

Incident Management Technology

Driver – Technology

Related Drivers – Counter Terrorism, Collaborative Working Between Forces, Procurement, Police Powers, Advances in Technology, Airwave, CCTV, Facial Recognition, Compatibility, Information Sharing, Public Order Policing, Public Confidence in the Police, G20 / Public Order Tactics, Jean Charles de Menzes Shooting

Background

It was cited in the HMIC thematic inspection, *Beyond the Call*, that patrol officers expressed frustration at the apparent lack of co-ordination in the allocation of jobs; many reported anecdotally being sent from one end of a county or city to the other, often passing other patrols that were in a better position to attend.¹

Police use of technologies such as the global positioning system (GPS), automatic vehicle and people location systems (AVLS and APLS), and geographic information systems (GIS) aid police dispatch and control centre staff to manage resource more effectively. Two of the main benefits of these technologies are officer safety and the ability to see which resource is closest to an incident, avoiding the need to rely on personal geographic knowledge or radio updates from officers and saving valuable time. Resource deployment is enhanced with GIS mapping systems that can be used in conjunction with AVLS and APLS to provide dispatchers or controllers with up-to-date information to assist them, and to provide patrolling officers with other information and intelligence.

At the time *Beyond the Call* was published a few forces were in the process of testing AVLS and APLS in small pilot schemes and experienced some technical issues around integration with current systems.**Error! Bookmark not defined.**

In an environment of productivity and efficiency, proper resource management through police dispatch and control centre staff is vital. Technologies such as those listed above can assist forces in keeping command and control system data as up to date and accurate as possible, allowing for effective resource management. In Flanagan's *Review of Policing* it was suggested that forces should explore the benefits of these software systems.²

Potential Skills Needs

Resource management skills – use of new technologies to effectively manage resources

IT process management skills – ensure new technologies integrate with current systems to maximise effectiveness

¹ [HMIC \(2007\) *Beyond the Call: Thematic inspection of police contact centres' contribution to incident management*. London: HMIC.](#)

² [Flanagan, Sir Ronnie \(2008\) *The Review of Policing: Final Report*. London: Home Office.](#)