

Interoperability and First Responders - The UK Experiences

- The National Policing Improvement Agency (NPIA) UK London

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Ground to Cover

- The National Brief - Home Secretary Objectives
- The Challenge of a federated environment
- NPIA - Our Purpose
- Approach towards the Olympics
- Conclusions and Discussion

Role of the NPIA

Supports the Police Service by providing expertise in areas as diverse as

- **information and communications technology**
- **forensic science**
- **information and intelligence sharing**
- **core policing processes**
- **managing change**
- **and developing our people**



Barriers to centralisation

- Political
- Cultural
- Financial
- Specific operations



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Spread Adoption



Richard A. Meggitt, Strathclyde



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Home Secretary Key Strategic Priorities for the Police Service for 2008/09:

- Police forces and authorities will make best use of resources, with a continuing commitment to achieve significant cashable improvements in efficiency and productivity.
 - Police efficiency and Productivity Strategy 2008-11- will set out targets for efficiency and productivity targets
- Reducing crime- focussing on more serious violence, serious acquisitive crime, alcohol related crime and anti social behaviour.



Home Secretary Key Strategic Priorities for the Police Service

for 2008/09:

- Increase public confidence and satisfaction with the Police Service- with the emphasis on the quality of service provided through neighbourhood policing, effective community engagement and partnership working;
- Work in partnership to deliver a more effective, transparent and responsive criminal Justice System for victims and the public.



Home Secretary Key Strategic Priorities for the Police Service for 2008/09

- Ensure adequate capability and capacity exists to deliver effective policing to tackle serious and organised crime and provide other protective services.
- Counter terrorism and violent extremism by working with local communities as appropriate; protect key sites, disrupt operations; deter terrorism and be prepared to respond to a terrorist attack and its consequences.





ACPO's National Strategic Assessment Update

No significant changes to the national crime picture. The recommendations from the NSA (2007) remain:

- **To create a national, standardised information-technology infrastructure.** This will make a considerable contribution to reducing bureaucracy, sharing information and managing crime and disorder.
- **To assess the capability and capacity of the Police Service-**
The requirement to undertake an assessment and gain a balance of the demands on policing has been reinforced within the last 6 months. Increasing demands in many areas require the management of resources to be intelligence led as well as informed by predictions based on previous experience.

Challenges on the Horizon

- Adapting to and effectively tackling new and emerging crime trends- gangs, guns, knife crime; human trafficking; new technology; cross border;
- Managing increased demands within existing resources;
- Balancing local priorities and meeting regional, national and international challenges;



Challenges on the Horizon



- Dealing with critical incidents;
- 2012 Olympics;
- Interlink with the wider Criminal Justice System;
- Managing Risks- both day to day and critical incidents;
- Developing a professionalised workforce.

Supporting improvement by building on current delivery

- Delivering an integrated national information sharing and intelligence capability for 2010 with the PND and MoPI.
- Modernising the workforce by continuing to modernise workforce structures and working practices.
- Supporting the citizen focused objective through neighbourhood policing.



Supporting improvement by building on current delivery

- Using new technology & the ability to work differently to improve delivery i.e. electronic fingerprinting, mobile data
- Supporting the police service understanding of new communities & their impact through neighbourhood policing and continuing work with the Trust and Confidence Panel.



Setting the standard for Command - Control - Coordination Phase 1: Radio Communications for a 21st century response to Major Incidents



9-11 Key Lessons Learned

- **Communications Resilience**
 - Mobile phone network compromised
 - Landlines compromised
 - Underground coverage non-existent
- **Compatibility**
 - Inter-Agency communications incompatible
 - Complex mutual aid coordination
- **Command and Control**
 - Communications impeded coordination
 - Resilience is a necessity



