



## UK police force improves crime-fighting effectiveness and aims to save over £6,000,000 per annum in efficiency savings with BlackBerry solution.

South Yorkshire Police comprises over 3,160 police and over 2,500 police staff, supported by 245 special constables and more than 350 police community support officers (PCSOs).

### The Challenge

South Yorkshire Police wanted frontline police officers and PCSOs to have access to police information and records on the move. Reducing the amount of time that officers need to spend filing reports back at the station would enable them to spend more time patrolling the community, delivering an improved service to the public. As Sergeant Simon Davies, Project Manager at South Yorkshire Police, explains, "we have been looking at ways to streamline the way we work, as our processes are either paper based or rely on IT systems only accessible in the station."

A simple solution for inputting and accessing information while out on patrol would have a significant impact on the efficiency of policing at South Yorkshire Police. An analysis of the stop and search process found that from the point an officer stops an individual to when they input a 'Stop and Search' form (which an officer completes when an individual is searched) into the database can take an average of five weeks or even longer if the form is submitted incorrectly. In 2008, 855 working hours at South Yorkshire Police were spent inputting these forms alone.

But before South Yorkshire Police could deploy mobile services the force first of all had to find a suitable mobile platform. This couldn't be implemented at the sake of sacrificing security. South Yorkshire Police was highly concerned about the security implications of enabling mobile access to restricted data.

### The Solution

South Yorkshire Police conducted a detailed, 30-user pilot programme to evaluate the right mobile solution for the force. Among the technologies it evaluated was the BlackBerry® solution, which was already being used by senior officers for mobile email, calendar and contacts. Then, the force began examining the various solutions for security compliance.

### Benefits

Improved crime fighting

Reduced paperwork

Increased police presence in communities

CESG National guidelines



Airpoint screenshot on the BlackBerry® Bold™ 9000 smartphone

It quickly decided to implement the BlackBerry solution because it has built-in security architecture and it follows National CESG accreditation guidelines. Data on a BlackBerry® smartphone is encrypted at every point during transit and the device is automatically locked and password protected after a period of time. If a BlackBerry smartphone is reported missing, the IT department can remotely 'kill' it to prevent abuse or breach of data.

324 police officers were equipped with BlackBerry smartphones loaded with an application implemented by South Yorkshire Police and Airpoint, a member of the BlackBerry® Alliance Program. The application provides access to police records via the BlackBerry smartphone and means that police officers can identify a person, vehicle or location when on patrol. South Yorkshire Police then extended the roll-out to nearly 1,000 frontline officers, as well as PCSOs and their supervisors.

## The Benefits

Deploying the BlackBerry solution at South Yorkshire Police has demonstrated the value that mobile technology can provide police forces. The force has estimated that, once rolled-out to 2,500 police officers by February 2011, it will save thirty minutes per shift per officer, therefore generating efficiency savings of £6,037,475 per year. A police officer can now spend this extra time in the community, policing more efficiently and effectively.

The mobile solution is also helping fight crime. In a recent example, a PC used his BlackBerry smartphone to carry out a check on a male he had just stopped driving. The details given by the male brought up a record with a photo that didn't correspond to the suspect. The offender was disqualified and was arrested and charged for having no insurance and for obstructing a PC. Previously, officers would have had to carry out the police checks using their secure radios, which would only provide a verbal description of the suspect and not a photograph.

According to Sgt. Davies, "if it weren't for the photo the PC would have probably let him go. Giving false details is a ploy used by many disqualified drivers. But with the BlackBerry smartphone it is now very difficult to get away with it."

Officers are also using the BlackBerry smartphone's built-in camera to photograph evidence at the scene and to film CCTV footage to help secure convictions.

South Yorkshire Police has received such positive feedback from users that the force is looking to deploy more BlackBerry smartphones and mobilise even more business processes to frontline officers. The next step is mobilising National Intelligence Reports regarding offenders, Stop and Search forms and Command and Control. The time saved on these station-based tasks is extra time that police officers can spend in the community.

Identification and Stop and Search forms are just two of nearly 90 day-to-day processes that a business analysis identified as being suitable for mobile help. Seven of them are classified as high potential. "It's great news that the BlackBerry solution is already benefiting frontline officers. Mobilising Stop and Search forms will be the next step in increasing the efficiency of policing. Then we'll move on to mobilising other high-potential processes," concludes Sgt. Davies.

[www.blackberry.co.uk/casestudies](http://www.blackberry.co.uk/casestudies)

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Sergeant Simon Davies  
Project Manager  
South Yorkshire Police

Airpoint offers a breadth of solutions for police covering the needs of front line, covert and scene of crime officers. Off-the shelf or bespoke policing solutions from Airpoint can increase efficiency and provide enormous return on investment, by meeting the mobility needs of officers with less time spent in the station. Airpoint is a UK-based company, headquartered in Leicestershire, with a dedicated development centre in Glasgow and a regional office in Oxfordshire.