire service have different requirements and the delivery programme plan is not necessarily suitable to each, which is why the dates are currently being re-negotiated." Parris also explained that, where appropriate, the service was also being further enhanced to meet individual requirements and whilst the schedule was being altered, he did accept that this was one area they had been late in achieving. Although he stressed that there were no further anticipated delays and the rollout was planned to continue through 2008/9.

➤ going underground

Completely independent of Airwave, London

Underground contracted Citylink to build a new driver communication solution, 'Connect', and by coincidence it uses a very similar technology to Airwave, therefore, when the public safety element of the contract with LUL was signed, it was decided that the most economical and efficient means to roll out the service was for Airwave to 'piggyback' onto elements of the Connect service. And to this end, there currently have been no delays in the proposed rollout.

Concluding Parris said, "I am absolutely convinced that Airwave is a first class public safety communication system that enables public safety communications across England, Scotland and Wales to be delivered as a resilient and robust mission critical solution. If the report suggests that the Airwave service should be even better, then that is great and I welcome the opportunity to discuss enhancements to the service. Whilst at the same time I am emphatic that we are delivering that which was requested so as to meet the varying needs of our different customers."

Parris also reiterated that he was supportive of the 7/7 committee and its report, and would like to work with them to address any misunderstandings and misconceptions that have resulted from the publication of the report to the benefit of all. "Ultimately, our approach is to be constructive and, if there are changes to the service required lets address those issues together with our customers."

"We work closely with our customers to ensure increased levels of demands would be met. Talk groups for instance, are designed to be most effective for major events and we can also provide additional capacity should it be required ensuring there is no down time for any mission critical use."

➤ Jeff Parris, Airwave

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The Grampian Fire and Rescue Service link network is a private radio network, which supplies secure communications to six full-time and 33 part-time fire stations covering a large geographical area in the North East of Scotland (9600 sq km). The network is the prime bearer for all radio communications and paging in the Fire and Rescue service, ensuring public safety across the region, particularly in remote areas where no other forms of communication exist.



Arqiva is to provide vital maintenance for Grampian Fire and Rescue's communication services

Arqiva has been awarded a minimum three-year contract by Grampian Fire and Rescue Service to provide maintenance services on its analogue and digital radio communications network. The contract, which is worth in excess of £100,000 and was won through a competitive tender process, provides 365 days-a-year engineering support on the Fire and Rescue service's microwave links, VHF system and wide area paging network, ensuring maximum uptime for the operation's critical service.

The Grampian Fire and Rescue Service link network is a private radio network, which supplies secure communications to six full-time and 33 part-time fire stations covering a large geographical area in the North East of Scotland (9600 sq km). The network is the prime bearer for all radio communications and paging in the Fire and Rescue service, ensuring public safety across the

region, particularly in remote areas where no other forms of communication exist.

The link network is routed through the Fire headquarters in Aberdeen, where Arqiva and the Fire Service communications engineers can action system interrogation, which is integral to testing the performance of the link bearer network. Arqiva also provides a fully outsourced support mechanism for Grampian's own communications engineers to call on whenever assistance is required, enabling them to focus on their key day-to-day activities.

Arqiva engineers servicing the contract are all based locally within the Aberdeenshire area, a key factor in Arqiva winning the contract. Mike Clark, Communications and IT Manager at Grampian Fire and Rescue Service, said, "The fact that the Arqiva team is based locally reassures us of the consistent support we will be receiving. The strength of Arqiva's reputation in the public safety sector confirms that the team working with us will be highly skilled within the fixed and mobile radio arena."

Alastair Davidson, managing director of Arqiva's Public Safety division, added, "Our extensive experience in providing managed services for private radio networks has enabled us to deliver a low risk, cost-effective maintenance package to Grampian Fire and Rescue Service. We are able to deliver the flexibility that enables it to focus on its critical operations while we service the organisation's communications systems. We are confident that the partnership will be an ongoing success and hope that, as the radio and paging services develop, so will our working relationship."



President Address

Planning and responding for the good of public safety



The time of the year is fast approaching when the Executive Committee meet with the Regional Chairs and Secretaries to discuss future plans and discuss any changes that we feel need to take place to both enable the association to carry out its current role as a leader in Public Safety communications and IT advisors and also update the longer term plans for the Association. I would urge all of our members to pass on any thoughts or observations that they have to their regional representatives for discussion and assist the Executive in delivering the aims and objectives of the Organisation. This year the meeting will take place on the 19th and 20th September and I urge anyone with ideas or thoughts that may be relevant to let us know.

As part of my role I was privileged to attend the APCO International

conference and exhibition in Baltimore and it was very interesting to see how other countries approach and contribute to Public Safety using their local Association infrastructures. I must just add the weather in Baltimore was in complete contrast to what we left behind in England instead of constant rain we enjoyed temperatures in the region of 107 degrees. The conference and exhibition was in general similar to our event in April, except that they had lots of local chapter work streams running alongside the main conference program, but of course the US is geographically much larger than the UK making this type of event more viable.

I have arranged to attend the Local Children's Hospice in September on their Open Day to present the cheque for the money that was

raised at the Gala Dinner in London during Ambex. I am most grateful for the generosity that was displayed on that night and on behalf of the patients and Staff at the Keech Cottage Children's Hospice I thank you all.

I know that most of you will have either had your holidays already or are currently enjoying a break and I hope that everyone feels refreshed and able to tackle all the challenges that face the Public Safety Community this coming Winter, hopefully the weather will be little kinder than it has been this summer.

