Interoperability and First Responders - The UK Experiences

- The National Policing Improvement Agency (NPIA) UK London
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 operational
- Geography
- History
- Life cycle differences

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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.
Tri-Service interoperability

Setting the standard for Command - Control - Coordination

Phase 1: Radio Communications for a 21st century response to Major Incidents

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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

Image courtesy of AP Wide World Photos
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
Interoperability

Public expectations of Emergency Services

• Capacity
• Capability
• Competence
to respond effectively to ‘set piece’ incidents.

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Interoperability

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

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"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

Images courtesy of BBC
Boscastle 2007
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

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

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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

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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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Images courtesy of London2012
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