

Oscar Krane

WE ARE ENGAGEMENT EVENT PROGRAMME

Wednesday 6th & Thursday 7th September



EXCELLENCE IN
BLUE LIGHT



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE



HUMBERSIDE
POLICE & CRIME
COMMISSIONER



**POLICE & CRIME
COMMISSIONER**
FOR JUSTICE, FOR SAFETY,
FOR NORFOLK



JOY ALLEN
DURHAM POLICE AND
CRIME COMMISSIONER



**HAMPSHIRE & ISLE OF WIGHT
CONSTABULARY**



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 6TH SEPTEMBER

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

18:45 – 19:30 REGISTRATION AND DRINKS RECEPTION

19:30 – 22:00 NETWORKING DINNER

THURSDAY 7TH SEPTEMBER

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

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



Tony Oliver, *Assistant Director
(Digital Systems and Information)*



08:30 – 09:00 **RIGHT CARE, RIGHT PERSON**



During this presentation, the Commissioner will cover:

- Data gathering and analysis
- Approach to partners
- Negotiation on the way forward
- Identification of themes
- Description of 4 themes
- Rollout
- Analysis

Jonathan Evison, *Police and Crime Commissioner*



09:00 – 09:30 **AI-POWERED CONTENT INSIGHTS PROTECTED
IN A CYBER SECURITY ECOSYSTEM**



OpenText Information Governance provides highly secure content services to manage unstructured content. Offering fast access to quality information, enhancing day-to-day business processes, and providing analytics capabilities. OpenText enables the archiving of legacy systems to modernise access to historical data sets, improve security and decommission expensive maintenance agreements.

OpenText IDOL Law Enforcement Media Analysis (LEMA) is a digital forensics solution for organisations processing video and image evidence who need to identify, extract, and manage Person, Object, Location, and Event (POLE) facts during an investigation, leveraging IDOL's extensive domain expertise and unparalleled history in artificial intelligence and machine learning.

Opentext Cyber Security helps accelerate trust, reliability, and survivability, through times of adversity, crisis, and business volatility. Our software provides the critical tools needed to protect the business, detect across a changing risk surface, and evolve competencies for changing threats in hybrid and multi-cloud environments.

Jamie Simpson, *Strategic Account Director, Defence & Security*

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09:30 - 09:55

POLITICAL LEADERSHIP OF AN APOLITICAL POLICE FORCE



Giles Orpen-Smellie, the Police and Crime Commissioner for Norfolk, will outline the history of political oversight of policing and how the present-day concept of oversight by Police and Crime Commissioners applies within policing today. In doing so he will look at some of the potential tensions that might arise if commissioners don't understand the limits of their responsibilities. He will also look briefly at how Commissioners should support policing through political engagement in the wider 'And Crime' arena.

Giles Orpen-Smellie, *Police & Crime Commissioner*



10:00 - 10:30

OPTION 1 FROM CHAOS TO CONTROL: THE POWER OF COMMUNICATION IN CRISIS MANAGEMENT



Emergency situations have become familiar as major incidents and natural disasters disrupt our lives. Whether intended, accidental, or the forces of nature, an emergency requires a highly coordinated response from police, fire, and rescue teams. Join Phoenix and BlackBerry as we dive into the power of communication within crisis management, enabling you to go from chaos to control quickly.

In our session, you will discover how police forces can effectively and efficiently communicate both internally and across agencies, and why communication is key in a crisis. Learn how to take back control and ensure that you are able to go from daily briefings to recalling off duty officers easily with strong two-way communication, ensuring officers and staff are safe and informed at all times.

Chris Ullah, *Solutions Expert, AtHoc Critical Communications*



10:00 - 10:30

OPTION 2 TRUSTED TECH PARTNERSHIPS: NAVIGATING EFFECTIVE SOLUTIONS



We explore the value of trusted collaborations in shaping technology choices to promote well-informed decision-making. Mark at boxxe brings an additional perspective, drawing on his own firsthand policing experience, continuous exploration and boxxe's approach. The presentation offers further insights into solutions that cater to a variety of policing needs. Whatever your IT need – with access to a vast array of vendor solutions and SMEs, Mark's role and aim as a trusted advisor is focused on supporting you to navigate the intricate IT landscape, assisting technology choices to enhance the efficiency and effectiveness of policing.

Mark Mottashed, *Blue Light & Justice Lead*



UTILISING THIRD PARTY SERVICES TO DRIVE IMPROVEMENT AND COVERAGE



Policing across England and Wales spends over £2.8 billion each year on third party services and contracts meaning there is significant potential to drive positive change in the communities we serve.

BlueLight Commercial has worked closely with forces to ensure that environmental and socio-economic impacts of policing and their supply chains are embedded into procurement and commissioning activities to drive this positive change.

Tools and best practice guidance has been created to build social value capability and confidence across policing, suppliers and wider stakeholders.

This has been achieved through the development and roll-out of a national policing social value application and measurement toolkit. The toolkit provides best practice guidance on how to successfully embed social value in each stage of the commercial lifecycle from strategic direction through to contract management.

