

999...

South Wales Police,
what's your emergency?



Ensuring the force can provide its community with an effective and efficient service when they call to report an emergency, or non-emergency by dialling 101, is an absolute priority for South Wales Police.

Every second counts in an emergency situation, and may even be the difference between life and death in certain situations. For members of the public waiting for a response – minutes will seem like an eternity.

When somebody calls South Wales Police, their very first contact will be with a dispatcher based within South Wales Police's Public Service Centre who is responsible for ensuring that officers and police community support officers take the most appropriate action to address a situation.

But to do that quickly – ensuring they are using the best technology available is absolutely critical.

In November 2015 South Wales Police became the very first police force to deploy **ControlWorks**[®], Capita's latest generation integrated Contact and Control Room platform, to demonstrate its ongoing commitment to make South Wales safer and to build on its ambition to be the best at responding to the needs of its communities.

Each year, South Wales Police deals with:


430,000
incidents


200,000
emergency 999 calls


87,000
crimes


38,000
arrests



“ The Introduction of **ControlWorks**[®] is a major step forward for the force, which will undoubtedly bring significant benefits for the force, but more importantly for the communities we serve.

As we move forward, ensuring we can maintain officer and public safety is of paramount concern. The introduction of **ControlWorks**[®], coupled with other developments to better integrate our systems and mobile technology, will help with that and should provide the public with confidence in our capability to provide a quality policing service both today, and in the future. ”



Richard Lewis Assistant Chief Constable



ControlWorks® benefits



More responsive and personalised customer service supporting resolution at first point of contact



Streamlined management of all customer contact for both voice and non-voice channels



Quick and accurate identification of vulnerable and repeat callers



Creation of initial crime report using the information captured in ControlWorks®



Improved usability for call handlers



Highly resilient and stable solution supporting critical operations

About ControlWorks®

The ControlWorks® solution has been developed around the concept of a Record of Contact (RoC) that acts as the single collation record for all contact with the member of the public through whichever medium contact is made – emergency or non-emergency calls, text or email – and is therefore able to quickly identify patterns of repeated contact and flag these immediately to the call handler so that evaluation of Threat, Harm and Risk (THRIVE) can be undertaken to ensure the most appropriate response.

The ControlWorks® RoC doesn't work in isolation. Integration and intelligent searching of the force's Niche Records Management System and other data sources provides the call handler with immediate Person, Object, Location and Event (POLE) information together with any warning markers so that the most appropriate decisions can be taken in the shortest time possible whilst maintaining officer and public safety.

Integrated mapping and a link to the force's gazetteer provides an immediate visualisation to the call handler of the incident location which is used to select the closest, available resource and, through integration with the force's HR Duty Management System, this is further enhanced with the skills and training of the resources so that the most suitable is deployed to the incident.

All this data is presented to the call handlers and dispatchers in a clear, usable interface that can be configured around the roles and access requirements and managed simply by the system administrators.

"ControlWorks® is a significantly improved system which is only set to improve over time, bringing additional functionality"

A platform for the future

As the first force to deploy **ControlWorks**®, South Wales Police were at the forefront of its development.

Paul Eggleton, Managing Director, Capita Communication and Control Solutions:

“Our partnership with South Wales Police in the development of **ControlWorks**® has, without doubt, helped develop a product that is now at the vanguard of best practice around the world and will continue to realise tangible operational benefits for all our clients for many years.”

Future developments already in progress will further extend the capabilities of **ControlWorks**® to:

- Fully exploit the voice and data capabilities of the Emergency Services Network
- Further integrate with supporting policing systems to provide operational efficiencies and flexibility
- Operate in collaboration with local and regional partners

- Support future digital services and engagement through public self-service

In the year since South Wales Police became the first client **ControlWorks**® has been successfully deployed live in 4 other clients across the UK including police forces and a national responder agency with more set to go live throughout 2017.

This ever-growing **ControlWorks**® user community will help drive product development and operational best practice.

In one year, operational **ControlWorks**® solutions have:

- grown to cover over 10,000 officers and staff across the UK
- managed over 4,600 calls per day
- deployed resources to over 3400 incidents per day

Key solution highlights



Fully integrated voice and non-voice communications



Contact Management



Incident Management



Integration with core force systems

- iPatrol mobile platform
- Niche Records Management
- Corporate gazetteer
- Duty Management

“The integration of **ControlWorks**® with Niche Record Management System and Police National Computer has provided our Control Room operators with extensive supporting information and the ability to dynamically identify vulnerable and or repeat victims at First Point of Contact, improving our safeguarding capabilities”

“**ControlWorks**® has also provided us with the ability to create bespoke Action Plans attributed to specific locations. This ensures that our initial response is far more effective”

“The instant mapping functionality is great when creating a RoC”

“The availability of caller history is really useful”

“It’s quicker and reduces the need to do lots of interface checks. Systems linking and markers for deployment also saves time”

“**ControlWorks**® is Windows based so really easy to use”



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