



# DIGITAL EVIDENCE MANAGEMENT: USER PERSPECTIVES

PRODUCED IN PARTNERSHIP WITH NICE

**NICE**

SOURCED FROM THE COPACC NATIONAL  
POLICE ICT USER SURVEY

 **POLICE ICT 2018**  
USER PERSPECTIVES

Published by

**Policinginsight**

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ASSOCIATION OF SCOTTISH POLICE SUPERINTENDENTS  
Representing the Operational Leaders of the Police Service of Scotland



## About us

### About CoPaCC

CoPaCC was established shortly after the first PCC elections in November 2012 to monitor policing governance in England and Wales. CoPaCC now has a portfolio of services, working together to help organisations meet their governance and management challenges and opportunities. These include:

- **Policy and delivery** CoPaCC's national overview across policing, criminal justice and blue light provides us with an unrivalled insight into what works
- **Communications and social media** CoPaCC publishes [PolicingInsight.com](http://PolicingInsight.com), the UK's foremost online magazine focusing on governance, management and politics in policing and criminal justice
- **Information and insight** CoPaCC produces thematic reports and expert events covering key issues of policy and practice in the policing and criminal justice sectors
- **Monitoring standards** CoPaCC monitors standards in policing governance, assessing OPCC performance and awarding quality marks in key areas of accountability

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The CoPaCC Police ICT: User Perspectives Reports series

This year's [CoPaCC National Police ICT User Survey](#) has more questions, data and insight so the results are published in a series of reports:

- **CoPaCC Police ICT: User Perspectives 2018**

The results and analysis of the 10 core user experience questions in the [CoPaCC National Police ICT User Survey 2018](#)

- **Digital Evidence Management Systems: User Perspectives**

User insight into the challenges forces face with digital evidence and their plans for investment to meet those challenges

- **Police Systems: User Perspectives**

Detailed user insight into specific systems they use

- **Force ICT Focus: User perspectives**

Deep dives into selected police forces and the users view of their police ICT provision

### About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centres and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency control rooms better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 organisations worldwide rely on NICE public safety solutions.

### About NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analysing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organisations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organisations in more than 150 countries, including over 80 of the Fortune 100 companies.

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## Introduction and contents

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- Click 'Back to contents' links at the bottom of each page to return to Contents page

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## Investment is not coming fast enough



**Bernard Rix**  
Chief Executive of CoPaCC

This is the second of three reports to provide results and analysis on the [CoPaCC National Police ICT User Survey 2018](#).

The first report, already published, analysed the responses to the core ten survey questions on experiences of police ICT users. The third report, to be published, will examine specific police ICT systems identified, rated and commented on by police users.

Produced in partnership with police solutions supplier NICE, this "Digital Evidence Management: User Perspectives" report provides an analysis of two specific questions within the survey.

Digital Evidence Management presents significant challenges, with a growing number of criminal cases requiring forces to capture and analyse substantial volumes of digital evidence. The survey's two questions sought the views of police officers and staff on these challenges, and on their knowledge of force plans to invest in new technology to address them.

The results of the survey, contained within this report, make for compelling reading. More than 50% of respondents expressed concerns about three key areas: on sharing evidence electronically with prosecutors; on manually collecting evidence such as CCTV video on site; and on converting proprietary CCTV video to a playable format.

Nearly three quarters of all respondents were unaware of any planned investment their force might have in digital evidence management. Many of those aware of investment plans felt that those investments were not coming sufficiently quickly. Whilst officers in most forces were confident that relevant investment was due to be delivered within a year, officers in six forces believed that the relevant investments would take up to two years to deliver.

I'm grateful to the Police Federation of England and Wales, the Police Superintendents' Association and the Association of Scottish Superintendents for their continuing support for this annual Police ICT User survey, and to NICE for their partnership on this specific part of the survey.

