

## Digital First

## An enterprise wide Digital Evidence Management solution using EvidenceWorks®

During 2013-14, Avon & Somerset Constabulary were one of the first forces in the UK to move away from recording evidential interviews on legacy audio cassette technology, and introduce state-of-the-art audio-video digital interviewing equipment. Replacing an outdated form of recording media with DVDs would not maximise the potential for significant benefits so Avon & Somerset Constabulary instead adopted a fully networked approach, with interviews stored and managed centrally using a purpose-built EvidenceWorks® solution connected to some 70 interview rooms across the force area.

Since 2015 the solution has been expanded to become the strategic platform for managing all digital multi-media evidence, including CCTV and Body Worn Video.



EvidenceWorks®

at Avon & Somerset Constabulary

available to all 3,779 officers in the force

100 fixed and portable interview units

90,000+ items of evidential digital material

### Coping with growing demand

EvidenceWorks®, delivered by Capita, provided substantial benefits to Avon & Somerset Constabulary – not only removing the requirements to handle, manage and store tens of thousands of cassettes and DVDs each year, but also from improved data security and the ability to remotely monitor interviews in real time across the force's network.

Against this background, Avon & Somerset Constabulary - like all Police forces - were managing increased volumes of digital evidential material. CCTV and Crime Scene Images had been a major source of digital material for some time, but with Body Worn Video devices being rolled out across the force combined with increasing volumes of material provided by the general public – typically from smart phones and the growth in dash-cams – demand was growing.

It was becoming clear that this system provided an opportunity to become a strategic platform to manage all digital evidential material, especially as the force was already beginning to see the benefits of a central repository to manage interview related evidential material and the ability for officers across the force to use the solution to view and manage their own case specific audio/video interview material.

Working in partnership through late 2014 and into 2015, Avon & Somerset Constabulary and Capita developed and refined the requirements and software to support wider sources of digital media. EvidenceWorks® DEM (Digital Evidence Management) successfully entered live service in August 2015 in time to support the initial rollout of Body Worn Video cameras across the force. After initial go-live, product development has continued apace – with two further product releases going live in autumn of 2015 – to support management of CCTV based evidential material and compatibility with the force's new Niche Records Management System.



“Working with Capita's EvidenceWorks® DEM platform has provided Avon & Somerset Constabulary with a strategic platform for the future of digital evidence management, enabling us to be ready to share media with our partners and support the aim of providing our officers and staff with a single repository for all digital evidential material.”

Julian Kern, ACO – Avon & Somerset Constabulary



## Benefits

The solution (as at February 2017) is now managing evidential digital material from digital interviews, Body Worn Video, Local Authority CCTV and items provided by the public with a force wide enterprise license making tools available to all 3,400 officers in the force. The benefits are growing:

### Provides continuity of evidence from 'capture to court' for all digital evidential material

- Securely and consistently manages all digital evidence in a single repository.
- Access and usage governed by an enterprise role-based security model with full audit trail of all actions performed.
- All evidential material is digitally signed.
- Support for MoPI guidance and process to support review, retention and deletion decisions.

### Provides a strategic Digital Evidence Management platform for CPS DETS/EDAMM requirements and standards

- Will provide a single point of data streaming and transfer to CPS as the DETS/EDAMM standards are developed.

### Enables every officer to manage volume crime related digital evidence

- Reduced reliance on specialist video processing teams or facilities – protecting specialist skills for the cases that need them.

Work has not stopped with the initial go-live – under the governance of the Force's Digital Evidence Project board, work is continuing to further develop the system and realise further business benefit – with additional product releases scheduled to extend video handling features, support Crime Scene Image specific requirements and develop extended integration with Niche RMS.



### Supports a Body Worn Video 'technology-agnostic' approach

- Supports multiple Body Worn Video suppliers allowing a mixed camera estate to suit operational requirements.
- Allows the using of new cameras as technology evolves.
- Reduces risk of camera vendor 'lock-in'.

### Reduces or removes need for DVD burning and physical media handling

- Reduces costs associated with DVD media, transportation and media burning time and equipment.
- Reduces risk associated with physical media or data loss and DPA breaches.

### Streamlines and simplifies IT systems and associated business practises

- Facilitates streamlined working across teams and investigations.
- Simplifies IT administration, support and security management associated with multiple separate systems.
- Supports flexible storage solutions which change over time as cloud strategies develop - On premise, tiered & private secure cloud.
- Protects the core RMS from demands of video streaming and editing.
- Business process support provided by RMS cross referencing and integration.
- Underpinned by 24x7x365 UK based support with appropriate SLAs.



“Working closely in partnership with Avon and Somerset Constabulary continues to inform our technology roadmap and help us deliver tangible benefits to our clients from deploying this leading solution.”

John Strain, Business Director – EvidenceWorks®  
Evidence Management Solutions, Capita