As usual please feel free to contact myself or any of the executive team with any ideas or indeed questions you may have that feel are relevant to your Association

Ray Trotter
BAPCO President

BAPCO Central Contacts

President

Ray Trotter
president@bapco.org.uk
☎ 01234 408999

President Elect

Ian Readhead
president.elect@bapco.org.uk
☎ 01962 871148

Vice President

Olaf Baars
vice.president@bapco.org.uk
☎ 0118 932 2226

Past President

Tim O'Connor
past.president@bapco.org.uk
☎ 07967 205092

Chief Executive

Ken Mott
execD@bapco.org.uk
☎ 01522 575542

European Projects Manager

Kevin Robson
europrojects@bapco.org.uk
☎ 07834 788117

BAPCO Marketing and Administration

Tracey Mott
admin.manager@bapco.org.uk
☎ 01522 543244

BAPCO Office

admin.enquiries@bapco.org.uk
☎ 0845 3700630

BAPCO Conference & Exhibition

Lucy McPhail
annual.conference@bapco.org.uk
☎ 020 7973 6635

CAG Chair

Dave King
chair.cag@bapco.org.uk
☎ 07740 158267

CAG Secretary

Andy Fleet
info.cag@bapco.org.uk
☎ 01621 829623

BAPCO WEBSITE

www.bapco.org.uk

South East Region

Chair:
Shaun O'Neill
chair.se@bapco.org.uk
☎07785 925450

Secretary:
John Dixon
info.se@bapco.org.uk
☎020 7091 5675

Executive Member:
Tim Marjason
exec.rep.se@bapco.org.uk
☎020 7091 5345

South West & South Wales Region

Chair:
Peter Prater
chair.sw@bapco.org.uk
☎07793 883049

Secretary:
Tracey Quinn
info.sw@bapco.org.uk
☎07738 419652

Executive Member:
Vacant
exec.rep.sw@bapco.org.uk

East Midlands & Anglia Region

Chair:
David Seelhof
chair.em@bapco.org.uk
☎01508 492744

Secretary:
John Blundell
info.em@bapco.org.uk
☎01603 506441

Executive Member:
David Seelhof
exec.rep.em@bapco.org.uk
☎01508 492744

West Midlands Region

Chair:
Rick Abbotts
chair.wm@bapco.org.uk
☎0121 445 5894

Secretary:
Abdul Rashid
info.wm@bapco.org.uk
☎01926 423231

Executive Member:
Maurice Worsell
exec.rep.wm@bapco.org.uk
☎0121 744 2639

North East Region

Chair:
Terry Johnson
chair.ne@bapco.org.uk
☎07850 498501

Secretary:
Gordon Ross
info.ne@bapco.org.uk
☎07774 896400

Executive Member:
Ian Thompson
exec.rep.ne@bapco.org.uk
☎07901 506180

North West & North Wales Region

Chair:
Susan Parke-Hatton
chair.nw@bapco.org.uk
☎07867 621192

Secretary:
Jim Irving
info.nw@bapco.org.uk
☎01768 865536

Executive Member:
Susan Parke-Hatton
exec.rep.nw@bapco.org.uk
☎07867 621192

Scotland Region

Chair:
Colin Dalziel
chair.scotland@bapco.org.uk
☎0131 244 5735

Secretary:
Alan Beattie
info.scotland@bapco.org.uk
☎01569 763575

Executive Member:
Brian Carlin
exec.rep.scotland@bapco.org.uk
☎07905 656403

In Control - Defining the Future Seminar - 20 September 2007

In Control - Defining the Future is the theme for the next meeting and mini exhibition of the West Midlands Region of BAPCO, which will be held on Thursday 20 September at Museum Conference Centre, RAF Cosford.

Based on presentations from local ambulance, fire, police, Highways Agency, Government Office for West Midlands and industry, the symposium will define the vision, functionality and business benefits of the emergency services' control room strategic initiatives within the West Midlands Region.

Who Should Attend - We look forward to

a high turnout of members for this interesting seminar and would welcome any other Public Safety/Civil Contingency Category One or Two Responders involved in the use and delivery of communications and control room services to come and see the type of event that BAPCO stages and hear about other membership benefits.

The event is free to attend. To register - please email your name, organisation and contact details (including postal address, telephone number and email address) to the following before 13th September 2007: admin.manager@bapco.org.uk

2007 Roadshow - Breaking down the barriers

The 2007 BAPCO Roadshow programme will be highlighting flooding as the theme for inter-service information and data sharing. Held on 3rd October 2007 Pollock Halls (South Hall), Edinburgh University; 17th October 2007 - Yew Lodge Hotel, Kegworth (near to East Midlands Airport, just off M1 junction 24; 31st October 2007 - Royal Berkshire Conference Centre (Madejski Stadium), Reading.

These seminars, together with the Annual Conference and Exhibition are

designed to provide a structured series of educational and networking opportunities and the mini-exhibition, consisting of a minimum of ten 'table top' exhibition stands at each seminar gives our commercial partners an opportunity to demonstrate the latest developments in technology.

To register - please email your name, organisation and contact details (including postal address, telephone number and email address) to admin.manager@bapco.org.uk

BAPCO 2008

Call for Papers

Plans are currently in progress for the 2008 BAPCO conference and exhibition. Hosted at the Business Design Centre, Islington from 23-24 April 2008, the two-day conference is the premier event in Europe for all professionals involved in civil contingency response, business continuity and information management technology.

The theme for the 2008 conference is: **Terrorism and Major Incidents**. Submissions are now being considered for high quality presentations covering the integration of ICT for civil contingency responders, The use or implementation of communications equipment, The use or implementation of information management technology, A vision of how future technologies could help your colleagues.