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### Key themes

## Themes from sampled user comments

These themes are drawn from the 909 user comments from question 11 in the CoPaCC National Police User Survey 2018. The issues raised are not comprehensive but are representative of the feedback from police officers and staff.

### Collecting evidence

- **Officer time wasted** Officers spend too long viewing and collecting CCTV footage.
- **Inadequate storage facilities** Higher volumes of digital evidence mixed with inadequate storage space for digital evidence.
- **Backlogs and delays** System, process and training issues causing backlogs on retrieving digital evidence.
- **Basic resource shortages** Not enough encrypted USB drives available.
- **Social media ignorance** Access to open sources, such as social media, are limited on force computers.
- **Difficulty in sourcing public/business evidence** Need web portals for public to supply CCTV, dashcam and phone camera footage.
- **Poor communications** Where online portal available for the public it is not publicised.



### Viewing, processing and analysing evidence

- **Time delays** Can take 3 months to get video into playable format for court. Huge backlog of digital data to process.
- **Lack of correct technology** No Digital Evidence Management Systems (DEMS) – still using physical disk storage.
- **Quality training needed** Lack of sufficiently trained staff with the right skills.
- **Equipment outdated or not working** CCTV copying and formatting equipment often out of order and not easy to use. DARS machine unreliable or not networked.
- **Inability to play certain video formats** Videos will often not play on force computers.
- **Systems too slow** Redaction tools not good enough to do professional job in a short time.
- **System availability** Dedicated units only available 9 to 5.



### Sharing evidence

- **System incompatibility between police and CPS** Police force systems not compatible with CPS systems
- **Time wasted copying to DVD** Delays in sharing with CPS due to a reliance and mindset to produce hard copies.
- **Unable to managing large files** Digital evidence file sizes too large to email to CJIT. Often CCTV videos must be split and sent separately.
- **Real loss of evidence** DVDs go missing when sent to CPS, risk case failure, fines, loss of public confidence.
- **Bandwidths not fit for purpose** Some systems limit is 20MB and Athena limiting files sizes to 10MB. Files often too large to attach to Niche.







## CoPaCC National Police ICT User Survey reveals that collecting, converting and sharing digital evidence are top 'pain points' for police forces

Out of date technology and an ever rising volume of evidence is impacting the timeliness and effectiveness of investigations. Jamie Wilson analyses the results.



**Jamie Wilson**  
Marketing Manager at NICE Public Safety EMEA

Speak to police investigators about their experience with digital evidence and they may shock you with exasperating stories of converting digital evidence to paper printouts, burning DVD's at home, and physically placing discs and paperwork in the post to send to the Crown Prosecution Service (CPS). A new CoPaCC survey suggests this is more than mere anecdotal evidence. Collecting, converting and sharing digital evidence are top pain points for most police forces. This in turn impacts the timeliness and effectiveness of investigations and case closures.

The second annual CoPaCC National Police ICT User Survey was conducted in conjunction with the Police Federation of England & Wales, the Police Superintendents' Association and the Association of Scottish Police Superintendents. The main CoPaCC Police ICT User Perspectives 2018 report provides valuable insight into the thinking and experience of officers and staff regarding what is working, what isn't and what forces need from their ICT provision.

This year, **NICE** was invited to help pose two additional questions to gauge the scale of the Digital Evidence Management (DEM) challenges.

One of the key questions asked was 'Collecting, analysing and sharing growing volumes of digital evidence for investigations is becoming increasingly challenging;

which of these present challenges for your force?' More than 3,500 policing professionals responded with the following feedback (respondents were able to select some or all of the options):

- |  |       |
|--|-------|
| ● Sharing evidence electronically with prosecutors                   | 52.5% |
| ● Manually collecting evidence on site (such as CCTV video)          | 51.8% |
| ● Converting proprietary CCTV video to a playable format             | 51.2% |
| ● Logging on to multiple systems to pull evidence for investigations | 42.1% |
| ● Assembling digital evidence in a timeline                          | 34.1% |
| ● Redacting video  | 32.2% |
| ● Crowdsourcing photo and video evidence from the public             | 29.5% |
| ● Knowing when new digital evidence has been added to a case         | 29.4% |
| ● None of the above options  | 22.9% |

The top three challenges really stand out with over 50% of respondents indicating that sharing, collecting and converting evidence are an issue. Let's address the top three in turn.

