Digital 101 – Voice, AI and Smartphones

The emerging paradigm for Police Contact, Crime & Intelligence reporting
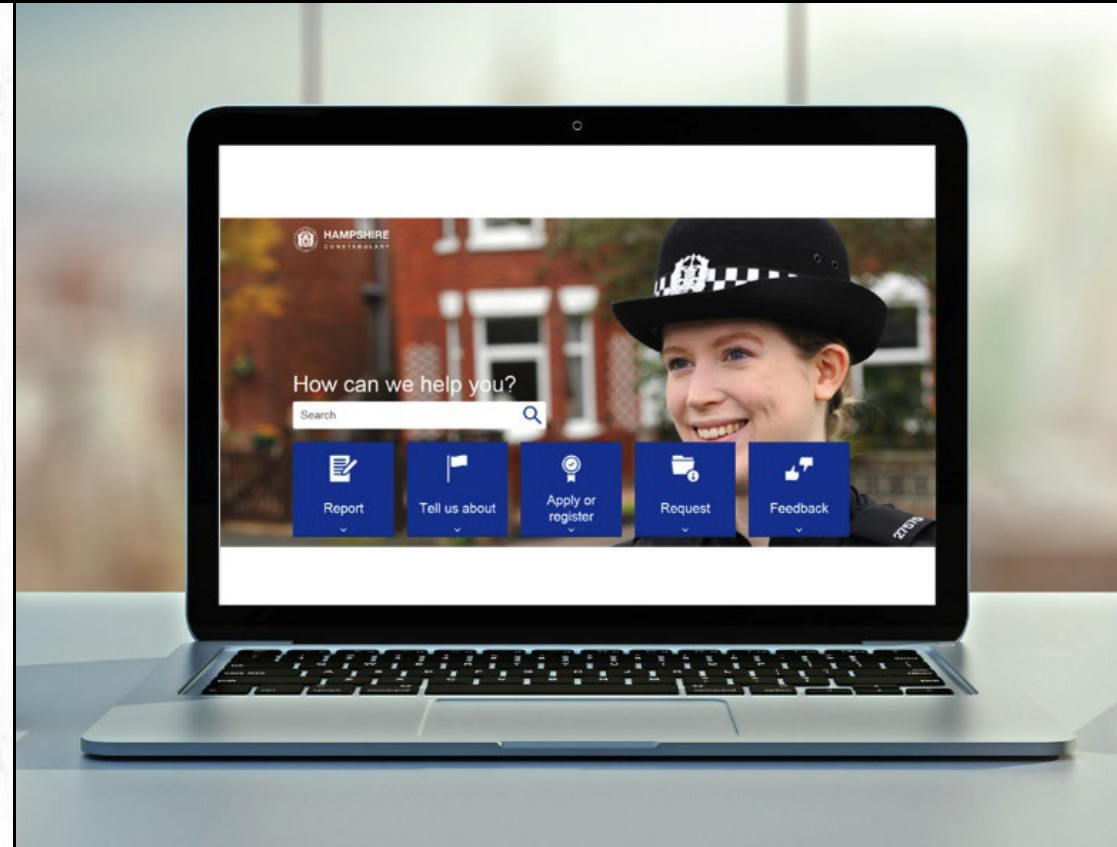
SIMON CLIFFORD

