



WEST YORKSHIRE POLICE TRANSFORMS FRONT-LINE POLICING



POLICING GOES DIGITAL

West Yorkshire Police serves 2.2 million people living in one of the five metropolitan districts of Bradford, Calderdale, Kirklees, Leeds and Wakefield. The physical area of some 2,000km² includes cities, towns, villages and rural locations, and is policed by over 5,000 front-line police officers and police community support officers (PCSOs) making it the fourth largest force in the country.

CHALLENGES

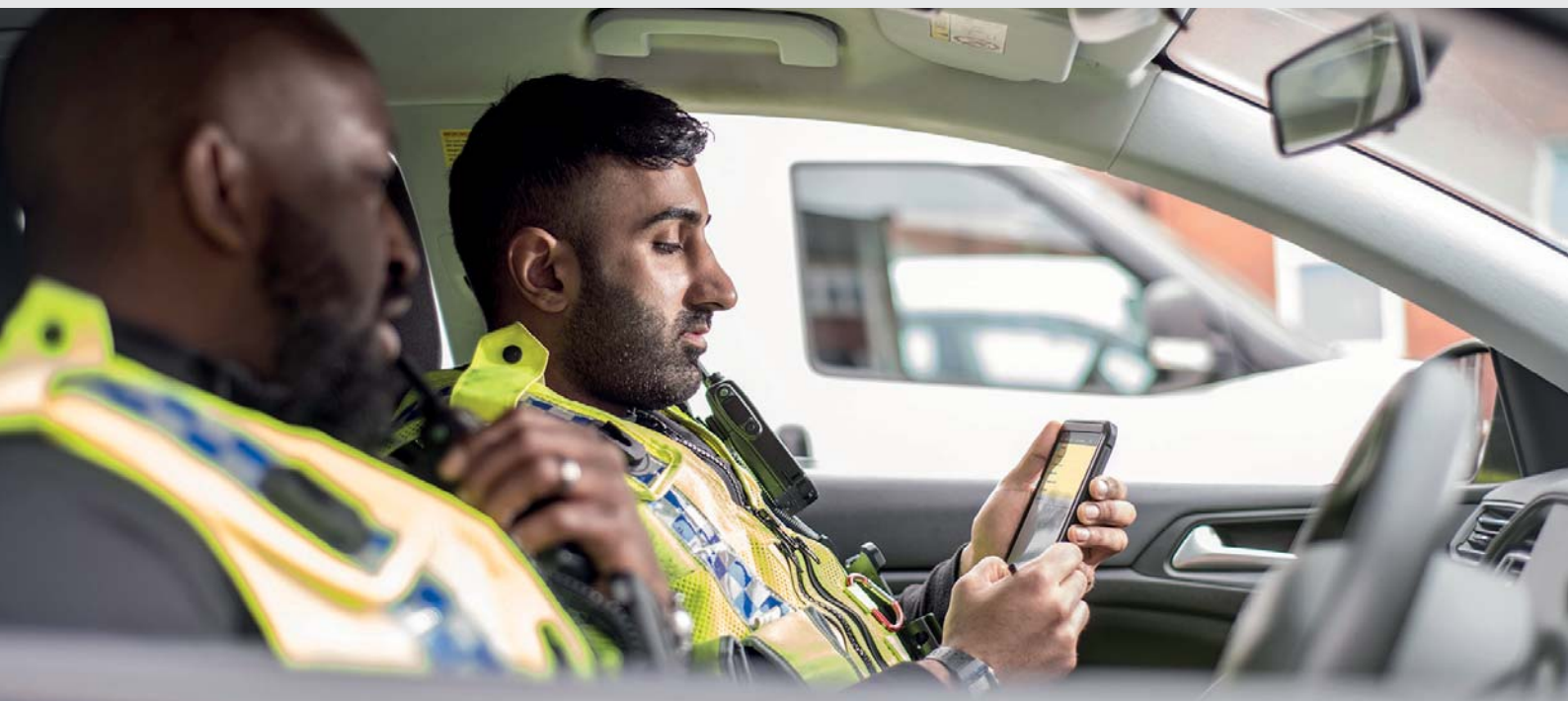
- To increase visibility and presence of police officers and PCSOs in the community
- To improve efficiency and productivity of police officers and PCSOs by working smarter to help make communities feel safer and feel safer

