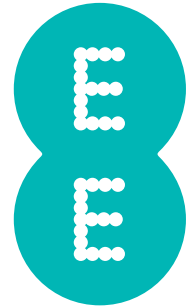


LANCASHIRE CONSTABULARY

GIVING OFFICERS MORE TIME ON THE BEAT



Force improves efficiency and officer visibility by replacing repeat visits to the station and paper-based processes with fast, digital policing using 4GEE

Customer's challenge

Policing some 1.5 million residents and 2,000 square miles, Lancashire Constabulary is consistently rated as one of the best forces in the country. One of the biggest transformational projects it's ever undertaken is now greatly assisting in ensuring this high performance remains the norm, despite the financial pressures that significant budget cuts have created.

"Officers on the beat used to rely on paper notepads and walkie-talkies," says Superintendent and Head of ICT, Richard Robertshaw. "They would often have to return to the station to complete admin tasks and enter data onto systems.

"Our research has shown that it wasn't uncommon for police officers to be spending over 50 per cent of their time in stations re-entering data they had already written down on paper at the scene of incidents. In summary our working practices were inefficient and wasteful."

Our solution

Over 2000 officers have swapped paper notepads for Samsung Galaxy Note 4 smartphones, running on the biggest, fastest and most reliable UK network with the Super Bundle package. So, they spend less time at the station and are more visible and efficient.

Designed for data-intensive organisations, the EE solution was chosen because it offered the best connectivity experience and most flexible package. The Super Bundle chosen by Lancashire Constabulary allows all users to share 200 terabytes of data with no monthly usage cap or expiry date: This is the equivalent of 200,000 hours of video or over 60 million images.



There's less writing and admin so officers have more time to spend on the streets and in the community. Checks can be carried out when travelling to incidents, rather than at the scene.

Richard Robertshaw, Superintendent and Head of ICT, Lancashire Constabulary

"We scoped the solution for all first-line responders, but didn't want the headache of managing 2,200 individual data tariffs," explains Richard Robertshaw. "EE simply had the best mobile coverage and could offer a great deal on provision of the Samsung devices.

"Based on predicted usage we think the 200 terabytes will last for the three year duration of the initiative. Another big advantage of the Super Bundle has been that EE allows us to add new devices at any time, ensuring flexibility to changes in our mobile data requirements."

On-track for effective digital policing

The project is part of a multi-million overhaul to ensure Lancashire Constabulary meets national requirements, improves security and streamlines IT infrastructure. It's revolutionised how the force works by enabling officers to access systems and files on the go.

The Samsung Galaxy Note 4 devices are loaded with customised apps, allowing officers to read live crime and incident reports, take witness statements digitally and run checks on the police national computer.

"EE gave us cost certainty for the rollout of a large number of devices and helped make sure we were on-track to achieve all our goals," says Richard Robertshaw.


4GEE at work case study

One of the most significant outcomes is to provide a better service for crime victims. They can now stay in direct touch via email, text or by calling the officer's Samsung device. As well as streamlining communications this cuts radio traffic and calls to the switchboard, cutting out the need for operators to redirect callers or take messages.

More engaging and better-informed officers

Policing is more visible and better informed. "There's less writing and admin so officers have more time to spend on the streets and in the community," adds Richard Robertshaw. "Checks can be carried out when travelling to incidents, rather than at the scene."

By using their mobile devices to look up previous events and search databases officers can make sure they're better briefed, with greater situational awareness.

 **These smartphones are not just another piece of kit – they're enabling officers to work differently and much more efficiently. 🚔**

Mark Bates, Assistant Chief Constable,
Lancashire Constabulary

Policing is more responsive. Before, a routine traffic offence like stopping a driver for not wearing a seatbelt would have meant writing out a ticket and going back to the station to submit the report. Now, there's no paperwork. Using the Samsung device, fines can be instantly raised and paid on the spot.

In addition, officers are able to post directly to over 70 social media sites to make instant appeals for help or to engage directly with the public on local policing issues. Assistant Chief Constable Mark Bates sums up: "These smartphones are not just another piece of kit – they're enabling officers to work differently and much more efficiently."

Get in touch

To see more examples of how 4GEE can transform your business visit: <https://ee.co.uk/4geeatwork>

To learn more about Lancashire Constabulary, go to: www.lancashire.police.uk

Follow EE on [LinkedIn](#)

Request a call-back at:

<https://ee.co.uk/business/large/call-me-back>,

or for more information please phone **0800 079 0876**

The UK's biggest and fastest overall network

The services described in this publication are subject to availability and may be modified from time to time. EE 4G coverage available to over 90 per cent of the UK population and growing – see www.ee.co.uk/coverage for details. Fastest overall network: Mobile only. Based on RootMetrics RootScore® Reports on data speeds of four mobile networks as an average across 3G and 4G in 16 UK large urban zones, Jan-Oct 2013. The RootMetrics award is not an endorsement of EE. Visit rootmetrics.co.uk for details. Biggest network: Mobile only. Services and equipment are provided subject to EE standard terms and conditions – see ee.co.uk/business/terms for details. Nothing in this publication forms or implies any part of any contract.

