

Oscar Krane

WE ARE ENGAGEMENT EVENT PROGRAMME

Wednesday 7th & Thursday 8th September



EXCELLENCE IN
BLUE LIGHT



NHS
East of England Ambulance Service
NHS Trust



Philip Secombe
Police and Crime
Commissioner
for Warwickshire



Essex County
Fire & Rescue Service



LONDON FIRE BRIGADE



**Kent
Police**

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME



GIBRALTAR FIRE
& RESCUE SERVICE
Proudly serving the Rock's Community since 1865



We hear about collaboration across the public sector, Healthcare and Local Government looked to join up when Social Care responsibility was transferred from the NHS to Local Government. Central and Local Government have also been told to work closer as part of decentralisation. Emergency services have always been the most obvious to collaborate and over the past 5 plus years it has been happening, but many have felt that it has been far slower than it should have been. So why is this?

Whilst regional blue light organisations quickly took the first step towards collaboration by sharing buildings to cut costs many are now looking at how to move beyond this. That challenge though is overcoming the different requirements the 3 sectors have when it comes to joint control rooms, each has different requirements for staff, IT systems, back office etc. So how can blue light have one solution which all 3 sectors can operate from whilst adhering to the various requirements?

All of this is against a backdrop of decreasing budgets, lowering of the size of workforces and a dip in public belief and confidence in the emergency services whilst trying to increase efficiency. How can Blue Light organisations collaborate whilst maintaining their individualities?

Excellence In Blue Light will bring together senior leaders from across Police, Fire & Rescue Services and Ambulance Trusts to share their individual experiences with the hope that the collaboration of ideas during the event will replicate collaboration in the business world.

Topics to be discussed include:

- Robotics • Reporting • Integration • Governance • Applications • Cultural shift • Collaboration
- Cyber security • Cloud Adoption • IT Management • Harnessing data • Body Worn Video • Workforce mobilisation • The impact of COVID-19 • Driving economics of scale • Overcoming Misconceptions
- Business Intelligence / Analytics • Driving the benefits of digital policing • People strategy complimented by technology and digital



Staverton Park Hotel
Daventry Road
Daventry
NN11 6JT

WEDNESDAY 7TH SEPTEMBER

15:00 – 18:00 HOTEL CHECK-IN AND FREE TIME

18:45 – 19:30 REGISTRATION AND DRINKS RECEPTION

20:30 – 22:30 NETWORKING DINNER

THURSDAY 8TH SEPTEMBER

07:45 – 08:20 **REGISTRATION, TEA, COFFEE & PASTRIES**

08:20 – 08:30 **CHAIR'S WELCOME AND OPENING REMARKS**



Stephen Bromhall, *Chief Digital Information Officer*



08:30 – 09:00 **THE ROLE OF THE POLICE AND CRIME COMMISSIONER AND WORKING IN PARTNERSHIP WITH EMERGENCY SERVICES**



Philip will be discussing his role and the importance of working in partnership with blue light services, the principles of partnership working, the benefits they can bring.

He will provide examples of the changes that can be made as a result.

Philip Seccombe, *Police and Crime Commissioner*



09:00 – 09:30 **EFFECTIVE TRANSFORMATION**



Over the last 20 years large scale monolithic change and big-bang go-live approaches, have frequently resulted in failure for either the client, the customers, the implementers or all three, sometimes leaving government departments held hostage by system integrators, consultancies requiring significant compensation for low value services, dissatisfied users, inefficient products and expensive change requests.

With pressure now increasing from new challenges such as the global pandemic, climate change, hard Brexit, recession and social unrest, new systems and processes are urgently required and customer needs and wants are changing fast.

Transformation is necessary but with the right approach it can be achieved successfully, with significantly reduced risk, lower costs and a higher user/customer satisfaction. Fimatix has proven expertise and innovation to support you through your digital transformation journey.

Simon Durnall, *Chief Business Officer*



09:30 – 10:00

LEADING COMPLEX CHANGE IN COMPLEX TIMES



Karl will be talking through leading complex change in an uncertain and unpredictable environment. Looking out how successful organisations convert uncertainty to growth and how leaders need new approaches to navigate successfully whilst increasing pace. Leading complex change in today's connected, high tech and rapidly changing environment is becoming more and more challenging. Living in a world where information can be accessed and shared at the touch of a button and the time from event to reaction is fast reduced, the nature of change is hard to predict. Karl will be sharing some examples and strategies for leaders to consider and sharing his journey across the blue light sector.

Karl Edwards, *Director of Corporate Services*



10:00 – 10:30

CYBER ATTACKS – NO IT SYSTEMS FOR MONTHS – HOW WOULD YOU SURVIVE?