The deadline for proposed papers is 26 October 2007. Submissions should be sent to Ken Mott, CEO, BAPCO Ltd, Po Box 374, Lincoln LN1 1FY. For further details please contact Ken Mott on +44 (0) 1522 575542 or email: ExecD@bapco.org.uk

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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"/>
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Private	<input type="checkbox"/>	Central Government	<input type="checkbox"/>	Network Provider	<input type="checkbox"/>
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- I develop/purchase training programs
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- I do not have a role in training

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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

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interoperability - the case for ensuring joined-up communications

Dave Rogers, Airwave's fleetmapping consultant & interoperability adviser, discusses the potential benefits of communication between Britain's emergency and council services

For central and provincial governments alike, the ability to communicate has always been vital for the dissemination and enforcement of power. Without his whistle, the 'bobby peeler' was an individual, effectively helpless in the face of even moderately concerted resistance. The whistle elevated the policeman to become part of a much larger whole and criminals knew that once it had sounded, any numerical advantage would soon come to an end. In short, it is the ability to communicate effectively that allows modern, social institutions to function as a cohesive unit.

The 21st century offers more complex problems for communications to overcome. Now is the age of accountability, where all social institutions are held under the constant spotlight of the media. If utilities are not repaired immediately, roads not cleared of snow or emergency services response times not reduced, then the leaders and opinion columns of the 'fourth estate' demand to know why. An essential element to ensure all governmental services run effectively and economically is the ability to communicate, and it is through an intelligent, joined-up approach to communication that the nation's services will be able to function most effectively. It is becoming increasingly clear that effective communication services that enable interoperability hold the key to how this can be achieved.

Today Great Britain has one of the world's largest and most advanced communications service for public safety organisations. Airwave (formally O2 Airwave) rolled out its TETRA radio network in just five years - despite delays caused by the foot and mouth epidemic in 2001 - and by so doing created a robust and secure communications platform for the entire public safety community in Great Britain. The service has proved highly successful, providing greater coverage and security than previously possible.

In 2007, with the announcement of the Welsh Ambulance

contract, Airwave could state that all of the Britain's 'blue-light' services were, for the first time, united by a common secure communications infrastructure. This was a highly important announcement. For the first time in history, the possibility of complete, instantaneous and secure communications between the country's emergency services became a reality.

➔ the Airwave network enables interoperability

The Airwave network is configured through 'fleetmapping'. A Fleetmap is a database, which defines the functions, features and communication configurations of the Airwave service to meet a customer's business and user needs. It translates the customer's organisational structure, policies & strategies, command and control structure, working practices and user needs into a set of configurable parameters contained within the Airwave network, radio terminal and Integrated Communications Control Systems (ICCS).

This process involves analysing the operational needs of users (in this case, public safety organisations in Britain) and converting them into operational procedures configured on the network infrastructure. The most common type of interoperability is the establishment and exchange of 'talkgroups'. To the end user, a talkgroup closely resembles the radio channels used by earlier radio systems and allows users operating on a shared talkgroup to hear transmissions as an 'all-informed' group.

➔ barriers to take-up

As with all technology, however, just because something is possible, it does not automatically follow that it will be used.

Video conferencing, for example, is a perfectly good solution to providing face-to-face communications between

The sharing of information is not always considered a given by some organisations due to differences in working practices. This is quite understandable. An organisation may not understand that differences in procedural culture do not always translate into differences in the handling and communication of information. If Great Britain is to fully meet its Civil Contingency responsibilities, this is a mindset that should be changed.



Take, as an example, large incidents (such as a major disaster) or events (such as a major political summit). During such occasions, the ability to be able to interoperate with all officers across a large geographical space is essential. In the case of a flood, for example, an air unit may spot some people in danger of being swept away by the waters. If they must travel to alert the ground forces to their location, vital minutes could be lost, endangering public safety. With the necessary Command and Control structure in place, interoperable communications allows them to radio the relevant teams directly to ensure a rapid response.

remote locations, yet the technology has still not yet reached any sort of critical mass. The barriers to its success are arguably cultural, and similar considerations can be seen reflected in the case of interoperability. The ability for Britain's public safety organisations to be able to communicate directly with each other during a major incident would seem to be a highly desirable thing, so the question needs to be asked: Why do Britain's public safety services not yet fully interoperate with each other? The answer to this is multi-faceted.

The first consideration is entirely practical. Many in the emergency services may be wondering why radio interoperability is needed at all, when the vast majority of operational communications between them are conducted face-to-face at the scene of incidents. It can, in fact, add a huge value to communications between mobile officers from different organisations, either on the ground or in the air, whenever circumstances prevent the communication of timely information. This can be invaluable in helping to prevent loss of life, injury or damage.

Large incidents, (such as a major disaster) or events (such as a major political summit) are an example, where the ability to interoperate with all officers across a large geographical space is essential. In the case of a flood, an air unit may spot some people in danger of being swept away by the waters. If they must travel to alert the ground forces to their location, vital minutes could be lost, endangering public safety. With the necessary Command and Control structure in place, interoperable communications allows them to radio the relevant teams directly to ensure a rapid response.

Additionally, public safety organisations have the opportunity to work together in any way they want. This would be of benefit in that valuable relationships could be formed with agencies that have never before communicated via a radio network. For this to be successful, however, significant cultural barriers will need to be overcome.

Understandably, the sharing of information is not always considered a given by some organisations due to differences in working practices yet, they do not always translate into differences in the handling and communication of information. If Great Britain is to fully meet its Civil Contingency responsibilities, this is a mindset that should be changed. The free and timely sharing of information of mutual benefit to all public safety organisations can only be a good thing, and is fully enabled through interoperable radio communications.

➔ interoperability today

The true benefits of interoperability can best be demonstrated through real-world examples. At present there are a number of projects across Great Britain that use some aspect of interoperability, indicating the range of possibilities the technology opens for more efficient, co-ordinated communications and strengthens the case for a wider deployment of interoperable radio networks.

