

**E-POLICING SERVICES**

**Report and Presentation of the Chief Constable**

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**1 PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to inform members of progress with the e-policing project.

**2 BACKGROUND**

- 2.1 The work being undertaken to develop electronic policing services for the public has resulted from a successful bid for Invest to Save Budget (ISB) funds. The bid outlined a number of potential services that could be provided by electronic means to improve the service to the public and/or improve the efficiency and effectiveness of the service provision.

- 2.2 The award of the funding includes resources to provide staff time for technical design and development along with associated equipment for the initial services identified. The aims of the e-policing project is to:

- enhance choice and improve citizen access to police services
- provide quick useful and cost effective electronic service delivery
- join up local services
- improve information usage between partnerships
- support a national police Internet strategy
- deliver measurable benefits

Whilst the full range of electronic services will be constantly evolving, an initial list of services was defined to be delivered in phases.

**2.3 Progress of the Project**

**2.3.1 Technical Development**

Work commenced in early in 2002 and has progressed in line with the projected schedule. The development of a Content Management System (CMS), Submission Management System (SMS) and Web Interface was completed at the end of 2002. This was followed by the rapid development of individual e-policing services, based upon the Government standards for electronic services, and includes a complete revision of the Force web site and the creation of a multimedia library for use by staff creating material to be published.

### 2.3.2 **Services**

The following services have either already been delivered or are planned for release in the next few weeks:

- Home Page Management & I want to...
- News Releases & Events
- Officer database & Youth Issues
- Registration
- Subscription
- Area Command and miscellaneous plans and statistics
- Neighbourhood Issues, problem solving partnerships
- FAQ's
- Where I live, local information, based upon place name or postcode
- Crime Prevention material
- Quality of Service (provision of feedback)
- Recruitment
- Results of Crimes & Cases
- Crime Appeals
- Incident reporting, including racist, homophobic and other hate incidents
- Property registration
- Partners
- People the Police wish to trace

The support for the following services is scheduled for completion around mid 2003 and all content is scheduled to be in place for October 2003.

- Locations & Guides
- Neighbourhood Issues based on grid reference (map)
- Lost property reports
- Public services
- Consultation services (questionnaires, discussion groups)
- Book a call with an officer
- Missing persons

### 2.3.3 **Training**

A training programme for content developers and quality assurance staff has been developed and is in the process of being delivered to over 100 staff. Training includes the use of the Content Management System and clear english. Additional training is to be provided to over 200 Community Beat Managers, who will provide manage information relevant to their local areas, e.g. problem solving reporting, local news, events and crime appeals.

### 2.3.4 **Marketing**

A promotional campaign has been developed, and was launched to coincide with the implementation of the first e-policing services. This includes radio advertising, a Northumbria Police e-policing liveried Metro, bus advertising and

promotional items such as UV marker pens and personal attack alarms. All police correspondence and vehicles now carry the web site address.

#### 2.3.5 **Kiosks**

A pilot installation of two kiosks within the public areas of police stations commenced in March 2003. Some local authorities within the Northumbria Police area are in the process of rolling out a major program of public kiosks.

### **3 EQUAL OPPORTUNITIES IMPLICATIONS**

3.1 Nil

### **4 HUMAN RIGHTS IMPLICATIONS**

4.1 Consideration has been given to the security of access and availability of any information over a public service. This is necessary to protect the rights of individuals where information is provided to the police.

### **5 FINANCIAL IMPLICATIONS**

5.1 The work to develop the initial electronic services has been funded from within the finance provided by the ISB bid. Ongoing costs will be met from within the existing budget provisions.

### **6 RECOMMENDATION**

6.1 Members are recommended to note the contents of report.