Joy Allen, *Police and Crime Commissioner*



PUTTING THE CUSTOMER EXPERIENCE BACK AT THE CENTRE OF SERVICE PERFORMANCE



Experience Level Agreements (XLAs) are agreements that put customer experience (CX) at the centre of service performance, ensuring that all service interactions and touchpoints are considered when defining whether the service meets the agreed performance level. XLAs are important because they measure the quality of interaction users have with your service and the value they experience from that service instead of solely focusing on the performance of technology that is driving your service.

John Faux, *Director of ICT*



12:30 – 13:00

OPTION 1

DRIVING SOC EFFICIENCY IN 2023



Adversaries are innovating at pace whilst our SOC's still struggle with alert fatigue and a lack of context. Cyber-attacks such as business email compromise, supply chain attacks and ransomware attacks increasingly highlight the gaps in expertise and resources that are impacting our ability to navigate these threats and secure our organisations. What measures can we introduce to overcome these threats and improve our organisation's cyber resiliency?

Joshua Faulkner, *Senior Sales Engineer*



12:30 – 13:00

OPTION 2

MODERNISING THE EMPLOYEE EXPERIENCE WITH MICROSOFT VIVA AND FASTTRACK



The new employee experience is about creating a culture that prioritises the well-being, development, and growth of employees. Microsoft Viva is an employee experience platform that will support this by providing personalised and engaging experiences for employees.

Viva offers four modules that help blue-light organisations create a more fulfilling and productive work environment for their employees:

- Viva Connections provides personalised news, resources, and benefits
- Viva Learning offers personalised development and training opportunities
- Viva Insights provides data and insights into employee well-being and productivity
- Viva Topics uses AI to facilitate collaboration and knowledge sharing

By leveraging the capabilities of Microsoft Viva, blue-light organisations will modernise the employee experience by creating a more connected workplace that prioritises its employees. FastTrack will help organisations like yours quickly implement and adopt Microsoft Viva to improve employee experience.

Lewis Thomson, *Customer Success Team Leader*



13:00 – 13:45

LUNCH

13:45 – 14:15

TEA, COFFEE & NETWORKING BREAK

14:15 – 14:45

GMP's M365 POWER APP JOURNEY



GMP have embraced the capabilities of Microsoft's Power Platform to begin to digitise processes that were archaic, some still using paper. What my team have delivered improves systems to increase efficiency, improve data quality and make the experience of work for our officers and staff more enjoyable. I will describe how we plan, document, construct, test and deliver the products with a focus on treating our colleagues as customers. These are the processes we have focussed on to date:

- Neighbourhood Policing App – delivered
- Use of Force – delivered
- Bail Management – under construction
- Sex Offender Registration – under construction
- Common Law Police Disclosures – under construction

Alex Metcalfe, *M365 Lead*



14:45 – 15:15

USING DATA TO IMPROVE RECRUITMENT



Rapid recruitment in an organisation can bring opportunities as well as risk. The Police Uplift Programme has seen the recruitment of 47k officers in 3 years, a turnover of a third of the organisation nationally. The target was a net growth of 20k officers, but has the wider mission been achieved? Programme Director, Janette McCormick, will reflect on whether this generational opportunity has been seized by the service in terms of workforce representation and culture, the challenges of volume recruitment and importance of workforce data and the learning from the programme in terms of organisational development and longer term impact.

Janette McCormick, *Deputy Chief Constable*



15:15 – 16:00

TEA, COFFEE & NETWORKING BREAK

16:00 – 16:30

THE ATLAS PROJECT – A COLLABORATIVE APPROACH TO EMBED POSITIVE BEHAVIOUR CHANGE IN ADULT FIRESETTERS



Emma and Pete will be discussing the need for a different approach to behaviour change in convicted adult firesetters. With deliberate firesetting costing England and Wales over £1 billion each year, Greater Manchester Fire & Rescue Service (GMFRS) has produced a unique approach to reduce recidivism.



GMFRS created and implemented the Atlas Project – the first of its kind, providing fire safety awareness, in a holistic and therapeutic approach.

Discover how the Atlas Project team established an intervention for adults convicted of arson, to embed strategies that develop resilience, create safer communities, and reduce the demand on blue light services.

Emma Potts, *Prevention Education Lead*
Peter Fitzpatrick, *Watch Manager*



16:30 – 17:00

SEARCH & RESCUE – THE UK'S AIR RESPONSE TO C19



Search & Rescue (SAR), a constant endeavour, where; information is often ambiguous, time for tactical/operational freedom has eroded, the environment is hostile and the hazards ever evolving and there is never a clear option or course of action. Every second counts and decision matters.

SAR is done by a tenacious few, highly skilled individuals whose aptitude and training leaves no stone unturned, at extremely high pace and often within the public eye where saving lives is an expectation.

This proud UK function has touched so many people, whether that's in times of grave danger right through to unlikely events such as BREXIT, and I would like to share my SAR journey, specifically the challenges and in particular during COVID 19.

To Search, to Rescue, to Save.

- What is Search & Rescue (SAR)
 - A brief history
 - The SAR Framework
 - Specifically Aeronautical SAR
- What needed to Cease
- What needed to Continue
- What needed to Change

Ashley Rawson, *Deputy Chief of Staff*



17:00 – 17:10

CHAIR'S CLOSING REMARKS AND EVENT FINISH