The Highlands Council in Scotland signed up to Airwave in response to an Ofcom mandate to switch off the analogue radio frequency as part of a nationwide digital switchover initiative. In addition to the enhanced levels of security, greater coverage and higher quality afforded by the Airwave system, the Highlands Council found the greatest benefit of the network is the ability to enable direct interoperability with

other emergency and public safety organisations.

Until recently, interoperability has been limited, with communications only achieved by placing a Highlands Council radio within each of the region's Police control rooms. While this enabled activities to be co-ordinated, it lacked the level of sophistication and speed of communication that the Airwave service enables.

Ralph Williscroft from the Highlands Council summed up the challenge, "Such scenarios require rapid response by the emergency services, not just to respond to the emergency itself but also to maintain the day-to-day operations of the three blue light services. As such, there is a requirement for close collaboration between the emergency services and our road maintenance teams whose job it is to grit the region's roads during the winter as well as repairing and maintaining them through the rest of the year. To achieve this in an area as vast as that covered by the Highlands Council means that effective and robust communication has always been a critical requirement."

By equipping the road maintenance teams with Airwave handsets, direct communication with the police is now possible, removing the necessity to communicate via the control rooms. Furthermore, when the Ambulance and Fire & Rescue services go live on the Airwave service in the near future, all three blue light services and the Highlands Council will be able to directly interact to more effectively manage emergencies or disasters.

Ralph Williscroft added, "It is predicted that interoperability will provide benefits to all parties. It will allow the Highlands Council Road Maintenance department to more effectively support the emergency services to gain access to remote areas during extreme weather conditions. Conversely, the road maintenance teams will be able to act as an extension to the eyes and ears of the police. In a region this large this is an important advantage."

The Port of Dover Police is an independent, privately funded police force, charged with policing the world's busiest passenger port. Port of Dover Police's Chief Officer, Chief Superintendent Steve Masters, provided some insight into the nature of their work, "Whilst the majority of our business is conducted within the port our officers can travel across Britain, either when collecting prisoners or assisting Kent Police with mutual aid. To be able to do this effectively, our communications network needs to be robust and secure as well as fully interoperable with those of our partner agencies."

Prior to Airwave, Port of Dover Police relied on three radio networks - 2 UHF networks (one for operations in the port and another to talk to Kent Police) and a VHF network for longer-range (vehicle mounted) communications. Steve Masters commented: "The older radios were not only much poorer quality, but the coverage was patchy and the functionality was limited. With the Airwave network, both long- and short-range calls can be made from the same handset, instantly and to anyone on the talkgroup and to anywhere in Britain with confidence that they will be heard."

For the Port of Dover Police the benefits have only just started as they look forward to being able to increase their ability to communicate with other enforcement partners as they come on stream and also be able to deliver to the officer on the ground the ability to access data, which was only previously available via control room operators.

In moving to a centralised location, Kent Police was also scheduled to undertake its radio migration to a central location. The Airwave network is being used to provide interoperability between the local authority's CCTV team and the police force. The CCTV control rooms effectively become the local arm of the centralised police control teams. In real-time, CCTV operators can focus a camera on an area with criminal activity, providing vital evidence for any charges the police may want to bring, as well as serving as protection for the officers involved.

Using the Airwave network, the CCTV teams are not restricted to communicating with the Police control centre; they can also talk directly with the patrols out on the streets. In Shepway recently, the CCTV team witnessed two youths committing a robbery at knife point, and then making their escape. Police at the scene only received limited descriptions from eyewitnesses, but the CCTV controller had been able to follow one of the offenders with the cameras, and direct the police units to the suspect.

Once the arrest was made, the CCTV team was able to direct the officers back to the point where the cameras had captured the offender discard the weapon over a fence - retrieving vital evidence. All of this was made possible by the fast communication between teams operating on the same talk group, using the same radio system.

➤ The future of interoperability

The ongoing remit of all public safety agencies is to provide

the citizens of Great Britain with the highest levels of service to ensure safety and ultimately to save lives.

This is particularly difficult in the modern world where factors such as the threat of terrorism and unstable weather conditions (to name but two) make it increasingly difficult to know when the next big disaster may strike. All of Britain's emergency services are now signed up to Airwave, providing the chance to have a fully joined-up approach to communications.

With the necessary safeguards in place, Incident Commanders operating at Tactical or Operational Command are now able to speak directly to their opposite number in the other blue light services and communicate with those public safety organisations that support the emergency services, removing the need to relay messages through third parties with the associated threats of miscommunication and security breaches. The case for interoperability has been made, but if it is to break through the cultural barriers that may hinder uptake, serious work needs to be done to change the culture of the organisation by educating end users, and demonstrating the real-world benefits of the technology.

The Airwave service replaced outdated and inflexible methods of communication that limited working practices for decades. With Airwave, the opportunity is there for public safety organisations to define and agree new ways of working to the benefit of staff, their employers and the safety of the general public.



The case for interoperability has been made, but if it is to break through the cultural barriers that may hinder uptake, serious work needs to be done to change the culture of the organisation by educating end users, and demonstrating the real-world benefits of the technology.

Dave Rogers is a member of the Police National Interoperability Working Group and sits on the Emergency & Public Safety Interoperability Programme Board

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controlling cross agency collaboration

Gloucestershire Police is about to begin a trial with Extent Software's Collaborator application, which is designed to help share data and manage incidents across agencies. Currently the trial is being rolled out to include the force and the Highways Agency, The BAPCO Journal speaks to Stuart Ashdown, Command and Control Applications Manager, Gloucestershire Police to identify what the trial aims to achieve...

Collaborator, from Extent Software, is essentially a secure data-sharing protocol, which when implemented across multiple, disparate IT systems, provides a user friendly tool for improved collaboration between forces and across multiple agencies.

