

O₂ customer story



O₂ Digital Policing

Surrey & Sussex Police

Increasing the time officers spend on the frontline





“Technology plays a huge part in my day to day life, everything I do I do on the move and myself and staff and officers are wholly reliant on having the information to hand when they're out on the road.”

Gavin Stephens, Deputy Chief Constable, Surrey Police

O₂ customer story

Making communities safer through technology

It may not often be thought of as such but policing has the same complexities faced by every large organisation, including call handling, finance, IT and HR behind the scenes, along with a huge workforce - Surrey Police alone have around 4,000 staff and officers.

Technology has long played an important role in policing, however mobile policing is enabling greater efficiency and more visible policing due to time saved by the reduction of paper work and easy access to information while in the field.

Due to the unpredictable nature of their jobs, officers are required to be on the road a huge proportion of their time, their office is their car.

Being able to have important information to hand makes a critical difference to them. This includes photos and information to confirm a suspects identity, details of a vehicles road tax status, and a host of other information that helps decisions to be made. In using apps there has been a significant reduction in the need to call dispatch for information allowing for faster information access, and information can be retrieved discreetly.

Sussex Police

Sussex Police serves East and West Sussex and the city of Brighton & Hove - an area of 3,780 square kilometres.

Being truly mobile

Aside from the convenience and immediacy of data being available on request there is the added benefit of saving on travel time and resources. There is a clear reduction in the need to return to the police station throughout a shift to access, update or input information – approximately 2 hours per officer per shift.

O2 provide the Pronto e-notebook to officers, with pre-loaded applications allowing them to continue their tasks seamlessly from any location. With the devices protected by mobile device management software, the apps provide an ability to consolidate information from over 35 different systems across both forces. This sharing of information also enables collaboration on cases as needed, reducing errors and expediting the reporting processes.

Giles York, Chief Constable, Sussex Police says, “the mobile device we use in policing, provided by O2 has an Airwave Pronto software solution, which allows officers and staff to do pretty much anything while they’re out in the community. They don’t need to use forms or pens and paper anymore, its all done on the move for them.”

