



Faster delivery of Witness Statement information into the Organisation

FACTS

Customer: Police Service of Northern Ireland (PSNI)

Challenge: Make available as quickly as possible Witness Statement information.

Solution: inphoActive's digital pen and paper solution based on Anoto's functionality. Witness statements are automatically uploaded and attached to the PSNI's records management system.

Benefits: Witness statements no longer have to be scanned. The quality of information being collected has been improved. Information is available to the organisation immediately and can be acted upon quickly.

"The pen is now in common use by frontline officers. They like it because it gives them an online record of all their statements. It is simple for officers to use and during the rollout we encountered nothing but positive feedback. It also provides supervisors with better visibility of investigations and that will help us to get it right first time".

PSNI Inspector Colin Shaw

Background

The Police Service of Northern Ireland's purpose is to make Northern Ireland safer for everyone through personal, professional, protective policing. They achieve this goal through policing with the community. This proactive, community-driven approach sees the police and local community working together to identify and solve problems.

Challenge

Pen and paper is still one of the best ways to take a written witness statement. The main challenge to the service was how to make the information contained in a paper witness statement, available to the rest of the organisation, quickly and efficiently. Speed of response can be critical in certain circumstances.

Solution

Digital pens and digital paper witness statements forms were provided to over 4,000 front line uniform and Criminal Investigation Department (CID) officers. When an officer docks their pen within the PSNI's secure network, the system now automatically uploads digital pen witness statements to the Niche® records management system. Today, thousands of statements are being uploaded.

Chief Superintendent Pauline Shields, who has overall responsibility for the digital pen project stated, "The PSNI is one of the world's largest users of the digital pen, having recently completed a roll out of 4,000 Pens to operational officers. The introduction of the digital pen and the latest development of a 'straight to Niche®' solution means that statements are visible on the Niche® occurrence as soon as the pen is docked. This will substantially reduce the time that typists need to browse statements onto Niche® and will allow statements to be readily available for all those who need to see them. The use of such innovative technology will undoubtedly help reduce bureaucracy and improve efficiency in the criminal justice system".

Results

Thousands of statements are now being processed by the system. The forms are uploaded quickly and efficiently and the information contained can be viewed by all authorised personnel. PSNI's key objective of quick access to information is being met.

Other PSNI Digital Pen Applications

The digital pen and paper system has also been implemented with the Crime Scene Investigation teams to assist in collecting and recording evidence from crime scenes, and with the Major Incidents Teams to record property and exhibits that may be used as evidence in court.

Future Applications

Other potential applications for the system currently being assessed are missing persons, road traffic accidents and domestic incidents. As always, the overall objective is to provide accurate information quickly to those who need to see it.

Police Service of Northern Ireland

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inphoActive

Established in 2006, inphoActive is a private limited company that specialises in data capture solutions using digital pen and paper technology as well as tablet devices such as the iPad, the Android and the BlackBerry Playbook. As an Anoto Gold Partner, inphoActive is a leading player in the law enforcement market.