The need to share data across agencies is a growing requirement, and clear directive to aid the improvement of efficient management of incidents. Yet with many disparate IT systems it is certainly an area that can be problematic. However, now, thanks to a solution developed by Extent Software, known as Collaborator information can be shared securely across multiple applications, multiple platforms, multiple networks and with that across multiple agencies and departments.

This secure data-sharing protocol provides a user-friendly tool for more efficient collaboration. And, like Direct Electronic Incident Transfer (DEIT) the protocol essentially allows the sending and receiving of documents (such as in incident) along with the subsequent document updates to and from third parties.

Discussing the trial, Stuart Ashdown, Command and Control Applications Manager, Gloucestershire Police said, "Data integrity and efficiency savings are the key drivers behind the trial."

"Currently when a 999 call is received if we need to share the information with, for instance, the Highways Agency, our control room operator will communicate the information via telephone, requiring both parties to input and log the incident. Collaborator, removes the need for voice contact and even more importantly provides an audit trail of the incident. Allowing us to see, in real time, when the incident has been actioned."

"One of the most important aspects, of this, will be the time savings we will incur, since there will be no requirement to input data more than once, and a simple touch of a button will ensure the collaborating agency (in this instance the Highways Agency) will receive all of the information pertinent to procure an efficient incident response, reducing the need for voice communication."

"As is quite often the case in a major incident scenario, the level of 999 calls increase, therefore being able to send critical data instantly to a partnering agency to aid the response to an incident is a tremendous time saving, and enables call takers to focus on answering 999 calls."

As with all police forces, Gloucestershire Police has an overflow system in place for call taking, commenting Ashdown said, "The Collaborator could also help with the business continuity element of the service. For example, when 999 calls flow to the receptor force, the information can be retrieved instantly at the host force through the command and control solution."

➔ configured to suit requirements

The data transfer is also totally configured; enabling users to select how much and which elements of data are require to be sent to a partnering agency or force. "In

the very simplest of terms, I guess you would say it is comparative to emails," added Ashdown. "Although there is no requirement for additional copy typing, and information can instantly be retrieved within the command and control solution."

Ashdown also explained that data integrity was another key element to the solution. "Within a set format, and single export, the data is taken in all specified fields and populated at the receptor's command and control system, reducing the need to re-type information, incident numbers and so forth, in all it provides us with total flexibility."

Discussing how the solution could benefit other partnering agencies, such as fire and ambulance, Ashdown pointed out the benefits of interlinking emergency services' command and control systems "Even within a Tri-Service environment Gloucestershire faces the challenges of data exchange between disparate command and control systems. Collaborator has the potential to bridge this data sharing gap at the touch of a button".

➔ and to the future

Initially, Ashdown believes, the solution will show reasonable cost savings. However, as he explained, "We will be sharing data in real time on incidents. But there are inevitably far wider benefits that the solution can bring, such as real time intelligence sharing. For instance, in the case of a vehicle used in a serious crime, with Collaborator we could share details of the suspect vehicle to all receptor forces within the area that it might be travelling through. Essentially meaning that we can literally leap over invisible boundaries set by policing regions, creating a far more intelligent and efficient solution to manage and combat crime."

Collaborator has further benefits too, in terms of business continuity and disaster recovery. Commenting Ashdown said, "I see this as being an integral part of business continuity plans. For instance in the event of a major incident scenario and the control centre being taken out of action, there would undoubtedly be some minutes of downtime as control room staff move to the fall back control centre and then once up and running, need to key in all incidents, calls etc that have happened during this time. With Collaborator, partner forces could store all incoming jobs and instantly send the data to the fall back control, maintaining service levels at all times."

Concluding, Ashdown said, "If the trial works as well as we anticipate, and I'm very confident that it will, it will certainly help improve efficiency through the real-time communication and full audit trail."

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Front-Line officers at Bedfordshire Police can use their BlackBerry devices for Crime Tasking, where not only do they gain access to view information but can directly update crime system data remotely with the Crime Management application. The system took about five months to develop and is now fully live, providing officers even more efficient use of time, without the need to wait until they return to the station, which is often the case, to update crime information as and when it happens.



smarter policing increases productivity of front-line officers

Bedfordshire Police is currently rolling out 1100 BlackBerry smartphones to front-line officers in a move to increase efficiency. Dawn Davison-Read talks to Insp. Jim Hitch, Project Manager, Bedfordshire Police and Graham Baker, Senior Strategic Account Manager, Research in Motion, to identify how the use of these mobile handsets are helping to keep officers out on the beat...

The BlackBerry 8700 smartphone, pictured below, is one of three styles of BlackBerry that Bedfordshire Police is using, weighing in at 144g it is lightweight, resilient and is helping to improve the efficiency of front-line officers.



Some three years ago, Bedfordshire Police embarked on a pilot using BlackBerry handsets to provide senior managers within the force access to emails whilst out of the office. The success of the pilot, led to a further trial in November last year where operational officers in Luton were also provided with BlackBerrys. However, this wasn't for email access alone.

In fact, as explained by Inspector Jim Hitch, Project Manager, Bedfordshire Police, the trial, which ran until April of this year, was to ascertain if the use of the BlackBerry's could further aid the efficiency of the force's front-line officers. "By front-line, we mean operational officers out on the beat. It rapidly became clear that the provision of a tool, such as the BlackBerry wireless solution, would allow them to become more self-sufficient when away from the station and also increase officer presence on the streets."