SOLUTION

- Distribution of electronic notebooks (e-notebooks) to West Yorkshire Police user community
- Launch core policing applications (apps) including Crime, Missing Persons, Intel and Electronic Witness Statement
- Deploy the Pronto platform ready to support 30 new apps over a four year period

BENEFITS

- Greater efficiency freeing up valuable resources
 - Information captured can be shared with, or pulled in from other systems, thereby avoiding the need to re-key it multiple times, or make return trips to the station
- Reduction in voice traffic leading to cost savings
 - Officers conduct real-time searches in the field from their devices, rather than relying on their radio and District Control Room staff to perform the searches
- Resilient and robust solution offers security
 - Data is handled and transferred safely with firewalls and encryption
 - Data and networks are safely integrated with the force's systems
- Increased visibility in the community
 - Time traditionally spent in the station by officers entering information onto the corporate systems is invested back into front-line community policing



THE NEED FOR CHANGE – GETTING READY FOR THE FUTURE OF POLICING

West Yorkshire Police has embarked on the most significant change programme in its history. Like all forces, it faces budgetary challenges and must work smarter to achieve greater efficiencies and productivity, and enable a more flexible and fit-for-purpose estate (assets and resources).

This change programme calls for a radical overhaul of the force's IT infrastructure. It is currently delivering mobile hand-held devices to allow officers to spend more time on the beat; introducing Wi-Fi to support agile working and hot-desking; as well as a force-wide roll out of body-worn cameras.

THE AIM OF THE DIGITAL MOBILE POLICING PROGRAMME FALLS INTO THREE AREAS:

- Digital – digitising and re-engineering traditionally paper-based manual processes, and enabling real-time information in and from the field to enable enhanced decision-making
- Mobile – moving the desktop into the field and increasing policing visibility and presence, allowing front-line officers to become truly location-independent
- Policing – at the heart of this solution is the core service of Policing, its outcomes, and the Officer

BUSINESS DRIVERS

The Chief Officer Team (COT) for West Yorkshire Police conceived the Digital Mobile Policing programme to realise its vision of transforming policing with real-time access to information and the ability to complete business processes on mobile devices. Crucially, they needed a technology that would allow them to work offline even without any connectivity and synchronise data later.

“We’re effectively moving from a traditional and analogue environment to an increasingly digital one.”

“If you consider the transition utilities have made from being Victorian organisations to 21st century entities, this is the same scale of transformation policing is undergoing today.”

**ASSISTANT CHIEF CONSTABLE OF
WEST YORKSHIRE POLICE,
ANDY BATTLE**





“Airwave was the chosen supplier because of its approach to understanding and transforming front-line policing apps and processes delivered on devices. A further consideration was the fact that Pronto has the ability to integrate into various back-office platforms”

“For me personally, the approach taken by Airwave is very different from other vendors.”

“They look at the process, the information gathered, and where it goes to build a streamlined process out in the field that doesn’t simply replicate traditional paper forms on a digital device. It flows in a way that suits the process you are handling, so that information captured once can be shared with other processes as required.”

IT PROJECT MANAGER AT WEST YORKSHIRE POLICE, RAJIV KUMAR

SOLUTION: AN INTEGRATED DIGITAL POLICING SOLUTION WITH AIRWAVE

Having built the business case and evaluated several options, West Yorkshire Police IT team specified a solution that included Airwatch’s Mobile Device Management (MDM), Enterprise Mobile Management (EMM), and 5,000 Samsung Galaxy Note 3 smartphones pre-loaded with Airwave’s Pronto suite of policing apps.

Airwave’s Pronto platform provides officers with an intuitive set of tools for completing a range of activities whilst out in the field or at the scene of an incident. Data only needs to be entered once and is available to be viewed, reused and retrieved by any authorised individual. Every app is tailored to the workflow of each business process and enables users to work offline when out of mobile network coverage. Data is synchronised to main force systems when users are back in coverage.

REALISING THE BENEFITS

The e-notebook replaces the traditional pocket notebooks used by police officers since 1910 and enables the electronic capture, use, storage and sharing of information – from initial contact with victims, witnesses and offenders, through to information sharing with partners in the wider Criminal Justice System (CJS).