### Sharing evidence electronically with prosecutors

This was perhaps unsurprisingly the top issue for respondents, given the well documented obstacles that must be overcome when sharing digital evidence –

➤ [Continued on next page](#)



## Survey analysis

Continued from previous page ↘

specifically CCTV footage – with the CPS. Notably, there are codec compatibility issues. Additionally, the email file attachment limit is currently at 10 MB, which forces investigators to cut large evidence files such as HD video footage and send them via multiple emails, all of which presents a daily challenge. Prosecutors then have to invest time to piece the video back together. One respondent commented that they are: “Unable to send videos, etc to CPS for charging advice; this has to be done on a disc in the post, causing a delay to the investigation even if the file is saved electronically on RMS.”

### Manually collecting evidence on site (such as CCTV video)

To illustrate the scale and frequency of this challenge, let’s consider a typical everyday incident whereby CCTV footage is required – the investigation of a theft from a shop. Firstly, there is the time taken for officers to travel to the premises, then they wait whilst camera evidence is recorded to a disc. In many instances there can be multiple trips and long delays in obtaining the footage. Once the evidence is in the hands of the officer, it is then taken to another facility for analysis and playback. In one instance an officer explained how: “The force’s facility for viewing downloaded footage and assembling the footage is over an hour’s drive away! It is also poorly staffed.”

### Converting proprietary CCTV video to a playable format

CCTV playability and compatibility is a huge source of frustration. In addition to the aforementioned codec issues, some of the systems being used to access video footage are over 20 years old. This can often cause playability issues back at base. In fact, there are instances of some resourceful officers finding some very ‘creative’ work-arounds, such as using their body worn video cameras to record footage from on-site CCTV monitors, which is far from ideal given the inevitable degradation in quality.

“CCTV processing is extremely time consuming and only a few officers per shift are trained to do this.” This was a recurring theme with one response stating that internal requests for the CCTV footage could take up to six weeks. Another stated: “Quite simply all of this takes too much time and is one of the reasons there are

reduced police on the streets(!). More responsibility should be put on retail outlets to ensure their footage is already in a playable DVD format. It should not be for police officers to spend hours getting this to work correctly.”

### Timelines for change

So, we asked the big question “Does your force plan to invest in technology to enable it to better manage (collect, analyse, share, store) digital evidence in the future?” The answer isn’t clear, with 74.7% of the survey respondents not aware if there is any planned investment in digital evidence management that could resolve much of this inefficiency. Some have commented that it is: “Talked about constantly but little progress. ICT department appear to be blocking or delaying any significant development.”

There is clearly frustration that movements toward better digital evidence management is not happening fast enough, if it is happening at all for some police forces. Another survey respondent stated: “Although this has been identified as an issue, I am not aware of whether investment has been made to rectify the situation.”

However, there are some very positive stories and experiences emerging, with a potential to break through the wall for many others. NICE is currently involved in a number of significant DEM solution deployments in the UK. One such project has seen a force go from a situation whereby 90% of digital evidence was not readily accessible for investigation, to its position today, where it has already ingested over 121,000 cases and matched 345,000 evidence items to them, dramatically improving the quality and speed of investigations.

The message to senior ranking officers and those who control policing resources is clear. Digital evidence is growing exponentially and forces are struggling to keep up. While evidence is becoming increasingly high tech, investigations do not really benefit from richer, broader information. Investigators are still stuck in low-tech world where evidence collection, analysis and sharing continue to be mostly manual, inefficient processes. Investigators are not being empowered with the tools they need to do their job – to build the strongest cases for the prosecution – in spite of the fact that the expertise and technology to make this digital transformation a reality is available today, and is easy to implement and scale.