DIRECTOR OF DIGITAL TRANSFORMATION
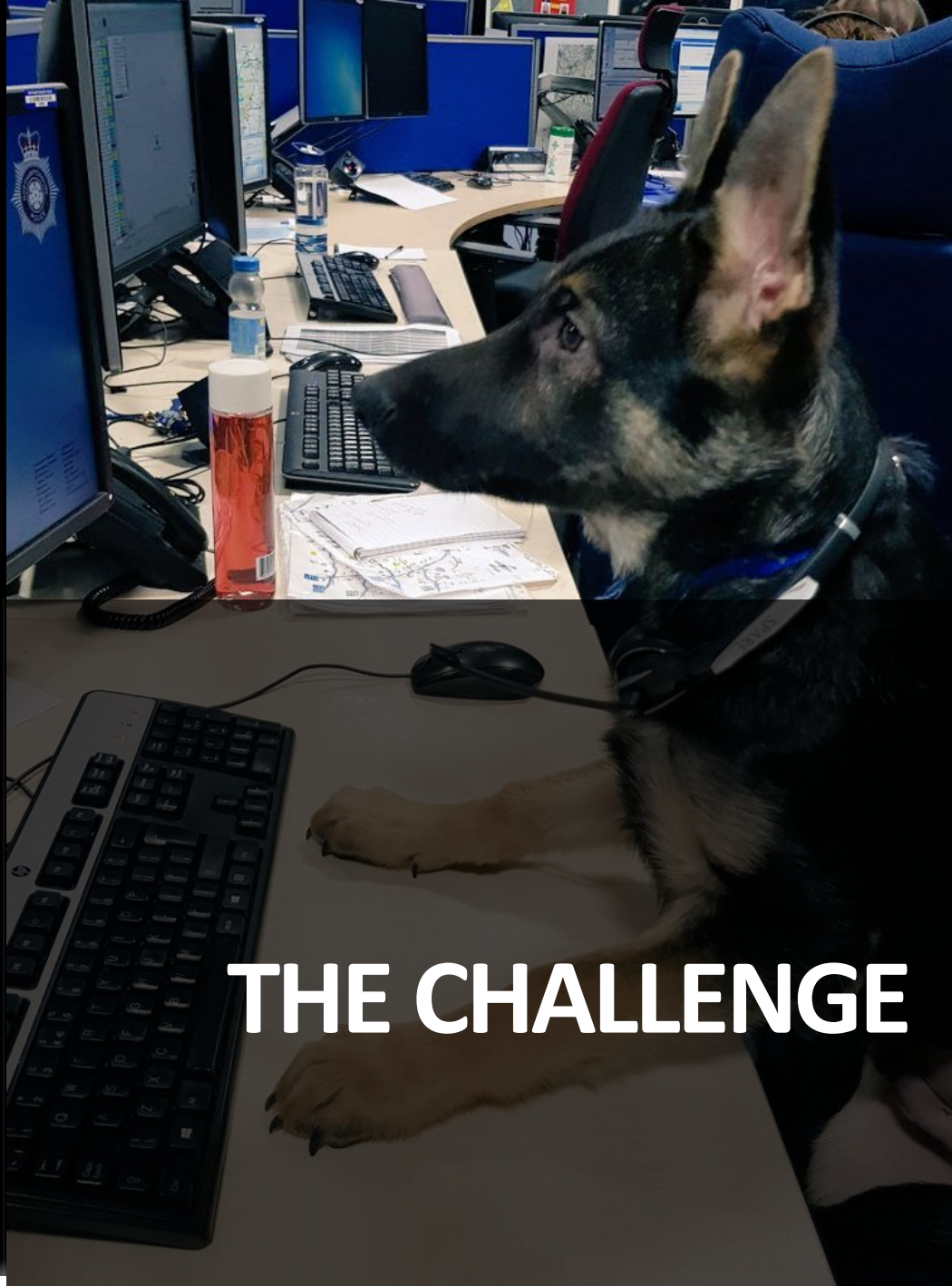
NORTHMPTONSHIRE POLICE

Single Online Home

39 Police Forces
Consistent online services (UI)
Local identity

Offering the public an online channel of choice, as a digital front counter.