West Yorkshire Police has implemented the Pronto Crime app to record a crime or non-crime, as this is a common but complex process that would otherwise mean officers returning back to the station to input data.

The Missing Persons app was relatively easy to deploy. West Yorkshire Police deals with such cases frequently, so having the ability to share this information in real time provides it with a real advantage in the crucial golden hour immediately after a person goes missing.

Similarly, deployment of the Intel app provides front-line officers with the ability to record and share intelligence quickly, enabling more informed decision-making and eliminating the need to key-in a form back at base.

The force has already seen a reduction in voice radio traffic with officers now able to conduct searches from their devices rather than contacting the control room.

“The business case for digital mobile policing is based on harnessing the transformational benefits it brings to meet our strategic objective of providing better policing to the public for the same or less budget, in other words, to do more with the resources we’ve freed up by being more efficient and more productive.”

**DIRECTOR OF WEST YORKSHIRE
POLICE’S INFORMATION SERVICES,
PAUL WHITELEY**



RESILIENT AND ROBUST INTEGRATION

“People tend to assume we have delivered the digital mobile policing solution, but we’ve only just scratched the surface.”

“We’ve a large list of potential apps and in the future, we see processes going deeper and wider, leading to richer digital capabilities and user experience on the device. We will see the ability for mapping, real-time intelligence, and optimal and predictive deployment being enabled right from the device. However, it’s very much about prioritisation and achieving the foundation milestones first.”

“We work on the principle of Pandora’s box, in that it’s a lot harder to lock something down once it is opened up. At the same time, users want more than just policing apps and this will come in the programme’s second phase – we have to balance what they can access with keeping the device secure.”

“Ultimately, the digital mobile policing programme is a key part of our strategy for West Yorkshire Police’s stated aim of helping make communities feel safer. This initiative will also support transformation elsewhere by reducing our desktop and buildings estate and, from the public’s point of view, drive greater visibility and ensure a much higher presence of officers in the field.”

DIRECTOR OF WEST YORKSHIRE POLICE’S INFORMATION SERVICES, PAUL WHITELEY



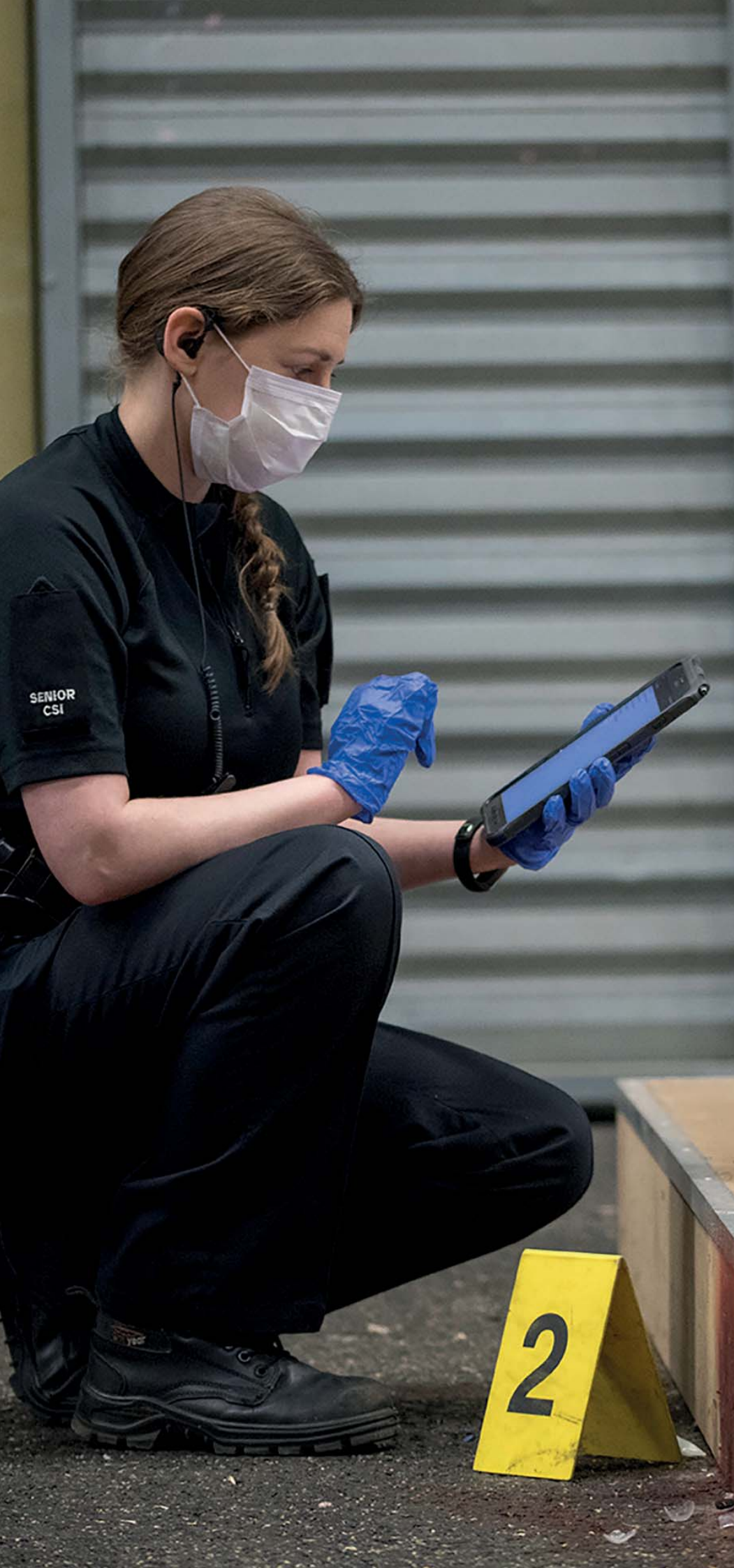
Mobilising the force’s Crime Scene Investigation (CSI) unit and enhancing apps for road traffic officers will be a priority in the second phase of the project. These are currently high volume, time-intensive, paper-heavy processes that mean unnecessary visits to the station. As such, they can be automated and integrated into West Yorkshire Police’s back-office systems relatively quickly.

