REVOLUTIONISING THE WORK OF FRONTLINE OFFICERS IN SCOTLAND

MOTOROLA SOLUTIONS PRONTO IS ENABLING SMARTER, MORE EFFICIENT UNIFIED POLICING

POLICE SCOTLAND

As the second-largest police force in the UK, Police Scotland has a workforce of 23,000 officers and staff across thirteen local policing divisions. The force is responsible for policing across the whole of Scotland, some 73,000 km^2 (28,168 square miles), covering a third of the UK's landmass with a unique range of urban, rural, island and remote communities. Police Scotland's vision is to improve the safety and wellbeing of people, places and communities in Scotland, focusing on keeping people safe in line with its values of integrity, fairness and respect.

CUSTOMER PROFILE

Organisation:
Police Scotland

Industry:
Public Safety

Location:
Scotland, UK

Motorola Solutions Products:
Pronto Digital Policing Application including:

- Pronto Crash and Collision Reporting
- Pronto Roads Policing
- Pronto Manager

POLICE SCOTLAND
Keeping people safe
POILEAS ALBA

MOTOROLA *SOLUTIONS*

THE MOBILE WORKING PROJECT:

The project was undertaken with the very clear aim of improving frontline service delivery through giving officers more time, instant access to information and making them more visible in communities. Pronto is an integral part of the project.

Officer quotes:

"This is the best piece of kit I have been issued with, in 29 years in the job."

"I have only had my device for one working day but I can already see an improvement to my day."

"I would say without exaggeration that this is a massive step forward for Police Scotland."

"I completed my mobile device training today and am up and running with the kit. It's a great bit of investment by Police Scotland with so many immediate benefits and massive potential for the future."

"Pronto has totally transformed the way we work. And not only on the frontline. Motorola Solutions has gone well above and beyond what we would expect any supplier to do, above and beyond what most other commercial companies would be able to do. They've collaborated closely with us to support a large-scale academic project evaluation. They've helped enormously in moving us forward with ultimately decommissioning our eight legacy systems from our eight former regional police forces. They listen to what we need in terms of management information bespoke to our Scottish policing landscapes; and they're continually developing and tailoring the Pronto suite of applications and automating processes to suit our complex needs and in response to the unprecedented demands of fluid situations like the COVID pandemic. This is what a true business partnership looks like."

Superintendent Martin Gallagher, Business Lead for Police Scotland's Mobile Working Project
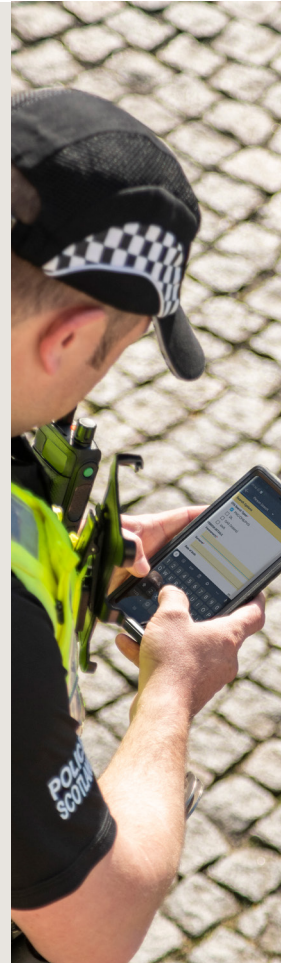
CHALLENGE

EVERY HOUR AN OFFICER SPENDS BEHIND A DESK IS ONE LESS ON THE FRONTLINE

Police Scotland has officers on the frontline 24 hours a day, 365 days a year and, between them, they generate thousands of reports every week. Previously, when officers dealt with a crime, they were using paper notebooks to record information; and they would have to return to their station to re-key details of the incident into the appropriate systems and complete the paperwork. Statements would be transcribed by the busy typing pool or self-typed by the officer, with the risk of human error, and checks could only be done when officers called into the National Database Enquiry Unit (NDEU), which resulted in officers being on different channels and valuable time being wasted waiting for call backs. So, in a huge bid to free up officers and get them back onto the streets, Police Scotland decided to totally transform its way of working. As Superintendent Martin Gallagher explains: "The key drivers were equipping frontline officers with real-time information and the removal of double-keying. Pronto was actually designed in Scotland, by police officers for police officers. The roll-out was seamless, downtime is zero and the technology is just at the right level of maturity. No other technology even comes close."

SNAPSHOTS FROM THE FRONTLINE

DRUGS DEATH:
Accessing images via Pronto meant the officers in attendance could immediately identify the victim and trace and contact another individual in possession of the fatal drugs to avoid a second death

DOMESTIC INCIDENT:
Using Pronto, attending officers called up the suspect's details and photos to identify and arrest him as he was leaving the scene of the crime; and all this before the officers had even entered the victim's property

MISSING PERSON:
Using Pronto to access information at the scene, a dog unit was able to locate and rescue a vulnerable person lying unwell in snowy conditions, proving Pronto is a vital tool when time is critical

SOLUTION

TRANSFORMING RESPONSE POLICING IN COMMUNITIES ACROSS SCOTLAND

Response, community and frontline specialist officers (dog unit, road policing and armed policing) in all of Police Scotland's thirteen divisions are equipped with mobile devices running Motorola Solutions Pronto software, which enables them to access a wide range of police systems, such as operational databases and records, without the need to return to their station and log on to a computer.