THE CHALLENGE

Volume

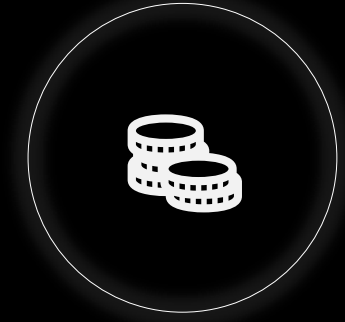Too many calls, particularly to 101, are left on hold. (15p)

Loss of intel/evidence

Digital Evidence

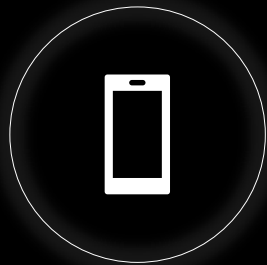Need to capture video, image and text, including meta data

(Phone, CCTV, Dash Cam)

Cost

Managing the cost of the solution and risk of managing new submission channels & increased volume
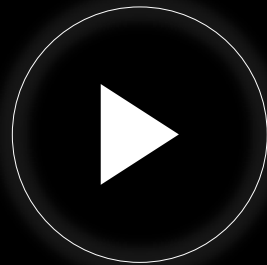
The Opportunity

Mobile Usage

Mobile is the most widespread and accessible compute platform

(WhatsApp, FBM, Skype, etc.)

Apps

1 – 4 users delete apps after one use, most apps last less than a week

Chat interface is user choice

Text chat

People often prefer the immediacy of chat.

Disinhibition = Better insight?

Cost

Chat bots use existing platforms, reducing cost.

No need to maintain platform, IOS, Android apps

Reach

Young & Old, all platforms – multilingual

Circa 50 Million users in UK

DIGITAL 101

INFORMATION, INTELLIGENCE, CRIME REPORTING, MULTILINGUAL, AI ENABLED
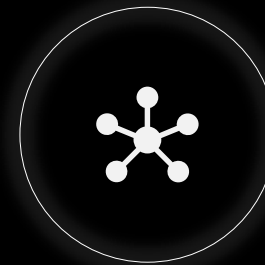
Unique

Comprehensive capability deployed by UK Police
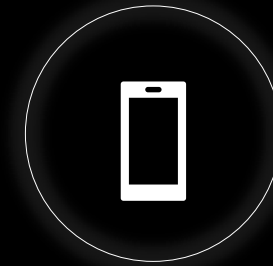
Consumer Tech

User Choice, benefit from increasing power of consumer tech.

Pilot

Phased testing commencing in coming weeks

Reach

Unparalleled reach, over 100 languages support, all forces, 50 million potential users
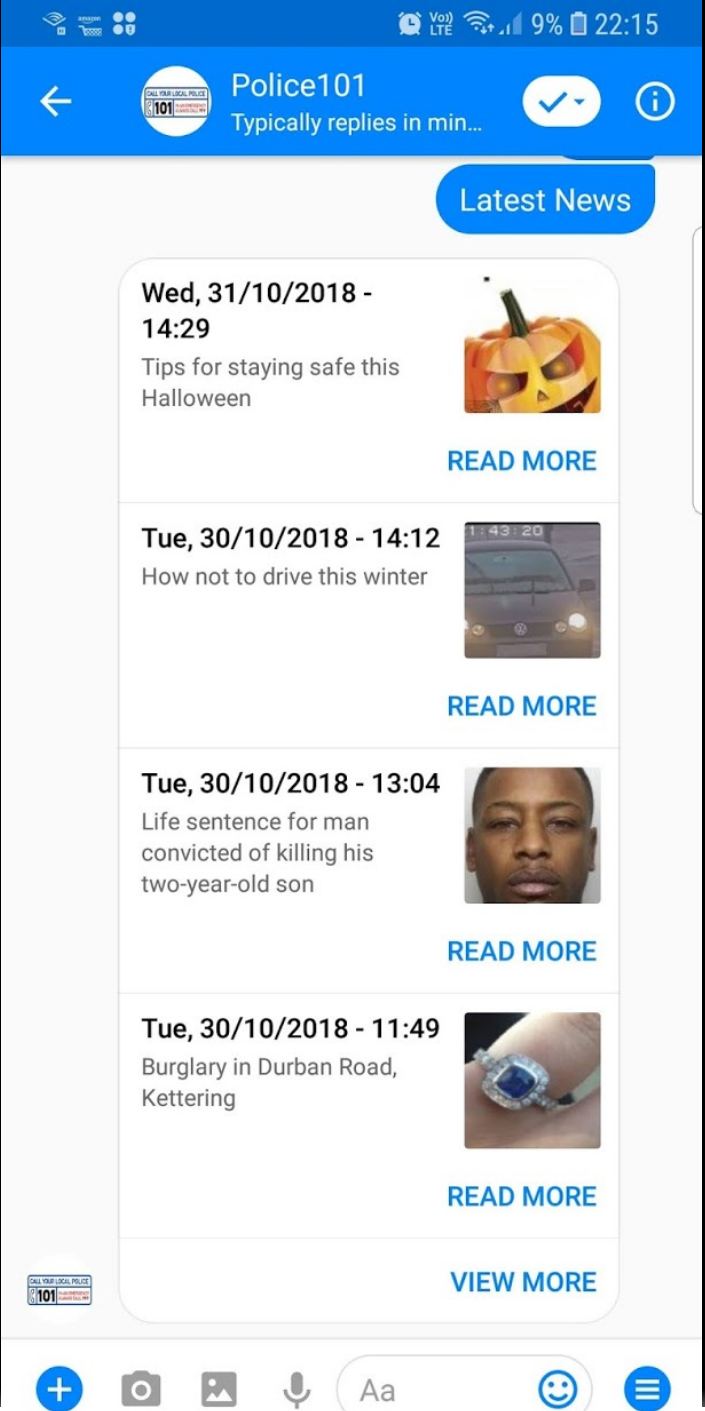
New Approach to Police Technology