Join Richard Dawson and Chris McLauchlan as they explore the ongoing and emerging threats to councils' data and share first-hand with you how they are helping other local authorities through these challenges.

We will cover why traditional backups and DR are not enough to provide you with the assurances you need.



Don't be the next organisation to suffer reputational damage, significant outage, and massive costs.

Richard Dawson, *Public Sector Sales Manager*
Chris McLauchlan, *Business Development Manager*



10:30 – 11:30

TEA, COFFEE & NETWORKING BREAK

**PLEASE CHECK THE SCHEDULE ON THE BACK OF YOUR BADGE AND
ENSURE YOU ATTEND YOUR MEETINGS WHICH WILL TAKE PLACE
OUTSIDE OF THE MAIN CONFERENCE ROOM**

11:30 – 12:00

THE ROAD TO CARBON ZERO



Laura and Tom will talk about how the London Fire Brigade is approaching the carbon zero challenge, where to start, how to keep it going and what the future looks like for all blue light organisations.



Laura Birnbaum, *Head of Property*
Tom Goodall, *Deputy Assistant Commissioner –
Technical and Service Support*



12:00 – 12:25

COLLABORATION ACROSS BLUE LIGHT AND TRANSFORMING THE WAY ORGANISATIONS OPERATE



Mike will cover a little bit about digital transformation but using a specific case and applying a real-life scenario over it, so looking to highlight how digital developments have moved us forward in our ability to respond to crime.

This will bring in the digital theme, bring in the topic of our new integrated command and control system as well as the lessons we learned along the way.



John Faux, *Director of ICT*

Tom Kempster, *Head of Digital Innovation*



12:30 – 13:00

OPTION 1

ARE YOU READY FOR A BREACH? THE INCREASED THREAT OF RANSOMWARE IN BLUELIGHT & POLICING



The ransomware challenge continues to grow. The proportion of organisations hit by ransomware has almost doubled in twelve months, up from 37% in 2020 to 66% in 2021.

Adversaries have also become more successful at encrypting data, with 65% of attacks resulting in data encryption last year*. Stopping ransomware requires efforts to prevent both advanced, hands-on-keyboard attacks executed by skilled adversaries as well as the growing success of the Ransomware-as-a-Service model, which significantly extends the reach of ransomware by reducing the skill level required to deploy an attack.



In this session we will cover:

1. Preparing for and responding to a cyberattack
2. How your organisation can bridge the cyber skills gap
3. Protecting your organisation from ransomware and today's complex threats
4. How your organisation could benefit from a 24/7 threat hunting service and start to priorities other key functions of your business

**Sophos 2022 State of Ransomware Solution Brief, 2022*

Neill Phillips, *Bluelight & Policing Cybersecurity Account Manager*

Chris Jump, *Bluelight & Policing Cybersecurity Account Manager*

SOPHOS
Cybersecurity delivered.

SCC
We make IT work

12:30 – 13:00

OPTION 2

SIMPLIFY YOUR COMPLIANCE WITH NATIONAL CYBER SECURITY CENTRE BEST PRACTICES USING RUBRIK'S ZERO TRUST DATA SECURITY SOLUTIONS



With the threat of ransomware attacks on the rise, organisations including police, fire and rescue, and ambulance services are concerned about the impact it will have on their organisation.

The National Cyber Security Centre (NCSC) provides advice and support on how to address these cyber security threats, ensuring your organisation is resilient against attacks. However, navigating and implementing these recommendations can be a daunting process.

Join our session and discover how Rubrik's Zero Trust Data Security ensures cyber resiliency by securing your organisation according to NCSC guidance, as well as learning how to:

- Rapidly recover the data you need to bring critical services online
- Cyber-proof and manage your unstructured data in a cost-effective manner – bodycam, CCTV, and voice recordings
- Monitor risks and investigate threats quickly
- How Rubrik data security, alongside Microsoft are addressing the increased risk of cyber-attacks targeting M365 work loads



Cathryn Miller, *Regional Director – Public Sector*

12:30 – 13:00

OPTION 3

THE SERVICES AS A SERVICE



Demonstrating how Pure can provide IT storage into the emergency services from on premises, to total SLA driven cloud delivery eliminating any IT design risks. Enabling you to make the right decision at the time without that causing road blocks in the future.

Pure's design is there to guarantee cutting edge performance day 1 and for the next 10 years +, always with industry leading support and customer satisfaction.

You will never have to go out to tender again!



Paul Clarke, *UKI Public Sector Account Executive*

13:00 – 13:45

LUNCH

13:45 – 14:15

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14:15 – 14:45

WHAT THE LADYBIRD BOOKS CAN TEACH US ABOUT INNOVATING IN POLICING TODAY



Over a racy and sometimes humorous session, Graham will take you on a whistle-stop tour of all things innovation in policing: How to get your chief officers interested in innovation; how to inspire the rest of your force to innovate; up from the ashes – handling failure (and still carrying on); knowing what's genuine innovation and what's just 'fixing the broken furniture'; how to stop good ideas from being strangled by dreaded police bureaucracy and wearisome project management; proving your innovation will work (efficacy and all that) and, finally, implementation – when to hand the 'baby' over.