7-7 Key Lessons Learned

- **Communications Resilience**

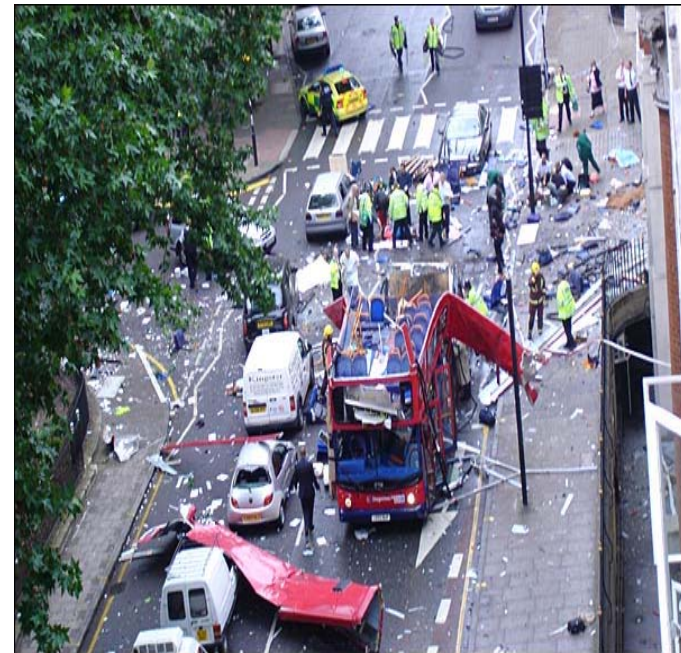
- Mobile phone network congested
- Emergency Services' heavy reliance on mobile phones
- Underground communications required “special coverage solutions”

- **Compatibility**

- Inter-Agency communications incompatible
- Impact of ACCOLC

- **Command and Control**

- Coordination - multiple scenes
- Coordination - evacuation
- Coordination - Casualty Bureau
- Value of a well exercised command structure



21st Century Threats – “new normality”

- **Terrorist Attack**

- Large scale with multiple sites
- CBRN



- **Environmental**

- Flooding



- **Epidemic and Pandemic Response**

- Avian Flu
- Blue Tongue
- Foot and Mouth



Public expectations of Emergency Services

- **Capacity**
- **Capability**
- **Competence**

to respond effectively to 'set piece' incidents.



Command - Control – Coordination

Identifying the Benefits

the effective and efficient management
of complex incidents



Classes of Interoperability

Major Incident - Civil



- Single Service/Agency Lead
- Organisation design based on Command and Control in a Bureaucracy
- Organisational Improvement is incremental
- First responders know what their needs are

Classes of Interoperability

Major Incident - Terrorism



- Multiple service/agency leads
- Organisational design based on Command and Control in an adhocracy
- Organisational Improvement requires a step change
- First responders are learning about collective requirements



Major Incident - Crime

"The lifeblood of any operation like this is communications. You know you're supposed to be in charge and you just don't have any information. I just felt helpless for most of the afternoon."

Sir Charles Pollard (CC Thames Valley – August 1987)

