



NOTTINGHAMSHIRE POLICE WATCHES COVERT OPERATION EFFICIENCIES

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The efficiency challenge

Nottinghamshire Police Force has 2,500 police officers across four divisions responsible for policing the county and is known as one of the busiest forces in the country in terms of crimes to be dealt with per officer. Using technology to maximise efficiencies is therefore paramount.

In particular Nottinghamshire Police Force had a requirement to more efficiently manage its covert operations. Using a paper based system, officers were spending significant amounts of time seeking authorisation for directed surveillance operations, relying on the post and, in urgent situations, physically moving authorisations around locations. Reducing the time spent managing this information had become a key driver for new technology at the Force.

Automating Covert Operations with ABM

In early 2006 Nottinghamshire Police chose to move to an electronic system and the roll out of ABM's Covert Operations solution was completed by March in just over two months. ABM is a leading supplier of criminal intelligence IT and is the technology provider for the national Scottish Intelligence Database. The Project Manager at Nottinghamshire Police Force explains the decision to use ABM: "Having supplied various technology solutions at Nottinghamshire with proven success, including both crime and source management, ABM was a natural choice for our Covert Operations technology."

With the electronic system, a police officer can now make an application for a surveillance operation, gain authorisation and receive review and renewal reminders when the application is due to run out, without having to leave the desk. The Project Manager explains: "Our management of reviews and renewals has vastly improved as the system automatically sends out reminders. Critically we now benefit from much faster processes as the time consuming paper procedures have been removed."

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Intelligent Solutions

Time reduction - the real results

Since implementation of the Covert Operations solution from ABM, Nottinghamshire Police Force has experienced all the benefits that come with improved information management processes from one central location. Data can be easily and securely accessed and viewed online, notifications are sent out to officers about work in progress and authorisations are dealt with in a fraction of the time.

The Project Manager comments: "Prior to adopting ABM's solution, the average time for authorisation of surveillance operations could be anything up to a week. With the new system, an authorisation can be created in less than three hours!"

Security is also paramount within the new system: "By managing this information electronically, we no longer have to use bits of paper which are less secure and more difficult to control. In addition, the ABM system only enables certain authorised users to access relevant documents, ensuring a highly secure approach to all of our directed surveillance operations."

It is planned that the Covert Operations management system will integrate with Nottinghamshire's Source Management solution, also supplied by ABM. "Where currently both source management and covert operation information has to be checked manually for any overlaps, the

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integration of the two systems will mean that details will be checked by the system automatically, immediately highlighting any issues to the authorising officers," explains the Project Manager. "This will help Nottinghamshire Police Force avoid blue on blue scenarios and guarantee safety. It also means that police officers will not unwittingly tread on each other's toes!"

The Project Manager concludes: "The phenomenal savings in time and the improvement to the management of surveillance information has made the Force significantly more efficient."

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