## Methodology

## How the survey was conducted

The National Police ICT User Survey was prepared on Survey Monkey ([www.surveymonkey.com](http://www.surveymonkey.com)), launched on 21 May and closed 31 July. As per the survey in 2017, the 2018 survey was distributed by email to their membership by three policing representative bodies, namely: the Police Federation of England & Wales; the Police Superintendents' Association; the Association of Scottish Police Superintendents.

The scope of the 2018 survey was expanded to be open to all UK police officers and staff who were reached via marketing of the survey through the following channels:

- Articles and advertising on [PolicingInsight.com](http://PolicingInsight.com)
- Promotion on Policing Insight social media channels
- Direct email contact with key personnel in each force sourced from the NPCC UK Police Directory
- Direct email/phone contact with OPCCs

The 10 core questions about users' police ICT experiences from the 2017 survey were duplicated in 2018 to facilitate year-on-year comparison. In addition, 4 new questions were added; 2 on digital evidence management challenges and investment and 2 asking the user to select, comment on and rate their satisfaction on the use of a system key to their role. The results of the digital evidence management questions are featured in this report. The 10 core questions are featured in the main [CoPaCC Police ICT: User Perspectives 2018 report](#). Future reports will cover the specific system question results. All the questions feature an optional opportunity to provide detailed comment.

The 5 demographic questions were slightly amended to reflect the inclusion of officers and staff. This year participants were asked if they are officers or staff and then answer a question on their rank if an officer or a question on their generic seniority if they are staff. For the purposes of analysing the results, PCSOs were collated with staff and Special Constables were collated with officers. The final free text question, provided participants with the opportunity to comment in detail on their overall experiences of police ICT provision. As an incentive to participate, the survey included the option of entry into a prize draw to win an Apple iPad, for which respondents needed to provide their force email address. The email addresses provided were used only to validate that participants worked for a UK police force and to notify the winner. ❖

## Police ICT: User Perspectives

### A CoPaCC Survey of officer experiences using police ICT

The CoPaCC Digital Evidence Management: User Perspectives report represents just a small part (two questions) of the results and analysis from the CoPaCC National Police ICT User Survey. The results of the ten core questions on users' experience of police ICT can be found in the [CoPaCC Police ICT: User Perspectives 2018 Report](#). Two further reports on the results are due to be published shortly:

- **Police Systems: User Perspectives**  
Detailed user insight into specific systems they use
- **Force ICT Focus: User Perspectives**  
Deep dives into selected police forces and the users view of their police ICT provision

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## Methodology

**SURVEY QUESTIONS** THIS REPORT REFLECTS THE RESULTS FROM QUESTIONS 11 AND 12

## The 14 questions about users' police ICT experiences

Apart from the first question, respondents are asked for their level of agreement with each statement.

- 1 "How satisfied (or dissatisfied) are you with your force's overall provision of ICT to help you do your job?"
- 2 "From what I have seen and heard, my force compares well with other forces: we are ahead of the game when it comes to technology"
- 3 "My force invests wisely in high technology products to enable me to do my job"
- 4 "If I need it, my force can provide me with a mobile data device (eg smartphone, laptop or tablet) that is fit for purpose"
- 5 "The main operational policing systems that I rely on are easy to use"
- 6 "The different policing systems are well integrated. I don't often have to input the same information repeatedly, or log on to several systems separately"
- 7 "The information held on the systems I use can always be relied on"
- 8 "When I need access to a computer at work, I can always find one"
- 9 "If something goes wrong or I need assistance, I can easily access a help facility whenever I need to"
- 10 "The training I received to use systems has been of a high quality and delivered at the right time"

\*The results of questions 1-10 can be found the main CoPaCC Police ICT: User Perspectives 2018 Report

### NEW QUESTIONS FOR 2018\*

These new questions look at the key challenge of digital evidence management plus user experiences of specific systems key to their role:

### FOCUS OF THIS REPORT\*

- 11 "Collecting, analysing and sharing growing volumes of digital evidence for investigations is becoming increasingly challenging. Which of these present challenges for your force?"
- 12 "Does your force plan to invest in technology to enable it to better manage (collect, analyse, store, share) digital evidence in the future?"