Graham Hooper, *Head of Innovation Taskforce*



14:45 – 15:10

THE PUBLIC VOICE



Kenny will discuss how surveys and other data can be used to inform work that is done and improve the experience for the public. He will talk about what MOPAC are doing in London on the Public Attitudes Survey, the 'hyper local', the User Satisfaction Survey, CJS wide victims survey and the 'high harm' survey and give some examples of how that is used by both the OPCC and the police in their work.

Kenny Bowie, *Director of Strategy and MPS Oversight*



15:15 – 15:45

OPTION 1 ANATOMY OF A RANSOMWARE ATTACK



It's hard to believe Ransomware is decades old. However, in the last 5+ years, its notoriety has really grown. It has gone through nearly as many evolutions both in capabilities & the degree of organisational structures behind it. With so much evolution and change in ransomware attacks, how well do we understand our attackers' tactics, techniques and procedures and are existing prevention, detection & response strategies and capabilities still fit for purpose or do we need to evolve our thinking?

Stuart Lambert, *Public Sector Account Director*



15:15 – 15:45

OPTION 2

HOW WOULD YOU RECOVER FROM A RANSOMWARE ATTACK OR OTHER BUSINESS INTERRUPTION? (AND WHEN DID YOU LAST TEST IT)?



We live in an ever-changing and evolving world and that is evident when you look at the transformation that Public Sector organisations are going through to become more 'digital'. With this transformation comes the increasing reliance on a robust and flexible IT infrastructure that can withstand any potential interruption and ensure constant availability of the critical applications and data that underpin your business and deliver services to your 'customers'. The threat from Ransomware and other cyber attacks is front of mind and could be viewed as the modern day 'natural disaster'. However, the challenge facing many organisations is that the fundamental approach to application protection and recovery has seen little real change in the past 30 years. This session will look at why a new 'continuous protection' approach is needed and why regular testing of the recovery process is a key requirement.

Tony Walsh, *Strategic Account Director*

Zerto
a Hewlett Packard
Enterprise company

15:15 – 15:45

OPTION 3

OPERATIONALISING TECHNOLOGY TO SUPPORT DETECTION, COMPLIANCE, AND RESPONSE



Operationalising Cyber Technology is key in Blue Light with the need to detect in real-time. This is due to the landscape of devices increasing, more transient/wearable devices being used and to enable timely, relevant and actionable insights. We are in a time where optimised efforts are needed to ease the burden on already stretched resources and skills, which are required to ensure organisations are more cyber resilient.

Tyrone Isitt, Sales Manager at C-STEM, will be discussing the importance of operationalising Cyber Technology for Blue Light organisations. He will be looking at the importance this role plays within heterogeneous environments that consist of legacy, disparate and specialised technologies, which are managed and developed by teams who have varied skill levels with competing demands on time and resources.

Tyrone Isitt, *Sales Manager*

C-STEM

15:45 – 16:30

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16:30 – 17:00

THE ANALYTICS JOURNEY



Stephen will talk about the Analytics journey which the East of England Ambulance Service NHS Trust are on including the challenges faced and how they were overcome.

Stephen Bromhall, *Chief Digital Information Officer*



17:00 – 17:30

THE CHALLENGES OF BEING ISOLATED



Colin will discuss the challenges which come with being the Chief Fire Officer of a lean and isolated organisation including:

- Brief history and description of the Gibraltar Fire & Rescue Service
- Journey from childhood dream to CFO
- Perspective on what 'Excellence in Blue Light' really means
- Relationship with technology
- The concept of the dynamics of management and leadership
- The service's responsibilities/expectations/challenges as a small and isolated organisation/Emergency Service in a close-knit community

Colin Ramirez, *Chief Fire Officer*



17:30 – 18:00

USING WORKFORCE DATA TO INFORM FUTURE WORKFORCE PLANNING AND REPORT PERFORMANCE ON DELIVERY ON THE 20,000 OFFICER UPLIFT



Sarah will cover how the workforce data collection for reporting Uplift progress has evolved over the course of the programme from initially a performance reporting mechanism to a cloud based analytical tool accessible by all forces to inform current and future workforce planning to deliver both capability and capacity. This will cover data principles, analytic tools, data sharing protocols and challenges/learning.

Sarah Davenport, *Chief Superintendent – Police Uplift Programme*



18:00 – 18:10

CHAIR'S CLOSING REMARKS AND EVENT FINISH