MVP

- There is an acute demand to deliver new capabilities to maximise our capability to prevent crime, pursue criminals and protect the public.
  - The pace of digital transformation has to increase
  - Interative, incremental change, that is both powerful and intuitive is needed
  - Built to scale, using machine learning and retaining key IP within Policing

Serverless

- Leveraging cloud providers investment in services and micro services into serverless functions will accelerate change, whilst also delivering better public value.
  - Leveraging consumer innovation to support public protection
  - Built to reward innovation, whilst delivering VFM
  - Embracing the potential of data into ML

Screen 1:

Police101
Typically replies in min...

NON-EMERGENCY NUMBER

☎ 101 IN AN EMERGENCY ALWAYS CALL 999

Options

Hi, welcome to the Police 101 Non Emergency Service.

The number to call when you want to contact your local police in England, Wales, Scotland or Northern Ireland - when it's less urgent than a 999 call.

The menu below is here to help you get started. Type 'menu' at any time to return to this menu.

Send a message...

Latest News

Report A Crime

Support

Screen 2:

Police101
Typically replies in min...

What is domestic abuse?

Domestic abuse is defined as any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, who are or have been intimate partners or family members.

Domestic abuse is rarely a one-off event and is more common than most people realise. It often escalates in seriousness and frequency over time and can be made worse by separation, pregnancy, debt, alcohol or drug use, or issues around children.

If you are experiencing domestic abuse, it is not your fault. You do not have to suffer in silence. Northamptonshire Police and other agencies, such as the Sunflower Centre, Victim Support or Women's Aid, can help you get the support you need to move on with your life.

Aa

Screen 3:

Police101
Typically replies in min...

