



## TRANSFORMING

# Times

Issue 13

June 2015

**Welcome to the thirteenth edition of Transforming Times – a mini-mag to keep you updated about all change related news that’s happening across the Force.**

Previously, we’ve issued pockets of information relating to projects that fall under Vision►2020 – the Force change and savings programme. This edition is focussing on a single topic - New Ways of Working (NWoW) – one of the biggest change related programmes currently rolling out across the organisation.

The publication provides you with feedback ( both on areas for review and positive) that the NWoW team have received from police officers and staff across the Force who are trialing new kit (3G enabled laptops, e-signature pads, tablets etc.) to carry out their work.

The feedback reflects feedback from operational roles and non-operational roles from various departments including Tri-Force and the Resource Management Unit.

We hope you enjoy the read! If you have any feedback or suggestions about articles for future editions, please email [internalcommunications@wiltshire.pnn.police.uk](mailto:internalcommunications@wiltshire.pnn.police.uk) putting ‘Transforming Times’ as the title.

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Editor: Lisa Ottaviano

### Have you say on NWoW

A new dedicated email address has been set up for you to share your feedback on the NWoW programme, access via email Outlook at: [NWOW@wiltshire.pnn.police.uk](mailto:NWOW@wiltshire.pnn.police.uk).

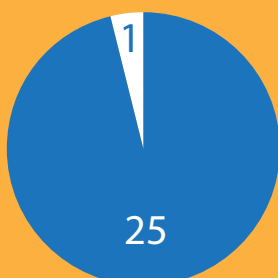


“The on call RMU team no longer have to go to a police station when called out. With the use of 3G laptops and mobile phones, they can operate anywhere saving valuable time. For example: Whilst setting up the emergency services charity show in the middle of Hullavington Airfield, the on call RMU staff member received a call out to mobilise staff for an incident. He was able to Lync the Duty Superintendent and agree what the requirements were, then access GRS to call out the required officers, brief them and put them on duty within GRS and Storm - all without having to leave his vehicle.”

Feedback from Resource Management Unit (RMU)

## Tri Force 3G laptop questionnaire summary

**96%** of the 26 people asked said **YES** the use of a laptop had improved their way of working



### How has/hasn't the laptop helped?

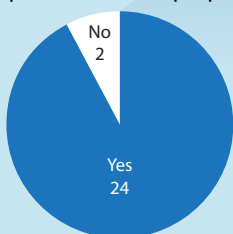
I am able to access all systems that allow me to be as effective as I can be whilst out on the road. Covering ANPR Cleartone live camera monitoring, checking of emails on the go to keep up to date with circulations. Interrogation of PNC and Niche for on the spot intel.

No benefit or improvement over old systems.

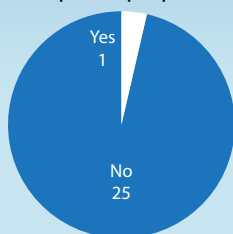
# Tri Force 3G laptop questionnaire summary



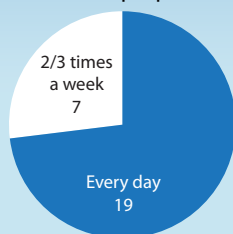
Do you have a personal issue laptop?



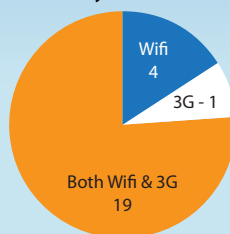
Do you have a pool laptop?



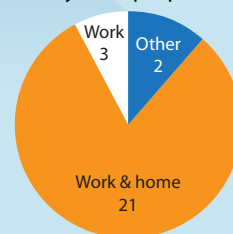
Do you use the laptop?



Which connectivity do you use?

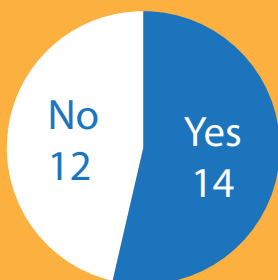


Where do you use your laptop?



Would you consider changing your laptop for a tablet?

**54%** of people asked said **YES** they would consider changing their laptop for a tablet



Can you think of anything which could improve your use of the laptop/tablet?

A CF memory card reader to enable me to download VE photographs to my B drive files. This would enable me to complete reports without seeking out one of the few locations available to facilitate the downloads.

Other suggestions included: illuminated keys, in-car charger, use of signature pad, mouse, portable printer

Has the use of a laptop increased the time you spend out of the office, being more visible to members of the public?

