

Enhanced Telephony Deployment

for the Police Force

A broad range of customised telephony solutions can be integrated into an existing police telecoms infrastructure to support increased productivity and lower overhead costs.

Neighbourhood Policing	Publish direct dial numbers without losing control. A solution that automatically routes calls to an officer's current location – Tetra handset, mobile or landline telephone extension – and follows a nominated route when the officer is unavailable.
Major Incident Management	A rapid deployment solution providing a secure, private low power GSM network to support communications where other networks are unavailable, avoiding a need to invoke ACCOLC (Access Overload Control). Available in a ruggedised carry case or can be integrated into existing rapid response vehicles with backhaul via satellite link. Compatible with standard mobile phones.
Low Cost Telephone Conferencing	A cost effective solution for 'virtual' meetings, with no set-up charges per conference and no premium call charges. A secure, on-site call recording option is also available.
Calls Relating to Speeding and other Motoring Offences	An auto attendant solution will answer calls promptly and rote them to the appropriate person, team or department, reducing overheads.
Reporting of Staff Absence	Staff needing to report in unfit for work can dial into an automated system where they respond to pre-recorded prompts. The caller's responses to the set of prompts are recorded together in a 'Voice Form' and stored in a voice mailbox for subsequent retrieval and action by an administrator who may be alerted when a new entry is created.
Unplanned Staffing	In the event of a major accident, additional manpower may need to be drafted in as quickly as possible and at a time when the communication centre is already stretched. The solution automatically calls a list of contracts asking them to report for duty and capturing their response via their telephone keypad.
Crowd Control	Communicate with fellow officers and ground staff over a secure private mobile network with the ability to view live CCTV feeds on mobile phones.
Control Room Call Management	Automated answering of non-emergency calls with up-to-date announcements to filter repeat calls and option of collection information via voice forms.
Informing Witnesses and Victims of Crime	Interface to the CRIB database with Text-to-Speech enables witnesses and victims of crime to obtain up-to-date information relating to their case via an automated telephone-based service.

Intelligent Communications

Empowering the UK Police Forces through Communications



UK police forces today are under pressure regarding manpower and effective use of resources as they strive to improve customer service and meet government targets.

A range of solutions can be overlaid on existing telecommunications infrastructures to help **increase productivity, enhance service** and **reduce overheads**.

New Communication Solution to Assist in Crowd Control

Police officers, event management and security staff responsible for public safety at events attracting large crowds of people, such as football matches and music festivals, can now communicate with each other over a secure private mobile network, sharing information including video in order to fulfil their duties effectively.

Today, the police and football club management are much more experienced at crowd control and have a greater range of techniques and support equipment to help them than was the case in the 1970s and '80s when soccer violence was at its height.

However, the events around the 2008 UEFA Cup Final, when Rangers fans ran amok in Manchester city centre, has shown that officials cannot afford to become complacent and must continue to equip themselves with the very best technology to assist them in dealing with trouble makers and maintaining public safety.

Security staff at major events play a key roll in assisting the police in monitoring the crowd, identifying potential hotspots and bringing known trouble makers to their attention. However, as security staff are not able to use the Airwave mobile communications network, which is restricted to use by the emergency services and various Government agencies, communications between security staff and the police is limited. PMN offers a solution.



The new Private Mobile Network (PMN) solution

enables security personnel, event management and police officers on-site to communicate with one another in a secure manner using standard mobile phones. Live CCTV feeds can also be viewed on a mobile to help identify and apprehend individuals. Users are authorised for network access via remote administration facilities.

Optimising Manpower Overhead in handling Non-Emergency Calls

Police forces have been increasing the number of posts freed up for local incident management, increased call handling resource and introduced dedicated 999 Call Handlers. However, the police communications centre can still become bottlenecked with multiple callers reporting the same incident and with non-urgent calls.

Caller 'Self Service'

Using advanced telephony and speech technologies to assist in grading and assessing calls you can:

- Significantly reduce the number of calls that need to be handled by control room staff
- Maintain the level of professionalism demanded of the service
- Provide greater focus on those calls requiring officer deployment
- Relieve workload pressures whilst improving operational performance.
- Reduce the number of unnecessary police officer deployments can cut costs:

Initial studies at one Police Force found that the cost of deploying an officer was, Typically, £250 whereas the cost of handling the incident through a telephone call without deploying an officer was just £7.50.

All Non Emergency Calls



Auto Attendant

Simple, highly flexible menus offered to callers, eg, speak phrase for customised prompts and announcements.

Automated Announcements

Callers are met with a short relevant message which is kept up-to-date by staff and by collecting information on non-urgent matters.

Calls Requiring Personal Attention

Witnesses and Victims of Crime

The National Policing Plan 2004 – 2007 identified Citizen Focus as a priority with key reassurance measures being built around initial contact, police response and follow-up.

There is evidence provided by the Witness and Victim Experience Survey (WAVES) – a national telephone survey of victims and prosecution witnesses in cases that have resulted in a criminal charge – that the information provided to victims and witnesses about the CJS process and the way in which they were kept informed of progress has a direct impact on their appraisals of the experience. It is, therefore, not surprising that the need to keep victims and witnesses informed has become central to policy in this area.

Keeping victims and witnesses of crime regularly updated on the progress of their case or court outcome, in line with the Government's Code of Practice and Strategic Action Plan, can present a considerable overhead in manpower resource. Internet access to basic non-personal data via appropriate security measures is one possible approach, but this limits accessibility.

Improving their Quality of Service

While over three-quarters of respondents to the WAVES survey reported that they had been informed that someone had been charged with their offence, only 51% reported being re-contacted about their case within one month of their initial contact with the police.

TeleWare can increase this percentage and relieve police officers of the need to manually make these calls by implementing an automated system. The new telephone-based solution enables witnesses and victims of crime to **dial into the service** from their nominated telephone and access basic data within a crime management database using **text-to-speech** technology. Calls must be from a telephone number that has been entered into the system and the caller is prompted to enter security data, including the crime reference number, via their telephone keypad in order to access the data relating to a specific case.