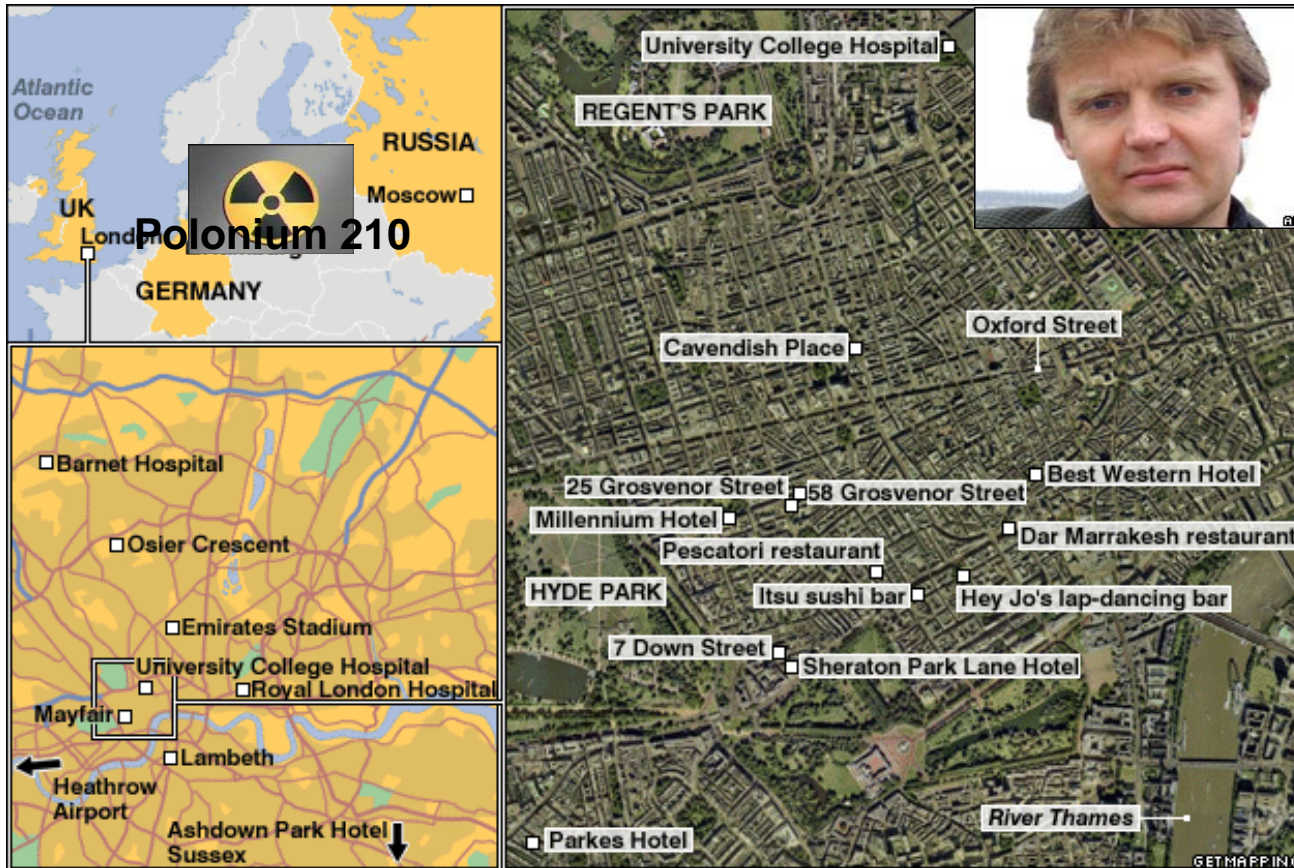


Michael Ryan, a 27-year-old unemployed labourer went on the rampage through the streets killing 16 people, including his own mother, before shooting himself in the head.

Hungerford Massacre

Interoperability - lessons

Major Incident - CBRN



Boscastle 2007



www.ukfssartdogteams.org.uk



www.telegraph.co.uk

Key Issues

- Can we communicate - Classes of Interoperability
- Can we Identify people on the street
- Is the 'Design' of work fit for purpose
- Can we manage in a 'federated world'
- Any capability needs to work for the front line worker FIRST.