**YES - 78%**

of the 23 people asked, 18 said they felt using a laptop had increased the amount of time they spent out of the office - making them more visible to members of the public.



Of the 23 people asked, five said they didn't feel using a laptop had increased the amount of time they spent out of the office.

**NO - 22%**



## Tri Force 3G laptop questionnaire summary

Can you give an example of where you have used a laptop without having to contact the control room?

"All the time. Briefing, reviewing logs, emails, niche etc."

"Yes by checking logs I'm able to attend jobs in anticipation of being despatched."

"Update logs and vehicle PNC's."

"Monitoring ANPR I intercepted the vehicle, did a PNC check via the laptop and called MIB via the phone function. No insurance was confirmed. The only call to the control room was to arrange recovery. I then updated the log via the laptop."

"On Tri Force firearm operations, laptop used for briefings and the like."

"Any viewing of emails, logs and any of the police indices. Use of maps for recces."

"Monitoring logs and extracting information directly from storm logs."

"DVS checks."

Do you have any other comments regarding the use of laptops/tablets?

"All good so far."

"I have asked if the laptop is durable enough to carry in a motorcycle pannier, as the current carrying bag does not fit in. I was told that it probably isn't robust enough to withstand the vibrations and harsher environment."

"Chargers/docking stations in vehicles would be useful so it can be on all the time, accessible and more comfortable to use."

"I think if we link this system with body worn cameras and mobile fingerprint we will truly have a mobile police suite which will lead to cutting down on estate space, as well as time spent using desks. Our office becomes mobile and gives the ability to spend more time in our communities."

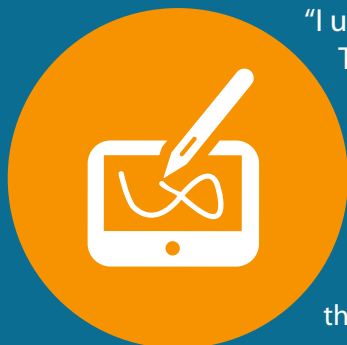
"A good idea but as yet I have not been issued with an in-car charging unit which would make things easier for me during longer tours of duty."

"Best bit of kit I have ever been issued within my 25 year service."

"Would be better if it had PNC access (replace NPR)."



## Police device feedback



"I used the signature Epad to take a statement from an injured party at their home. There were no issues with connectivity, and the Epad worked really well. Although we now have the capability of printing when away from the station, this does require carrying a bulky piece of equipment. The tablet overcame this and saved time.

"I was shown how to use the Epad which took roughly half an hour to set up and was very thorough. I would not have been able to set this up without assistance, but once the hardware is installed the software is fairly intuitive and easy to use.

"In all I would say this is a very beneficial piece of equipment and should aid officers with investigations. I think this would really prove its worth in the early stages of any investigation as it would enable officers to take and upload statements from victims and witnesses locations, whilst allowing officers at the station to read them straight away and begin to plan for interviewing suspects."

"Last week my laptop was replaced with a 3G model - I wish I could describe to you how revolutionary it was to be able to do my work whilst mobile.

"Much of my role as 24/7 shift Inspector is managing incidents from afar and monitoring logs, as well as updating custody records, email chains and NICHE entries. This necessarily means I am computer bound for much of my time. Last week I was able to spend the majority of my shift 'out and about' ready to respond and to back up. Admittedly, I spent a lot of time sitting up in prominent positions in my marked vehicle working on the laptop, but I was out, adding a visible presence and in a position to help the team far more easily than responding from the station. I was even able to do a full prisoner review whilst they were asleep, by calling custody from the car, checking the custody record, NICHE and writing up my review findings."



"As a Force, it is a big confidence boost and gives a professional look when an officer can use a laptop or tablet bringing them into the 21st century."

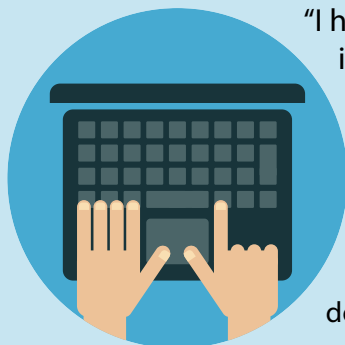


"Before using a laptop I worked many extra hours typing up notes and undertaking work from my pocket book. By having access to a laptop I now work, on average, 10 hours per week less (outside of my standard hours). I no longer need to spend 12-13 hours a day in the office but can work remotely and access systems and update on the go.

"A builder working at my home complained that no progress had been made on a recent theft where £6,000 worth of kit was stolen from his van. I was able to access Niche through my laptop and find out where in the system the theft was and give the builder an update. This strengthens the public perception and confidence of the police tackling crime."