The use of the smartphones has now enabled officers access to operation critical applications and systems, whilst out of the station such as remote access to the Police National Computer (PNC), the force's crime management system, Intelligence database, warrants, Police National Legal Database and its custom-built briefings application. Commenting further, Hitch said, "By using BlackBerry smartphones to access critical

applications on the move, instead of at their desks, our officers will be able to increase their visibility in the community and improve their operational efficiency. Officers no longer need to radio the control room for information or intelligence every time they question someone or see something suspicious. BlackBerry gives officers the power to quickly check crucial details such as identity, vehicle ownership and previous convictions with very little effort and in a secure and robust manner."

In addition, remote access to the force's custom-built briefings application provides officers with real-time access to information and photographs of wanted or missing people, helping them to quickly and confidently conduct identifications. Bedfordshire Police is also using BlackBerry smartphones to gain immediate, mobile access to the force's warrants database. This is a completely electronic system that delivers a warrant entered at court directly to the officer on the beat. Accessing these crucial systems remotely has enabled officers to increase their efficiency, as they no longer need to return to the station or radio the control room to access information or log their updates.

➔ the selection process

Discussing why the force selected BlackBerry, Hitch

said, "Many of the solutions we trialled did not allow us to mobilise the computerised systems that we already have in place. With the BlackBerry solution, we were able to do this quickly and easily. The solution operates securely with a low overhead which means low costs to the public. Managing our deployment of devices through the BlackBerry Enterprise Server has also been hassle free. We can change a security policy or push out a new application remotely, saving both time and money."

"In addition, the BlackBerry is very simple to use and the battery life, which provides usage for several days, was an important element, you have to factor in that at some point an officer will forget to charge his device."

Prior to investing in the BlackBerry solution, the force conducted a pilot in which officers provided feedback on their experiences, issues and any potential problems with the devices. This ensured Bedfordshire Police deployed a solution that front-line officers would find useful, useable and practical. The BlackBerry solution was chosen as the preferred device because it is robust, applications and systems could be simply mobilised, and most importantly, front-line officers used it. Commenting further, Hitch added, "Part of the success of the implementation has been down to officer contribution. We didn't simply send out questionnaires asking for feedback, but actually spent time with front-line officers out on the beat, to identify their actual needs and requirements and how they wanted the solution to work to best suit the demands of their jobs on a day to day basis."

Graham Baker, Senior Strategic Account Manager, Research In Motion added, "One of the most refreshing elements about Bedfordshire Police during the mobile data deployment, was that they worked with the officers at each stage, which is probably why they are having so much success with the solution during roll out."

➔ ensuring security

"Forces such as Bedfordshire demand remote access to multiple back office systems such as their local crime management systems and the PNC. We are working with a number of forces to support their mobile strategy and to help them mobilise the applications which allow them to spend less time at the station and more productive time on the beat," commented Baker. "Data security is also a key decision maker for police forces. The BlackBerry solution has been designed primarily with security in mind and has been approved for up to and including government restricted data by government security experts CESG."

Explaining further, Baker added, that the solution was not only unique in its level of security compliance, but also should an officer lose a device it could be stunned remotely. Discussing this issue further Hitch pointed out that already four devices had been lost. "The ability to stun remotely has meant there have been no security breaches or risks. In fact, three of the lost devices were found and it is very comforting to know that although they had been stunned, in order to reactivate them they had to be re-formatted by ourselves."

Hitch also explained that in addition to selecting the BlackBerry devices, the force chose T-Mobile as the

preferred network since it offered the level of coverage required across its operational area.

➔ a device too many?

With the growing number of personal issue items that police officers now carry, we questioned whether officers wanted yet another device to carry. Hitch explained that whilst it was a valid point, surprisingly not one officer had raised this issue. "The devices are compact and lightweight, furthermore the body armour that is now worn by front-line officers has the click fast system on the front, one holds the Airwave Radio, and one holds the BlackBerry."

Furthermore, the BlackBerry is essentially a mobile phone with mobile data functionality and thus can be used for telephony if required. Baker added that the clarity of voice communication was equal to any mobile phone and although the force did not see it's use as an alternative to Airwave, it could be used as a complimentary tool should the need arise, offering additional communication resilience to officers.

➔ and to the future

All in all this implementation will enable Bedfordshire Police to work more productively while on the move, bringing huge benefits both to the police officers on the front line and the communities they serve. In addition, the force has also considered how safer Neighbourhood Teams are managing the single point of contact requirement from the government by building SNT e-mail addresses managed by everyone on the team. "They all appear in the global address list, and most teams are using them - but not all! Training is ongoing and ILNA inspectors are aware of the need to promote and use the accounts. Officer e-mails are not appropriate as the point of contact is lost when an officer moves or leaves - hence the need for a Single point of contact for partners via BB telephony to an SNT - not an officer."

And to the future? Hitch, concluded, "Currently 600 officers have the devices and we intend rolling out a further 500. Some of which have camera's providing even further functionality. This investment certainly appears to be improving productivity and enabling our officers to work smarter."



The BlackBerry 8800 smartphone (above) weighs in at 134g whilst the BlackBerry Pearl another handset used by Bedfordshire Police weighs in at 88.9g all of which are operated via the T-Mobile network, selected due to its coverage within the Bedfordshire region and its value for money. Derek Williamson, Head of Business Marketing, T-Mobile stated, "The choice of T-Mobile as its mobile communications provider highlights the strength, reliability and robustness of our network."



At the time of writing, Bedfordshire Police was also about to look at the ability for officers to submit Intelligent Reports to the growing list of BlackBerry applications, further increasing officer efficiency.



mobile email for efficient community policing

Humberside Police is about to begin trialing 'smart phones' from Orange as part of its Neighbourhood Policing Pathfinder Project. Dawn Davison-Read discusses the project with Roy Macdona, Computer Development Manager, Humberside Police and reports on why the decision to arm its neighbourhood beat officers with mobile email is likely to prove beneficial...