- 13 "Tell us about the most important ICT system you use in your role at your force"
- 14 "How satisfied (or dissatisfied) are you with your user experience of the system you selected in the previous question?"

\* Only the results of questions 11 and 12 are featured in this report - questions 13 and 14 results can be found in the forthcoming CoPaCC Police Systems: User Perspectives Report

## DEMOGRAPHICS

## The 6 questions about respondent demographics

1. "Please tell us which police force you are employed by"
2. "What is your primary role?"
3. "What type of employee are you?" (eg officer, staff etc)
4. "What is your rank?" or "As police staff what is your seniority?" (dependent on Q3)
5. "How long have you been a police employee?"
6. "Please indicate your age"

## QUESTION FORMATS

### User experience questions

- Multiple choice requesting a satisfaction/dissatisfaction or agreement/disagreement rating between 1 and 7 (ie "Completely satisfied" to "Completely dissatisfied" or "Completely agree" to "Completely disagree")
- Free text response

### Demographic questions

- Multiple choice options

### Final free text response for additional comments



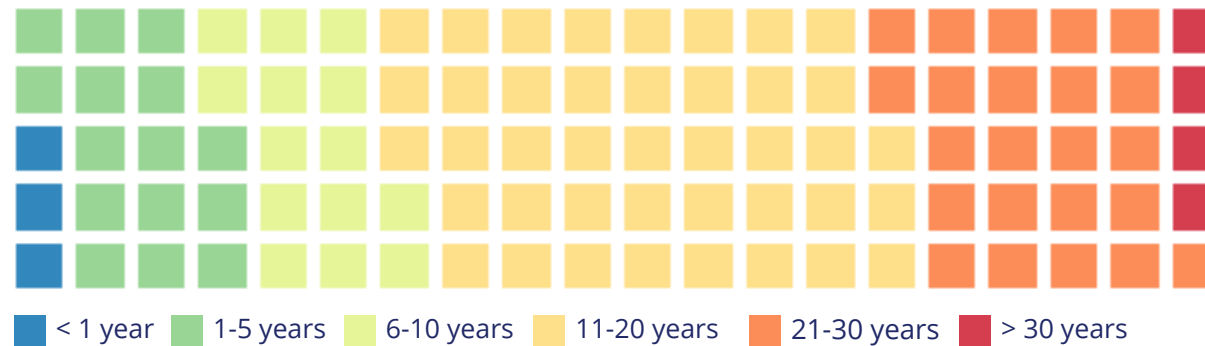


## Survey response demographics

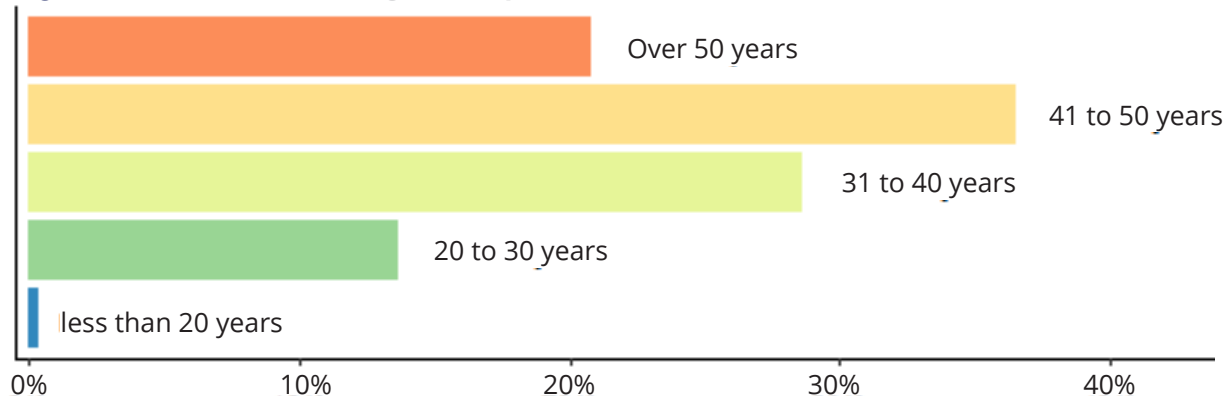
### Length of service and age demographics