## Police device feedback



"I have been doing this job for the past 24 years and in that time I have been issued with numerous gadgets to enable me to do the job quicker and easier, however most of them have been a bit of a flop. This laptop is by far the best piece of equipment to date.

"I am on traffic on Tri Force and used to utilise the in car ANPR system to capture 'No Insurance' markers. I initially had a very high, if not the highest, seizure rate for vehicles committing this offence in Wiltshire. Mid year the ANPR in the cars went downhill and my seizure rate fell with it.

"Since the issue of the laptop, my seizure rate has now risen to a high level. With the laptop I am also able to PNC check vehicles and persons at the roadside without bothering control room enabling them to be able to deal with other matters.

"I can also roadside check vehicles for Tax and MOT again, freeing up the control room. To date, I have found the speed to be very good but as this is Wiltshire there are obviously some areas of poor cover, although most of the areas I patrol in have good reception."

"When on patrol the tablet is my preferred device to use and I will have the tablet out of the bag and ready to go.

"My main use of the tablet is to carry out checks and check emails quickly without the need to start up the larger and more awkward laptop. This can be evidenced by a duty which I carried out when PNC was down and vehicle checks were difficult to carry out. I was able to use the tablet to carry out MOT and tax checks on vehicles quickly. I will also use the device when on patrol if I need to make any Microsoft Lync calls.



"The Bluetooth earpiece has only been used with the tablet and still is my preferred device when using Microsoft Lync. This is down to the reliability of the earpiece - I know that when I make a call I can be heard clearly and I can hear clearly without others listening.

"The tablet device has recently lost all Bluetooth connections, which has made it unusable. I appreciate that the tablet has an on screen keyboard, however this cannot be used when connected to the police servers. The tablet is far more mobile and easier to use when in a vehicle."



"I have used the wifi camera to photograph road traffic collisions and motoring offences (vehicle defects). I have then been able to send the images to officers directly via email. I can see that the camera would be used by officers for a variety of offences.

"The camera works very well at night and produces very clear images. It would be useful for the camera to be set to connect to the Wilts Wifi connection as this would save time. I have been using the in car Wifi and my home Wifi. I have tried to connect the camera to the wiltsonline site but it will not connect."



## Police device feedback

"I was away from the station when a report came in of a domestic and a male who had access to firearms, I was able to use the tablet to see where my resources were in the county and contact colleagues out of Force to help assist. Without the tablet I would have needed to go to a station.



"I was able to use the laptop at home to write up policy books for a fatal collision I was dealing with this avoided me staying on at work and I was able to work unhindered at home to complete my enquiries ready for the next shift in the morning."

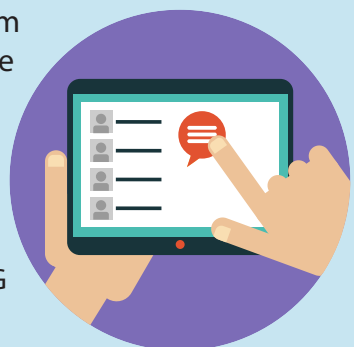
"I have been using one of the issued laptops for the past few months and I have to say it is the best bit of kit I have ever been issued.



"IT are currently trying to resolve the Citric issues with accessing other networks but once sorted, the laptop will get you onto every police system from one device. We are not new to issuing laptops in Wiltshire, however the difference is that we have gone into a strategic partnership with Wiltshire Council which is rolling out a valuable joint IST infrastructure. My old work laptop was unreliable, out dated and not fit for purpose, the new ones are excellent. Therefore if you hear any moans about laptops, please be reassured it will be in relation to the older ones that are being replaced.

We use Lync a lot internally now for phone and video conferencing. This may remove the need for lots of travelling for meetings etc."

"The ability to 'agile' work has transformed my role as Chief Officer because I am able to access any police system whenever and wherever I want. The tablet size and weight makes it a compact and mobile device which improves daily movements, as everything I need to work is in your pocket.



"I was able to spend all day working remotely on a single battery during an out of Force meeting and access to the police systems worked seamlessly over the 3G connection. Whilst on call, I was able to take part in a Lync conference call over the 3G connection, this time in my car, to discuss the day's Force critical incidents."

"Financially, this must be making a great saving on officers 'wasted time'.



"At present the only teams within my command that have the laptops are CID and LCT. They are really pleased with them and are using them to ensure they can take statements remotely at the time, use video to show scenes of crime to others in the office, use the mi-fi to make the best of the technology out and about."