Latest News

Wed, 31/10/2018 - 14:29
Tips for staying safe this Halloween
READ MORE

Tue, 30/10/2018 - 14:12
How not to drive this winter
READ MORE

Tue, 30/10/2018 - 13:04
Life sentence for man convicted of killing his two-year-old son
READ MORE

Tue, 30/10/2018 - 11:49
Burglary in Durban Road, Kettering
READ MORE

VIEW MORE

Aa

Serverless Bot model v1.0
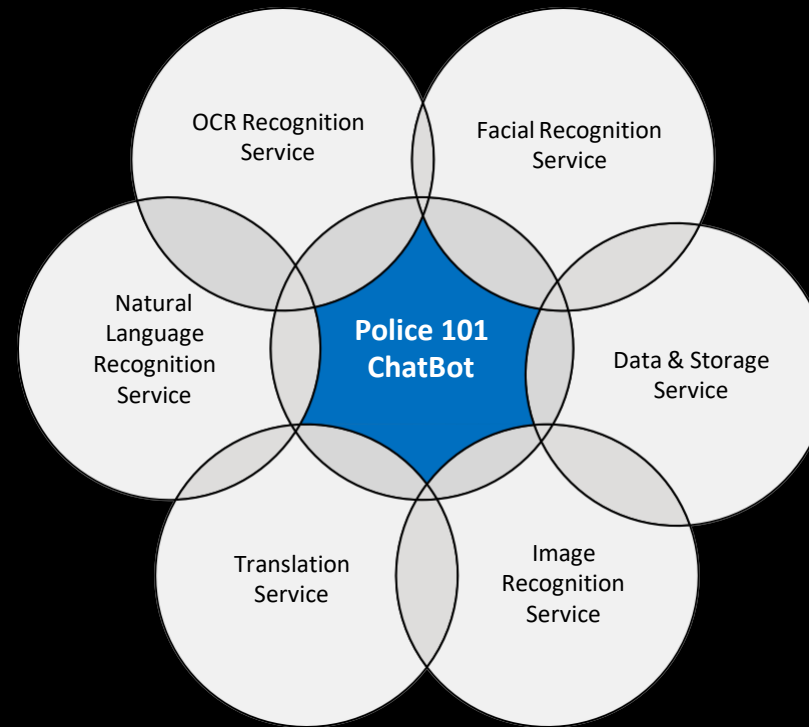
Growth Strategy

How Digital 101 can scale

Phase 1
Northamptonshire 2018/19

Phase 2
Extended rollout 2019

Phase 3
Support of 999

- 101 Information
- Crime reporting
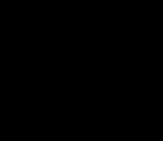- Intelligence reporting
- Multilingual
- Anonymous Reporting
- Two way interface

- Workflow integration
- Automated intelligence management
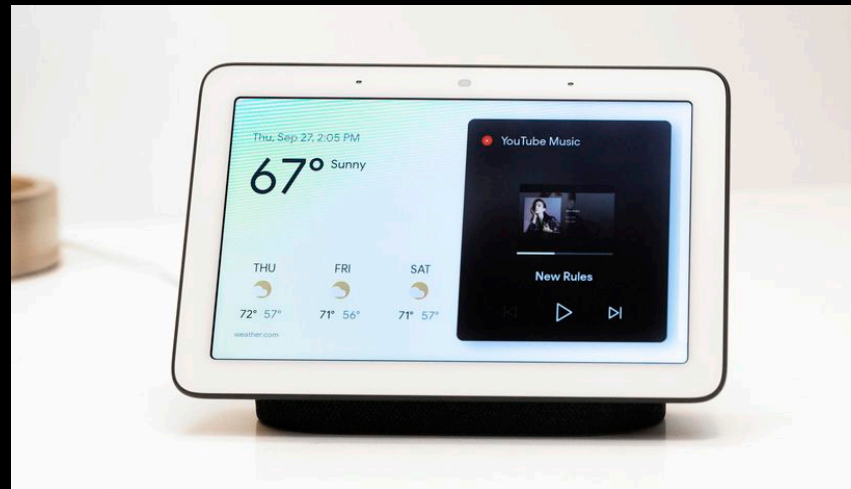- Live video feed integration
- Real time AI (meta data)

- ML assisted response
- Situational Awareness
- Public Alerting
  - (Run, Hide, Tell)
- Live intelligence management (CT)

One last thing...

One last thing...

Digital 101 works with Voice

THANK YOU

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