The ability for each member of the Neighbourhood Policing Team to provide their own email address to members of the community and partner organisations will aid the increment in visibility of officers on the beat.

Earlier this year Humberside Police began a two stage pilot, which looked at the use of mobile telephony for managers (officers and staff) this trial was completed in April. However, following the review, when the force looked at the success of the trial it was decided that the use of mobile telephony could bring vast benefits to its Neighbourhood Policing teams.

Explaining, Roy Macdona, Computer Development Manager, Humberside Police said, "We were being driven to provide Blackberries to our non-operational staff, however, we avoided this as we believed if we waited the mobile phone industry would have matured further and handsets using windows applications would be developed. This has happened and following close scrutiny of the mobile applications on offer, we selected Orange to provide the smartphones and network."

The trial initially began with devices such as the SPV3100, as it was essential that officers could use Microsoft Outlook on their devices. Macdona added, "The initial use was not meant for operational duty but for staff to have access to email and diaries when out of the office. It was also identified by the Superintendents Association that the use of mobile email was the single most productive benefit."



addition to which, this is really the beginning of a journey in supporting operational policing with mobile data applications."

Explaining further, David BraySmith, Mobile Data Project Manager, Humberside Police added, "This initial roll-out of mobile email will act as a learning curve for officers prior to us extending the applications to incorporate accessibility to more police systems, such as PNC checks, Crime databases and so forth."

Discussing the quantity of equipment carried by officers, Macdona stated that the devices were small and lightweight in comparison, and although each officer would also be carrying an Airwave radio terminal for operational voice communication, they would be monitoring the aspect of potentially carrying too many devices.

Concluding, Acting Superintendent, Chris Baker (B Division) said, "The roll out of this equipment represents a major step for operational officers. It means they can be kept informed in crime trends, daily business, latest hot spot analysis and 24/7 email access enabling them to be even more responsive and flexible. In addition, this direct access for the public will naturally lead to improved service delivery by the force."

Fifty SPV3100 devices and ten M700 devices from Orange will be rolled out to the Neighbourhood Policing Team in Scunthorpe for a six month trial.

➔ extending the trial to neighbourhood policing

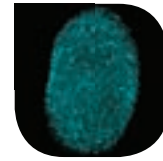
Having completed this part of the trial successfully, Humberside Police decided to extend to neighbourhood policing officers, as part of its Neighbourhood Policing Pathfinder Project, thereby making the officers more available and visible to the local communities. "We selected one division (Scunthorpe) and we are about to roll out 60 devices to the Neighbourhood beat officers from this team, this includes 50 SPV3100's and ten M700's," explained Macdona.

The ability for each member of the Neighbourhood Policing Team to provide their own email address to members of the community was in direct response to requests from the community.

"Although the devices are predominately for accessing and sending emails, the officers are authorised to use as mobile phones as well. We believe it will provide increased flexibility and an extended opportunity for the community to have access to individual officers. In



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➔ **Northrop Grumman Appoints Denzil Samuels Sector Vice President, Global Business Development**

Northrop Grumman Corporation has named Denzil Samuels vice president of global business development within the company's Information Technology (IT) sector. Samuels reports to James R. O'Neill, corporate vice president and IT sector president. As vice president of global business development, Samuels will oversee all business development activities across the IT sector, focusing on enhancing growth for the sector in the wireless and international markets.

"Denzil is a solid leader with a proven ability to plan, build and execute a business strategy geared to attain substantial growth and profitability, making him the ideal person to oversee all business development activities across the IT sector," said O'Neill. "Denzil is known for his strong customer relationships and in-depth IT knowledge.

Under his leadership, I am confident we will drive our position as a tier-one pacesetter, particularly as we work to grow our wireless and international business."

Prior to joining Northrop Grumman, Samuels was vice president and general manager of global managed services for Avaya Inc.

Previously, he served as senior vice president of products and services at Qwest Cyber Solutions, and held senior positions at Level 3 Communications and Lucent Technologies.

➔ **BAPCO appoints new EU projects manager**

BAPCO has confirmed the appointment of Paul Hirst as the new EU Projects Manager for the association.

Hirst, retired from Bedfordshire Police at the end of July, having completed 30 years service. Having extensive operation and project management experience, particularly in the provision and use of communications and information management systems, he will prove a great asset to the association.

For the last two years, he had been on secondment from his

parent police force to the National Policing Improvement Agency (NPIA) as Capability Manager and in this capacity, he represented the Police Service at a national level on communications issues both within the service and with external organisations, as well as the commercial sector.

Hirst also represented the service as a board member on numerous national communications and network projects in which he: Developed, implemented and chaired

national mobile information group structure involving all UK forces; Identified and encouraged areas of development for a national information portal in the area of emergency warn and inform; Identified and developed user interest and involvement in the use of mobile information for the management and control of major incidents by the UK emergency services; and Acted as central customer lead on security issues with other government organisations.

➔ **Appointment of independent chair for the Flooding Lessons Learned Review**

Environment Secretary Hilary Benn has confirmed in a press statement that Sir Michael Pitt, Chair of the South West Strategic Health Authority, will lead the review into the recent floods.

The Lessons Learned Review, to be carried out by the Cabinet Office with support from the

Department for Environment Food and Rural Affairs and the Department for Communities and Local Government, will examine both how to reduce the risk and impact of floods, and the emergency response to the floods in June and July.

The review will seek opinions from those involved in the

floods, including affected residents, the emergency services, business and professional associations.

Sir Michael Pitt will take up the position of Independent Chair of the review, which was originally announced by Hilary Benn in a statement to the House of Commons on July 12.

➔ **Leading EU competition law expert joins forces with SAI Global**

Recognised European qualified lawyer Frank Fine has joined forces with SAI Global to help organisations assess and reduce their risk of breaching EU competition law.

