

# Intelligence-Led Policing (UK)

Policing

**Author:**

Peter Ship

**Date**

December 2009

# The end solution for intelligence-led policing in the UK

*Peter Ship, a retired DCI and intelligence specialist at Memex, discusses the benefits of an end-to-end policing solution that he believes is set to change the way UK police forces use and share information*

Police Services in the 21st century are moving towards closer partnerships with the communities they serve in order to provide a better and more responsive service. However, this has to be achieved in a very demanding environment with ever increasing regulatory demands, scarce resource and financial restraints, especially now given today's economic climate. The UK law enforcement community must also be clear on the best way to capture, manage and share information to ensure the safety of communities is maintained.

The requirement to improve the management of information held by police forces driven by MoPI (**Management of Police Information**), as well as the imperative to share information specifically within future PND (**Police National Database**) requirements, has led many police forces to review their IT and how they manage information, both internally and externally. While this clearly represents a valuable step forward for the industry, there is still work to be done by police forces in order for them to take full advantage of the IT solutions available and in my opinion become truly intelligence-led.

Traditionally, a lack of joined up information through disparate systems within police forces has meant that it can be time consuming for officers to find what they are looking for during an investigation and often miss relevant data as they are not seeing the whole picture. Whilst officers will often access criminal and intelligence information gained from surveillance and informants, it can often be the one 'seemingly irrelevant' piece of information held elsewhere which holds the key to an investigation. However, after much debate within the industry an end-to-end policing solution integrating all police operational systems is on the horizon, which will change the way police forces use and share information, and which I believe holds the key to becoming truly intelligence-led.

Business uplift is of course a key driver for any new technology implementation and many police forces have been considering integrated business solutions, rather than individual technology packages, for some time. Now this will become reality with an integrated end-to-end technology solution, ensuring all police applications function on the same platform. This will provide massive benefits through interoperability of solutions, utilising common tools and writing to common core records, making it easier for police officers to view, search and manage information, as well as creating time and cost efficiencies for forces enabling them to get officers back on the streets and away from desks

The highly intuitive nature of the new end-to-end system will mean that users can be directed automatically to information they require through links and triggers, making it easy for users in basic roles to navigate and make informed decisions based on specific relevant information. The system will also be fully configurable for individual forces, allowing them to respond quickly to changing business processes and legislation without having to engage with the vendor again - an important cost saving requirement for forces in the current economic climate. Officer and public safety is also crucial and therefore a major benefit of an integrated system is real-time entry where information is updated instantly across the entire platform, giving officers the full picture at any given time and allowing them to respond to events and incidents in the best way possible.

Becoming MoPI compliant is currently an issue challenging all UK police forces with many struggling to find an internal solution for ensuring all information is stored and managed legally. However, an integrated system will streamline the MoPi Retention, Review and Deletion Processes combining it with day today business workflow and automating much of the process, providing big resource saving. Overall, an end-to-end solution for managing and sharing information will help forces to become more strategic in resource management and deployment as it will provide the knowledge required to identify the key priority crimes in their area much more effectively.

It is impossible to know today what information you will need tomorrow, which is why it is so important for police IT systems to allow users to search all available data, as information which may have seemed peripheral at the time could be key to a future investigation. As police priorities change, the nature of information searched for changes. Providing the relevant access to a 'real-time' end-to-end system will ensure decisions are made on the widest pool of information available. However, permission levels can also be set to maintain the security of information and ensure control over sensitive information that only requires access by specific users as necessary. As well as providing benefits to the officers on the ground it will also aid communication at force level whereby all information held within the system can be used at internal strategic and tactical meetings, helping to drive operational reviews and strategic goals. An end-to-end solution can also be implemented in government and private organisations and tailored to the needs of each, offering an improved level of multi-agency information sharing.

Ultimately information feeds information. The larger number of different types of users accessing this type of system, understanding how this can help them to better perform in their role, the more likely they are to enter relevant information and progress a virtuous circle of information recording, which will allow police forces to become truly intelligence-led.

***For further information or to contact Memex with your views on this article, visit [www.memex.com](http://www.memex.com)***

## Contact Us

### Memex Technologies Ltd and Memex, Inc

#### UK and International

Memex Technology Ltd  
2 Redwood Court  
Peel Park  
East Kilbride G74 5PF  
Scotland  
**Telephone:** +44 (0)1355 233804  
**Fax:** +44 (0)1355 239676

#### America

Memex, Inc.  
22636 Davis Drive, Suite 130  
Sterling, VA 20164, USA  
Telephone: +1 703 556 4031  
Toll Free: +1 866 MEMEXUS  
Fax: +1 703 556 4282

#### Copyright ©

*No part of the contents of this publication may be reproduced or transmitted in any form or by any means without the written permission of Memex.*

## More Information

For the latest information about our product and services, please visit

***<http://www.memex.com>***