

**Report of the Chief Constable to the Chair and Members  
of the Operational Policing Panel  
26<sup>th</sup> May 2011**

**Executive & Presenting Officer: Mr Sean White, Assistant Chief Constable  
(Crime & Operations)**

**Status: For information**

## **CUPID Update**

### **1. Purpose**

- 1.1 The purpose of this report is to update Members with the roll-out and use of CUPID across the Force.

### **2. Recommendations**

- 2.1 It is recommended that Members note the contents of the report.

### **3. Reasons**

- 3.1 Cleveland Police has been working on the implementation of mobile technology with Steria through Project CUPID (Cleveland Universal Police Information Device) since 2008. Over this time CUPID has evolved with increasing levels of functionality, reducing bureaucracy and supporting the Force objective of delivering citizen focused neighbourhood policing.
- 3.2 CUPID gives 1,200 police officers and police staff (PCSOs) mobile access to operational systems, processes and information, such as crime and intelligence reports. It supports the mobile information needs of both operational officers and business support staff. CUPID has now become part of Steria's broader partnership with Cleveland Police, which has a key focus on freeing up officers and police staff so that they can spend more time out in the communities.

- 3.3 CUPID allows users on the beat to directly obtain information themselves from central systems and then submit reports, enabling them to spend more time away from the police station creating a visible presence in the communities they serve.
- 3.4 Currently CUPID has delivered a number of solutions with several developments planned for roll out this year. This report will cover current functionality and the associated benefits, followed by details of the planned developments and the potential benefits that they will bring.
- 3.5 Crime recording  
Crime recording has gone live across the Force which has resulted in a steady increase in CUPID crime submissions. Currently 55% of all crime reports are entered via CUPID. Having crimes submitted electronically removes the duplication of work. Paper crime reports needed to be entered electronically by the Central Crime Bureau (CCB) which was costly, and merely 'copying' a report already taken by an officer was doubling the work needed to enter the crime on Niche.
- 3.6 Crime reports are now recorded instantly and will be in the Niche database system within seconds of leaving the device. This means that the crime is on the system in 'real time' without the officer having to return to the station and submitting a paper copy, which could result in delays. In addition, this system is fully auditable, a further added benefit if there are cases of dispute.
- 3.7 Operationally officers now have the ability to scrutinise the crimes and search against stolen property more efficiently than before. For example: a bike is stolen and reported to police, an officer takes the crime details via CUPID and the crime is on the system within seconds of the officer speaking to the victim.
- 3.8 A few minutes later a male is stopped on a bike, the officer stopping the male has the crimes desk check for stolen bikes matching the one he has in front of him and it is reported back that that bike was stolen earlier and reported a few minutes ago. The male is now arrested, the bike recovered and the victim has been given an excellent service. Had this crime not been entered via CUPID the arresting officer would not have known the bike was stolen as the crime would have been awaiting submission by CCB. This functionality will be enhanced when CUPID is developed to allow officers to conduct property searches via CUPID.
- 3.9 CUPID also enables earlier opportunity for supervision intervention as submitted crimes can be viewed instantly via Niche and further instructions and/or guidance can be given at an earlier stage. This stops crimes being delayed, awaiting a supervisors signature, which has streamlined the recording process.

### 3.10 Intelligence

CUPID now allows for intelligence to be entered instantly from the device, the same as crime reports, which means intelligence is more relevant and current. Previously intelligence was either entered by a paper intelligence report or later electronically at a desk-top computer at the station. CUPID allows the officers to remain on patrol and visible to the public whilst submitting intelligence and therefore less time is spent travelling to and from the station and less time in the station.

3.11 Intelligence reports are sent to Force Intelligence Management Unit (FIMU) to 'sanitise' and grade before being entered, so there is a small delay but this is a necessary part of the intelligence process. However, the use of CUPID does reduce the time from the capture of intelligence to it being available to view by all staff.

### 3.12 PNC / IRIS

CUPID gives users access to IRIS and limited access to PNC from the device, allowing officers the ability to conduct intelligence checks themselves without the need to involve control room, thus freeing up airtime and control room staff interaction.

3.13 CUPID users will now be able to view the latest intelligence against a person stood in front of them, check warrants held on IRIS and PNC, and wanted markers without having to involve control room staff in this process.

3.14 Operators also have the ability to use PNC for vehicle enquiries including checking insurance details, and lost or stolen markers as well as driver licence details. The added advantage to this is that the airwaves are free for more urgent communications.

3.15 Colleagues can now do their intelligence background checks whilst out in the field. Often previously self generated work such as warrant arrests, which can now be done whilst on patrol, remaining visible to public, and in a better location to answer a call therefore getting to the job quicker. This functionality will be further enhanced allowing users to interrogate IRIS in its entirety for warrants and details associated to an address. This should increase officer safety as they will be able to check the address before entering to see what risks they may encounter.

### 3.16 Daily Briefing

This gives users and supervision the opportunity to brief themselves prior to their commencement of duty. Briefings are generally shorter as users are given the salient points at briefings and are then able to update themselves using CUPID whilst out on duty. The added advantage operationally is that the CUPID user can recall the briefing at anytime whilst on patrol, which is kept up to date and high priority events, such as missing from homes, can be added so that users are always up to date.

