Kent Police and Methods:
Digital Asset Management (DAMS)

The new digital world is instant and dynamic requiring policing to make a transformational step change in order to collect, store and analyse the rising volumes of digital evidence and handle the increasing complexity of criminal investigation.

Challenge

Kent Police currently capture multi-media or digital evidence from a variety of sources, e.g. close circuit television (CCTV), body worn video (BWV), interview recordings, radio recordings, computer, etc. Much of this is stored and presented on DVD to support court proceedings.

The current process for managing digital assets is:

- **Fragmented**
  - Advancing technology make more/different sources of digital evidence available.

- **Inefficient**
  - E.g., Kent Police buys and uses approx. 120,000 blank DVDs a year and collects in person over 10,000 DVDs from shops and businesses.

- **Out of line with public expectations**
  - There are no facilities for the public to upload recordings to support investigations.

These issues are compounded as the type and quantity of digital material that requires processing continues to increase in volume and complexity.

Policing needs to embrace and recognise the scale of transformational change that an end-to-end Digital Asset Management System will deliver, or drown in a sea of digital material that requires more storage, more visits to collect, increased workloads in specialist areas of the business to capture and download, and more complex security and legal retention procedures.

The opportunity:

- **By building solutions in an agile way that harnesses the power of digital evidence the police are able to predict, prevent and solve crime by analysing individual data assets and overall patterns in a way that’s not previously been possible.**

- **The positive impact on victims and witnesses of the Force being able to rapidly transfer evidence and potentially reducing lengthy waits for trial is incalculable.**

Background

At a national level the NPCC (National Police Chiefs Council) set out a 10 year plan - the 2025 Policing Vision. The Digital First element of this focuses on integrating digitised policing into the reformed Criminal Justice System and improving the service to the public by providing all case file information and evidence (including multimedia) relevant to a criminal prosecution, digitally within a chain of evidential integrity.
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Solution and Delivery

Kent Police engaged Methods to work with the DAMS Programme initially to provide business analysis expertise, enabling the Force to understand the current ‘as is’ processes across the organisation in relation to the capture, storage, analysis, editing, sharing and archiving of multi-media and digital evidence. This work was then extended into the following areas:

- Mapping ‘to be’ processes utilising a DAMS, identifying efficiency savings, reuse information and improve the service provided.
- Defining metadata for key media types, enabling shared digital evidence between CPS and Kent Police, maximising search and analytical capability.
- Programme management supporting technical design and development of non-functional specification, OJEU procurement and Proof of Concept.
- Project management - implementation and roll-out ready, for live operational use.
- Programme blueprint and definition document.
- Governance framework - managing business outcomes and providing a toolkit to help engage people with change.
- Benefits Management - benefits identification and quantification to provide robust financial Business Case and framework to maximise value.
- Technical Architect - managing design process lifecycle, penetration testing requirements and delivery.
- Methods has worked with Kent as a blended team to provide additional capability, skills and advice and guidance on best practice.

All of this work has also been shared and utilised with the Digital First and DETS Programmes to support current linked national initiatives showing the value of the input, and the Kent led Programme cited nationally as an exemplar.
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Results

DAMS is helping transform policing by enabling better, more timely and proactive decision-making, while improving the efficiency of both front-line and support resources. It will achieve this through the introduction of a single source of digital evidence that both police and the public can upload to, which will involve technology innovation and substantial business change.

Methods was able to support Kent Police in every aspect through a very complex and detailed OJEU process and delivering of the proof of concept (POC) to highly challenging timescales. Benefits identified by Methods provided a robust financial case for a full roll out of DAMS within a tight transformation budget for Kent Police.

Methods’ work with Kent Police has been ‘used’ at National Level within the Digital First programme, recognising its contribution to delivering a successful national programme of work.

What was Methods’ added value?

Methods’ involvement has helped to ensure that the programme has been business-led by engaging with operational teams and frontline officers processing digital evidence across the Force, enabling them to influence the requirements and the final solution. Furthermore, Methods has advised and helped Kent police to adopt a benefits-led approach for the DAMS programme enabling the programme to link with the Kent Police corporate benefits programme to increase its maturity and embed DAMS as a national exemplar.

The flexibility and expertise provided by members of the Methods team has supplemented gaps in skills or knowledge within the Kent DAMS Programme team and also provided opportunities to develop and enhance skills within the Kent DAMS Programme team.