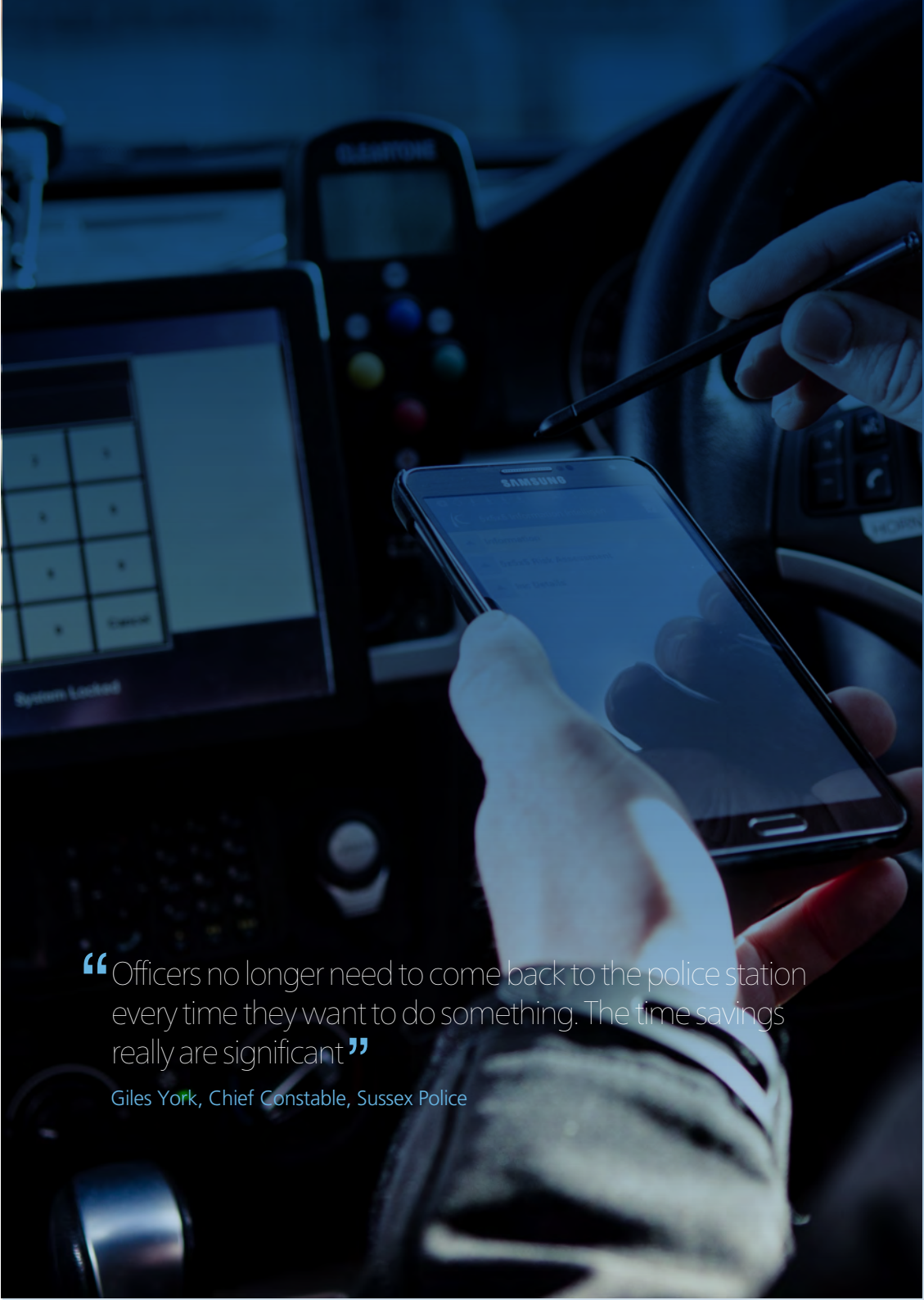
Mobile policing affects all departments, from traffic and road policing to investigative policing, where much evidence will be digital.

With officers now able to access real time data wherever the workforce are has meant that both Surrey and Sussex Police have been able to make their respective regions safer.

“We’re making our roads safer, not only by taking dangerous cars off but finding the criminals who are using the roads as well. That’s been possible through having this mobile data.” Giles York

Surrey Police

Surrey covers 644 square-miles, with one county council, 11 boroughs/districts and six clinical commissioning groups with five major hospitals. It has 62 motorway miles, including the busiest M25 stretch. Surrey borders the UK’s busiest two airports.



“Officers no longer need to come back to the police station every time they want to do something. The time savings really are significant”

Giles York, Chief Constable, Sussex Police

Sussex Police

Already a low-cost force (spending £37m below the national force average), since 2010 the force has made savings of £76m and continues to systematically transform its operation, embedding consistent, professional practice that is ethically based, increasingly collaborative and informed by what works; using innovative systems and technology.

Surrey Police

The Olympic legacy increased the sporting footprint, with national cycling competitions and the country's largest one-day sporting event (Epsom Derby). The increase in cycling on Surrey's roads has caused tensions for road users.

- Regional deployment sees over 3,000 officers using Airwave's mobile Pronto e-notebook and suite of applications, driving the effectiveness of frontline policing.
- Officers to save between 1 – 2 hours of admin per shift, leading to more visible policing.
- Surrey Police report efficiency savings worth up to £7 million thanks to investment in digital mobile policing.
- A third of all Great Britain's police forces are now using Pronto to replace time intensive paper based frontline reporting.

**For more information,
call us on 0800 955 5590**

Published in October 2018.
All information is correct at time of going to print.
Telefónica UK Limited Registered in England no. 1743099.
Registered Office: 260 Bath Road, Slough SL1 4DX

O₂
business