The two have developed a training programme to educate employees on some general issues surrounding EU Competition Law.

According to Mr Fine, many organizations operating in Europe fail to adequately assess the risk of breaching EU

competition law. In the first quarter of this year alone fines totalling two billion Euros were imposed with companies in the brewing, IT and aviation industries falling victim.

"This is a burgeoning issue for business and is what prompted me to work with SAI Global, a leading international provider of risk, compliance and ethics solutions," explains Mr Fine.

"Legislation surrounding EU Competition Law is a potential minefield," he continues, "and

the risk of contravention - both intentional and inadvertent - is very real and exposes businesses to the risk of significant fines, damages, legal costs, as well as loss of reputation.

Organizations need to ensure employees understand the seriousness with which fair competition is regarded in the EU, the potentially severe consequences of violation and how their behaviour can mitigate the risk of contravention."

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The closing date for receipt of application forms is Monday 10 September 2007.

Derbyshire Constabulary is committed to equal opportunities and welcomes applications from suitably qualified people from all sections of the community in an effort to reflect the diversity of the community we serve. As part of this commitment, all applicants with a disability who meet the essential criteria for any police staff post will be invited to interview.

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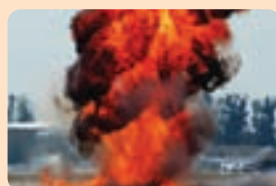
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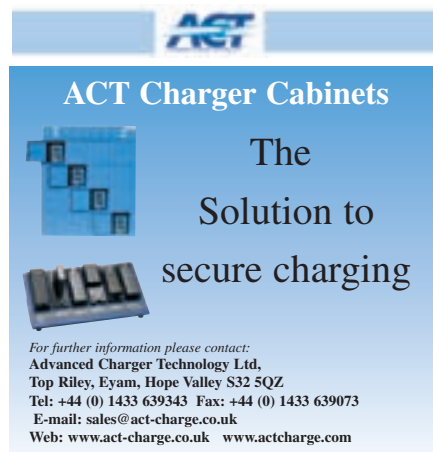
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did you know...

Continuing with our series of 'Did You Know?' articles, Tim Giles, Product Marketing Manager, NiceVision EMEA, NICE Systems, UK, explains how high-quality CCTV images can play a vital role inside the police station...

custodian CCTV footage



Tim Giles
Product Marketing
Manager,
NiceVision EMEA,
NICE Systems, UK

Intelligent video surveillance technology has a plethora of benefits for police authorities in town centres, transportation networks and many other public and private facilities.

The presence of CCTV can reduce graffiti, loitering and anti-social behaviour, whilst at the highest-level it assists in the prevention and investigation of national security issues. However, the same high-quality digital video recording and advanced video content analytics solutions can have an important and impactful role within the police station itself.

Whether it is for internal review or as part of the judicial process, police stations are under constant pressure to prove that from the moment an individual enters the building to the time they leave, the correct procedures are fully observed in relation to the custody process.

Having a CCTV system implemented throughout the station to monitor and record images in the areas in which a person held in custody will visit, such as the charge desk, halls, corridors and custody suites, provides a real-time and full historic record of every movement made during this time.

These images can be used to prove or disprove physical ill treatment, but it is not enough information to demonstrate that procedural compliance, in relation to what was or wasn't said. For this reason it is important to synchronise CCTV seamlessly with audio, strategically placing microphones (such as at the charge desk and interview rooms) to capture conversations and statements made between an officer, other staff, official representative and the person in custody.

Of course it is important to have within such a system the ability to securely screen areas of any camera's view to meet privacy and human rights requirements, but still enable a suitably authorised investigating officer to remove the privacy screen from recordings in the event of a serious incident

➔ integrating with other systems

With images and audio being recorded and stored together digitally the benefits many forces already recognise (especially within their command and control rooms) for archiving, retrieval and disclosure purposes are realised for internal affairs.

With the internal surveillance system in place (whether at a single site or more likely across multiple locations) it is possible to integrate with the many other security and life-

safety systems such as intercom and access control, and the provision of user interfaces that are specifically designed to facilitate custody management, including automatic display of cell cameras, instant replay and reporting.

One such implementation is being rolled out across 27 stations for a police authority in mainland Europe. Not only has it already proven effective in confirming procedural correctness, but has also contributed to saving lives.

The project was delivered in response to a number of deaths in custody largely due to substance abuse. It involves the integration of more than 1000 CCTV surveillance cameras and 1000 microphones across 27 custody sites, providing synchronised, continuous, high-quality recording of all video and audio from the moment a person arrives through the doors of the police station, attends the charge desk, moves along the halls and corridors, within the custody suites (including the interview process) and cells.

Almost immediately after the first implementation, the system helped save the life of a man in custody. Prior to introduction of the system, staff were mandated to physically check cells every 30 minutes. The new solution automatically displays video from each cell to staff in between physical checks. On this occasion, duty staff were able to see immediately when a detainee made an attempt to hang himself and successfully intervene. Without the advanced video surveillance system, the situation would almost certainly have ended in tragedy some 30 minutes too late.

The implementation and management of such intelligent systems have become far easier and more resource efficient as increasing numbers of police authorities chose IP technology to cope with the amount of information that is required to move across their networks (from the station to the headquarters, or between individual departments). Clearly, the cameras and microphones must be situated within the station. However the monitoring and recording of information can be situated off-site, enabling multiple stations to be monitored and information recorded from a single central location. This enables costs and resources to be distributed and provides a central accessible repository for intelligence when needed.

From the collation of evidence, to ensuring the security and safety of the police officer, the general public and the people in custody, the use of high-quality digital video recording and advanced video content analytics solutions are today becoming an integral part of the judicial process.

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