



TRANSCRIPT

TRANSFORMING WEST MIDLANDS POLICE

A bold new model for policing

THE CHALLENGES OF POLICING:

- **CHANGING NATURE OF CRIME**
- **RISING CITIZEN EXPECTATIONS**
- **CYBER CRIME**
- **DIGITAL DISRUPTION**

Dave Thompson, Chief Constable, West Midlands Police

To deliver the scale of changes required, West Midlands Police needed to form a unique partnership with Accenture who could bring the level of innovation and change capacity that we would need.

[BOLD TRANSFORMATION]

Dave West, Account Lead, Accenture

We've set out on a bold five year transformation programme to change the whole shape of the force today into a streamlined organisation fit for-2020 how the force would need to look and operate to meet the demands of that time, and we did that very much adopting a people-first approach. The scope of the programme is really broad, **[A NEW DIGITAL POLICING MODEL]** we've rolled out 1500 body-worn cameras **[BODY-WORN CAMERAS]**, also rolled out mobile devices **[CONNECTED OFFICERS]**.

Police Officer, West Midlands Police

This is a work tool, I can access emails or logs and I can update things whilst I'm out and about. we can work more efficiently, smarter.

[DATA –DRIVEN INSIGHTS]

Alex Murray, Temporary Assistant Chief Constable, West Midlands Police

So we've got the ability to analyse big data real time. It really complements the natural skills we've got and when you blend those two together, it enables us to be a lot more effective.

[PREDICTIVE ANALYTICS]

Dave Thompson, Chief Constable, West Midlands Police

To use things like artificial intelligence and automation to predict crime effectively. A central operation centre **[REAL TIME INTELLIGENCE]** that ensures we're constantly scanning and are fully understanding the entire threat picture that the force faces.

[CITIZEN ENGAGEMENT]

Emma Cooper, Transformation Portfolio Lead, Accenture

We're doing things which are touching every area of the business from how citizens are going to engage with the force, **[CLOUD TECHNOLOGY]** all the way through to the back office where we are implementing a cloud first solution.

[DIGITAL SERVICES]

Dave Thompson, Chief Constable, West Midlands Police

A new service portal, enable people to report crime, upload CCTV, provide statements and actually have a relationship with us particularly through social media.

Emma Cooper, Transformation Portfolio Lead, Accenture

Everything we do in technology has got people at the heart **[PEOPLE AT THE HEART]** of it.

David Jamieson, Police and Crime Commissioner, West Midlands Police

The approach that we've made here is truly unique. It's a whole new way of looking at how we serve the public and how we do it more efficiently and it is delivering that real change.

Dave Thompson, Chief Constable, West Midlands Police

We're able to see a much more agile organisation, far more empowered with the information and tools to prevent crime, protect the public, and help those in need.

**A BOLD NEW MODEL
PEOPLE FIRST APPROACH
TRANSFORMING POLICING**