The profile of participants' length of service almost exactly matches Home Office police work force statistics for England & Wales. Participants' age profile is slightly skewed towards older employees.

Length of service (proportion of respondents)



Age distribution (Percentage of respondents)

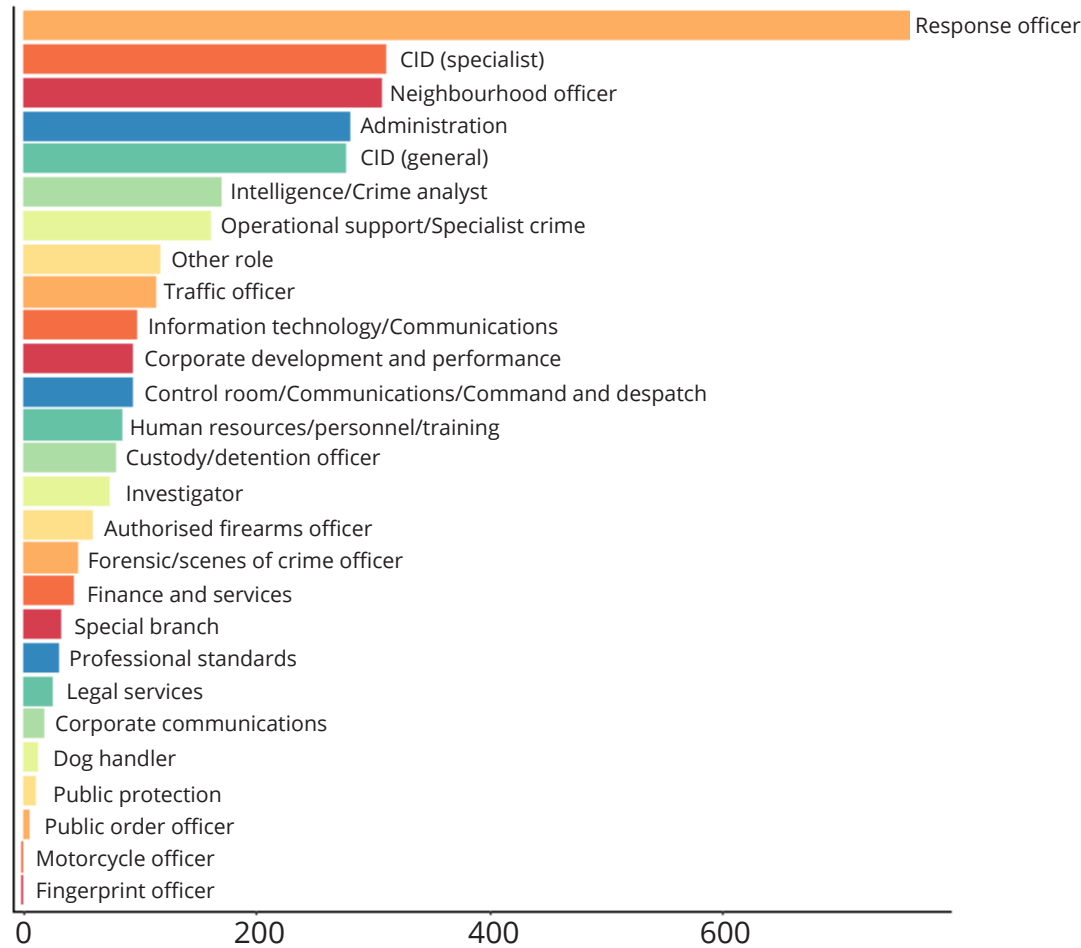