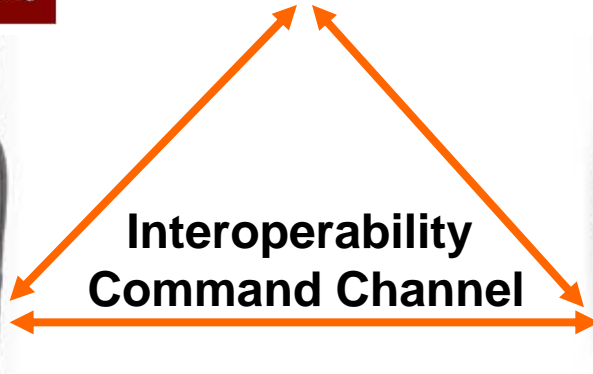
Interoperability - Bronze+

Voice and Data User Requirements

Same-Service
Working and
Command Channels



Interoperability
Command Channel



Same-Service
Working and
Command Channels



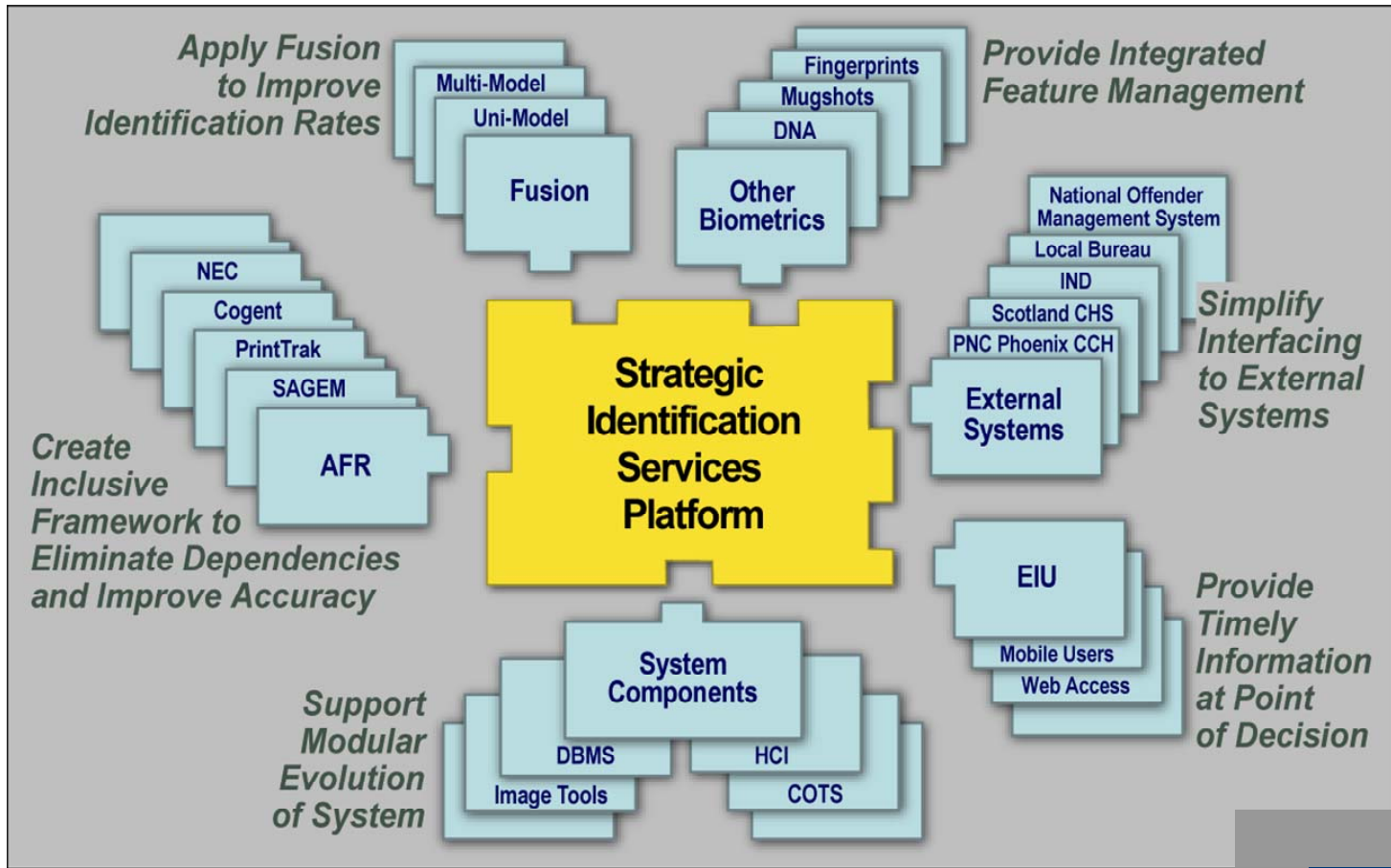
Same-Service
Working and
Command Channels

Where are we now ?

- **Civil Contingencies Act - mandate**
- **Civil Contingencies Secretariat - governance**
 - Regional & Local Resilience Fora – exercising resilience
- **Emergency Services procured Airwave**
 - Common radio communications platform (Cat. 1 & 2)
 - Implementation on London Underground
- **Peter Neyroud, NPIA CEO - SRO**
 - Tri-Service Interoperability Programme



IDENT1 Strategic Identification Services Platform

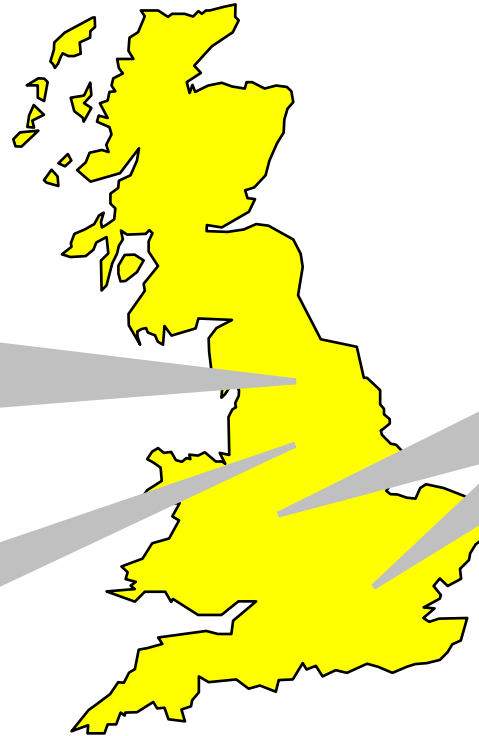


“IDENT1 represents the core of a Strategic Identification Services Platform (SISP) for integrated services in support of the larger criminal justice community.”

What is IDENT1 Now?