- 3.17 This daily briefing has links to crime hotspots / TCG areas / ward priorities / management log and ASBO offenders, which are useful tools that are now accessible outside of the station and give the user much greater access to intelligence and resources.
- 3.18 Police Visible Handbook  
This provides an easy access guide to legislation which can be used whilst on patrol rather than having to return to the station. It covers a wide range of operational policing issues from powers of entry, to detention under the terrorist act.
- 3.19 Email and Calendar  
This function synchronises with the user's email account providing colleagues with full email access whilst out on patrol. Officers have the ability to read and reply to emails as they appear whilst out on patrol. Often urgent requests are sent via email and this function means that the user can monitor their emails and take action whilst out on patrol.
- 3.20 This also has the benefit that colleagues whilst in the field have the opportunity to reply to emails from members of the public and outside partner agencies thus providing a quicker response. Officers can also use the electronic calendar to book meetings without having to return to the station
- 3.21 Mobile phone  
This functionality is currently being piloted by a group of CUPID users at Redcar and Cleveland and has received positive feedback for its operational benefits. These need to be balanced against the potential additional costs but it is anticipated that this will be rolled out across the whole estate. This will enable users to have a direct phone number to pass on to victims of crime and partners in the community which will improve communications between police and public. The devices will also be able to receive voicemail and text messages which should foster better relationships with police and the community, especially in terms of keeping people updated with the outcome of incidents and longer term problem solving work.
- 3.22 The mobile phone function is of a superior quality to that of the 'airwaves' and its enhanced use will reduce the reliance upon the 'airwaves' system. This will also facilitate better communication between officers without using point to point and still be able to monitor the radio at the same time.
- 3.23 Sat Nav  
This is a built in satellite navigation system which is used by some users to select routes to take when attending an incident. This results in less airwave traffic from officers asking for directions. There may be the potential to have the device link in with the control room so when officers are dispatched to a job the SatNav automatically prepares a route based on the co-ordinates dispatched with the event.

- 3.24 This is out of the scope, and not in the original SIP, but Steria are looking to potentially develop this as part of the integration with STORM. This will be valuable to officers when dispatched to 'zero' priority jobs as they will not lose travelling time waiting for directions if they do not know the location, so in theory should enhance response times.
- 3.25 E-Duty  
Users now have ability to check their duties, and those of colleagues, whilst out on patrol. This can provide assistance to members of the public if they ask to speak to a particular colleague then the officer will be able to check and advise the person when they are next on duty and even send an email message to the officer on behalf of the member of the public.
- 3.26 Address Check  
Officers can check on voters' listings and conduct cross checks against IRIS. This results in less 'airwave' traffic and the ability to confirm addresses when serving tickets and summonses for minor traffic offences or minor disorder.
- 3.27 What's New  
Releases this year include: Street Encounters; tasking and recording of domestic abuse and hate crime incidents; digital evidence, and STORM (new command and control system) integration (control room). The device will have the capability to capture images from crime scenes where early evidence images will assist in prosecution successes. The images will be captured via CUPID and uploaded over the secure network instantly where they will be stored against an occurrence in Niche.
- 3.28 All images will be stored securely and will be fully auditable. The recording of domestic abuse and hate crimes will be more effective by replacing paper forms with an instant electronic form that can be viewed within seconds by staff from the relevant departments giving them the opportunity for early intervention.
- 3.29 Tasking is due to roll out in early summer and will allow all users to update their current IRIS workload whilst on patrol, negating the need for officers to return to the office. Supervisors will also have the ability to allocate tasks to officers directly via their devices.
- 3.30 Steria are working hard to develop bespoke functionality that will deliver officers what they want at the point of need, making life easier and slicker for the device user. In doing this the CUPID team has been working with operational constables from the front line to design functions that provide benefits to both the officer and the Force.
- 3.31 The CUPID mobile device delivers benefits over and above those that can be quantified as cashable benefits and they need to be acknowledged for the wider values to Cleveland Police.

- 3.32 CUPID does deliver financial benefits but they are not easily quantifiable. These include savings in fuel for vehicles, less paper being used to produce forms, less printing and associated salaries, a reduction in airwave traffic, reductions in staff time from control conducting checks for officers, a reduced need for full time staffing of CCB and other back office tasks.

## **4. Implications**

### **4.1 Financial**

There are no financial implications arising from this report. All costs associated with the development of CUPID are included within the Capital Programme 2011/12 as agreed by Members at the Police Authority Executive on 24<sup>th</sup> February 2011.

### **4.2 Diversity and Equal Opportunities**

There are no diversity or equal opportunities implications arising from this report.

### **4.3 Human Rights Act**

There are no Human Rights Act implications arising from this report.

### **4.4 Sustainability**

There are no sustainability implications arising from this report.

### **4.5 Risk**

There are no risk implications arising from this report.

## **5. Conclusions**

- 5.1 CUPID is already yielding significant operational benefits in terms of greater public visibility, more effective and efficient working and the availability of more timely and better quality information in real time. It has reduced paperwork, duplication and bureaucracy to keep more officers on the beat. Officers are able to send and share valuable intelligence without having to return to an office or station. There is exciting potential for even greater efficiency as new functionality is phased in. In custody alone, the new mobile capabilities will reduce booking in and waiting times enabling officers to spend more time out of the station.

- 5.2 The CUPID device is widely recognised nationally as one of the 'leading edge' and most effective mobile data and performance improvement IT investments.

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