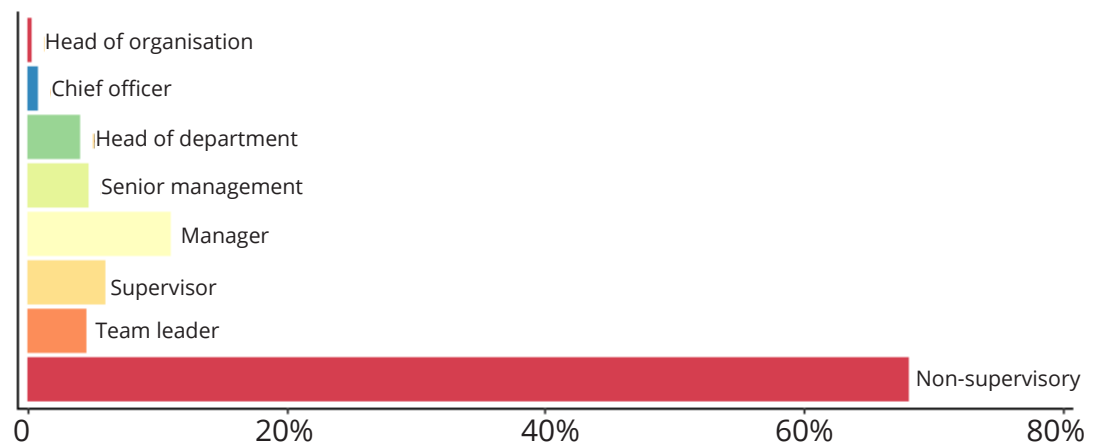
### Survey response demographics

## Responses from a wide range of ranks and roles

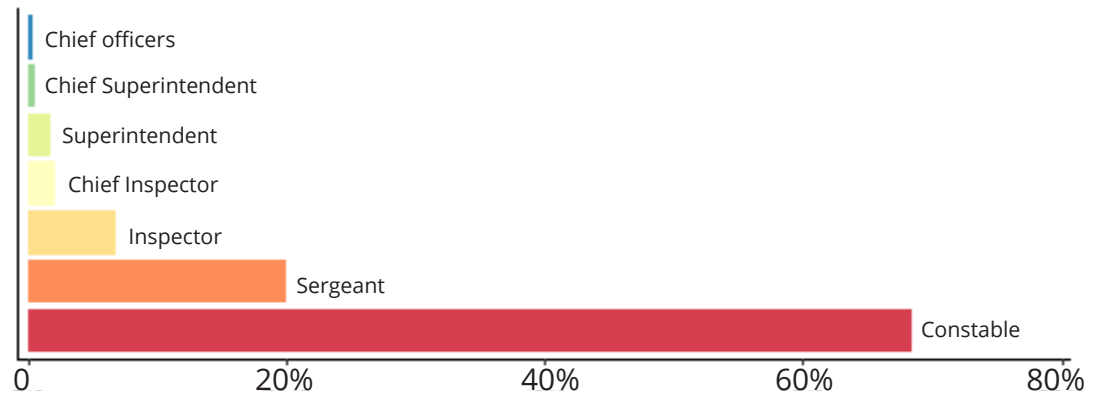
Job role (Number of respondents for each)



Staff seniority (Percentage of respondents)



Rank distribution (Percentage of respondents)