Police Office

- 461 Livescan units
- Connected to England, Wales & Scotland
- Open architecture



Central sites

- National finger and palm database
- Multi registration and plain impressions
- Powerful fingerprint matching capability
- CHS/PNC-Phoenix Criminal History records interface

51 Bureau sites across G.B.

- Server, scanners, workstations
- High system availability
- 24 x 7 Help desk support
- Fast response times



KEY ASPECTS ~ 2007

- Integration of Scotland allows single national searching
- National roll-out of Livescan
- GMCI & Skiddaw provide more opportunity for early identification of latents
- Immigration ASU searching and UK Visa enhancement
- International Interfaces
- Lantern Pilot
- Custody Interface roll out
- PSNI Interface
- East Midlands Collaboration



Interoperability – data fusion

- **Mobile broadband**
 - **Mobile information**
- Data

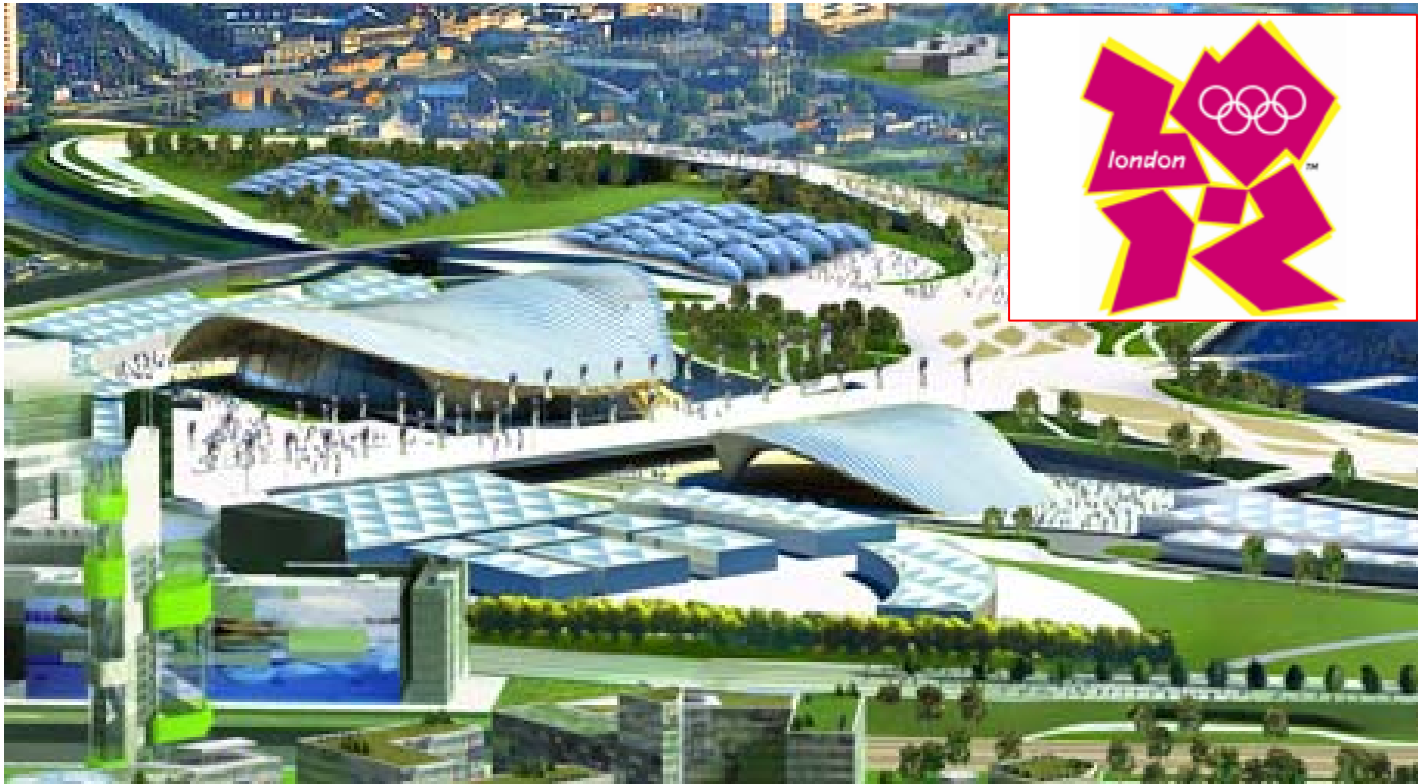
- Building plans
- Maps
- GPS location / tracking
- Biometrics

Video Streaming

- CCTV
- Mobile CCTV
- Body Cameras



Interoperability “end-state”



**Decisive Condition – multi agency interoperability:
supporting a safe, secure and resilient 2012 Olympic Games**

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