They are also able to access integrated third-party applications via Pronto, such as the force's Command and Control system and the wide range of ticket suites used in Scotland including, for example, antisocial behaviour tickets and COVID tickets. Most importantly, access to the CHS (Criminal History System) and PNC (Police National Computer) is enabled to allow officers to check information such as warrants, bail conditions, offender records and photographs. As well as accessing information, officers can also upload data and images, in compliance with criminal justice requirements, filing, for example, reports on crimes, road collisions, traffic tickets, COVID tickets and witness statements. Information is often intuitively auto-populated in preconfigured fields in multiple applications and forms to avoid duplication. Mandatory fields and pick list capabilities, meanwhile, help to eliminate errors and Pronto ensures much greater quality of evidence capture and audit flow, which helps investigations to be managed more efficiently. Data is uploaded instantly and securely to a centralised database, but officers can still work offline if need be, with data being synchronised as soon as they are back in coverage.

THE POWER OF PRONTO

Superintendent Martin Gallagher explains: "One of the main benefits of the Pronto e-notebook for us is being able to take a witness statement. Let me give you an example. If an officer is in hospital taking a statement from a stabbing victim, a detective sitting in a police station can see the statement as it's being taken, so they have an immediate picture of what's going on, This is indispensable for enabling us to solve crimes speedily; and Pronto Manager gives access to all officers' notebooks whereas, before, all that information, unless it was recorded on a crime system, was difficult to find, in a file gathering dust. Now we have an enormous database of additional information that we can access today and anytime in the future."

UNIFYING POLICE SCOTLAND'S SYSTEMS

Although a unified force, Police Scotland has been operating, in IT terms, as eight separate legacy organisations; each division had its own unique crime system and own direct measures system, with significant differences in appearance and functionality. However, with the introduction of Pronto, the front end of the mobile system now looks more or less the same for all officers. This is a key element in the force's drive towards a single end-to-end crime system, a project which is being managed by Core Operational Solutions, also a part of the DEPP, who have been working in very close collaboration with Motorola Solutions. This operational consistency is an important leap forward. As Superintendent Martin Gallagher explains: "Pronto is helping us in this transition and, in some ways, you could say that it is helping to bring Police Scotland, in IT terms, into being one organisation. And the unification will also help as we look to share information with organisations outside Police Scotland – for example with local authorities or wider criminal justice organisations."

Facts & Figures relating to Pronto activity since June 2019* from 1 of Police Scotland's 13 divisions:

Estimated annual time savings:
673,274 hours**

Total number of shifts commenced:
1,857,618

Total number of e-notebook entries:
2,206,822

Person templates completed:
2,396,848

Vehicle templates completed:
2,834,166

Witness statements taken:
256,814

ASB (antisocial behaviour) tickets:
6,242

* The following activity was recorded on Pronto Manager and reflects the use of Pronto in the live operational environment since Go-live on Tuesday 18th June 2019 in D Division (Tayside)

**The estimated annual time savings are based on figures post full roll out to all 13 policing divisions

BENEFITS:

Frontline:

- The increased functionality and ability to conduct checks and process administrative tasks whilst on the go has saved officers a total of 673,274 hours over the first year since all officers were equipped

- Having real-time, vital information at their fingertips not only empowers officers to react quicker and more successfully and efficiently when dealing with incidents, searching for missing people or investigating crimes, but it also increases officer safety

- The automated, integrated systems are improving quality of evidence capture and audit flow

- Officers can work more responsively and visibly, spending more time in their communities dealing with incidents, supporting victims and focusing on crime prevention; ultimately communities are better served and protected

Back Office

- Pronto has removed the need for double-keying, which is significantly reducing back office workload

- The solution has also dramatically reduced calls to Police Scotland's NDEU with the subsequent internal time savings and productivity gains

Future

- Pronto is continually evolving and developing in line with Police Scotland's complex needs and, following the combining and migration of its eight legacy systems, will very much be the face of the unified frontline IT system for the force in the future

BENEFITS

ESTIMATED ANNUAL TIME SAVINGS OF 673,274 HOURS

The increased functionality and ability to conduct checks and process administrative tasks whilst on the go has saved officers an estimated 673,274 annual work hours, since every officer – currently 10,807 in number – has been equipped with a mobile device running Pronto. The savings predominantly come from the instant access to email, the significant reduction in travel time, call backs and time waiting for PNC / CHS checks, and the elimination of double-keying.

SIGNIFICANT REDUCTION IN CALLS TO POLICE SCOTLAND'S NDEU

Previously, PNC and CHS checks involved officers requesting a call back and having to switch from the local talk group on their radios to the PNC talk group whilst waiting for this call, which could take some time to be returned. The system also resulted in the officers at a scene being on different talk groups, with the subsequent communication complications in an emergency. However, demand for these call backs has dramatically reduced, with the resulting internal efficiency gains, as officers can now run their own fast, real-time checks, for example, on suspects before they enter a building to apprehend them.

PROACTIVE, VISIBLE POLICING

This deployment by Police Scotland is an important step in addressing the priorities set out in the force's 'Police 2026 – Serving a Changing Scotland' strategy, which aims to meet the changing needs of local urban, rural and remote communities and enable a more visible and efficient police force.

As Superintendent Martin Gallagher summarises: "Pronto allows our officers to access vital information on the go, which is improving their accuracy and effectiveness whilst dealing with incidents, solving crimes and assisting victims. This new streamlined way of working is a real game-changer for us. Officers are now able to police more efficiently, confidently and proactively which ultimately means we can better serve the public, who also benefit from a greater police presence on the streets. It's a win-win for the whole community."

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