However, Whiteley stresses that it’s important not to underestimate the business input, complexity and transformation and change management elements that come with what is often just seen as a smart phone solution. Additional critical elements include firewalls and virtual private network (VPN) technology that allows data to be encrypted and transferred securely, and the integration of databases and networks with the force’s corporate systems.

“The ability to re-use information across multiple business processes and share intelligence in real-time is a key requirement in enhancing decision-making and eliminating the bureaucracy that police officers have to deal with, so that they don’t have to do repetitive processes over and over.”

“West Yorkshire Police has done an incredible job in deploying Pronto, as well as training police officers on its use. They have started to transform and organise the force’s structure around mobility to realise the benefits of the strategic partnership we have with them. We have delivered a wide range of apps to forces across Great Britain and, with 45 operational business processes now digitalised and available via the Airwave police app store, West Yorkshire Police and other forces can now select the applications they need based on what they want to achieve.”

HEAD OF APPLICATION SERVICES, AIRWAVE, CAMPBELL MCCLELLAND



NEXT STEPS

A key challenge for the force moving forward will be in meeting end-user expectations:

“Most people have a mobile phone and believe they can simply download apps whenever and wherever they want. Whereas we have worked to build a solution that meets the nature of the work we do, by starting with the high value and priority processes first.”

“We work on the principle of Pandora’s box, in that it’s a lot harder to lock something down once it is opened up. At the same time, users want more than just policing apps and this will come in the programme’s second phase – we have to balance what they can access with keeping the device secure.”

“Ultimately, the digital mobile policing programme is a key part of our strategy for West Yorkshire Police’s stated aim of helping make communities feel safer. This initiative will also support transformation elsewhere by reducing our desktop and buildings estate and, from the public’s point of view, drive greater visibility and ensure a much higher presence of officers in the field.”

IT PROJECT MANAGER AT WEST YORKSHIRE POLICE, RAJIV KUMAR



W: www.motorolasolutions.com/pronto
T: 0800 731 3496 (UK) or +44 (0) 207 019 0461
E: presales.info@motorolasolutions.com

Motorola Solutions Ltd. Nova South, 160 Victoria Street, London, SW1E 5LB, UK.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2018 Motorola Solutions, Inc. All rights reserved. 07/18