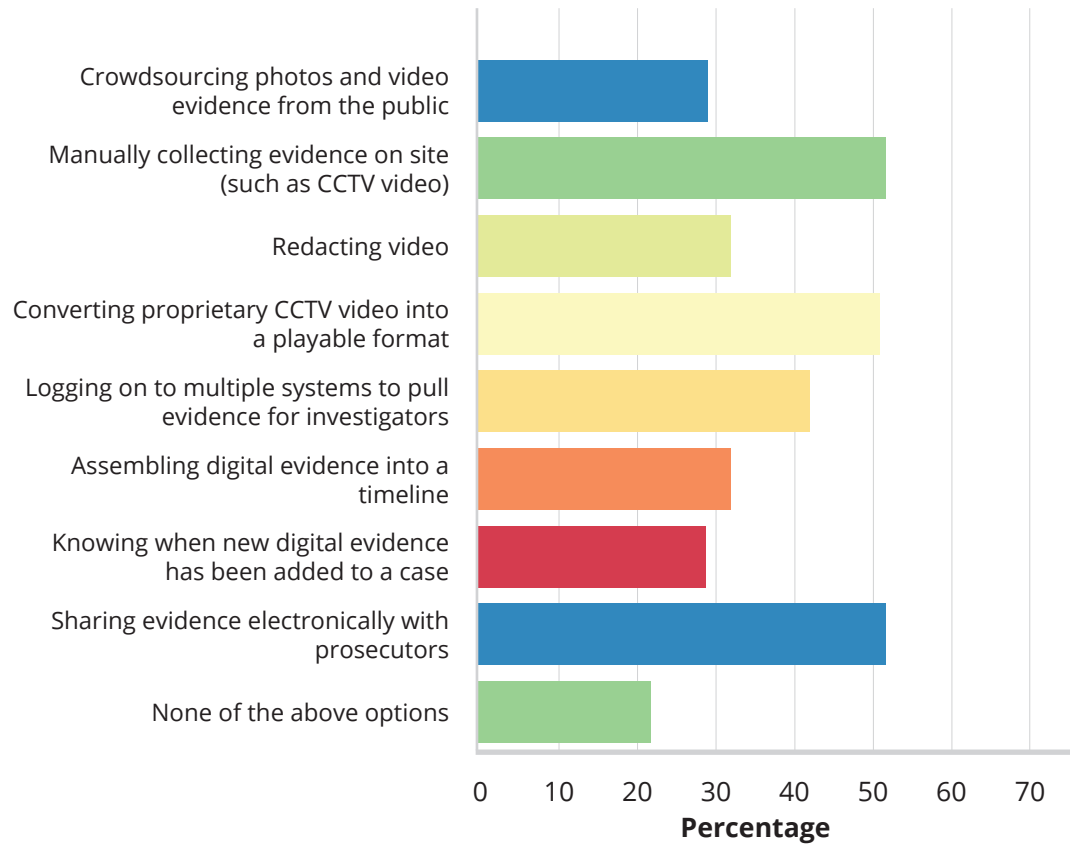


### Results

Question 11 in the [CoPaCC National Police ICT Survey 2018](#)

## Collecting, analysing and sharing growing volumes of digital evidence for investigations is becoming increasingly challenging. Which of these present challenges to your force?

Officers and staff were able to multi-select the challenges they faced.



Answer choices (select all that apply)	Responses	
Crowdsourcing photo and video evidence from the public	29.54%	1,063
Manually collecting evidence on site (such as CCTV video)	51.82%	1,865
Redacting video	32.18%	1,158
Converting proprietary CCTV video to a playable format	51.24%	1,844
Logging on to multiple systems to pull evidence for investigations	42.12%	1,516
Assembling digital evidence into a timeline	34.09%	1,227
Knowing when new digital evidence has been added to a case	29.37%	1,057
Sharing evidence electronically with prosecutors	52.54%	1,891
None of the above options	22.95%	826

Total question respondents: 3599

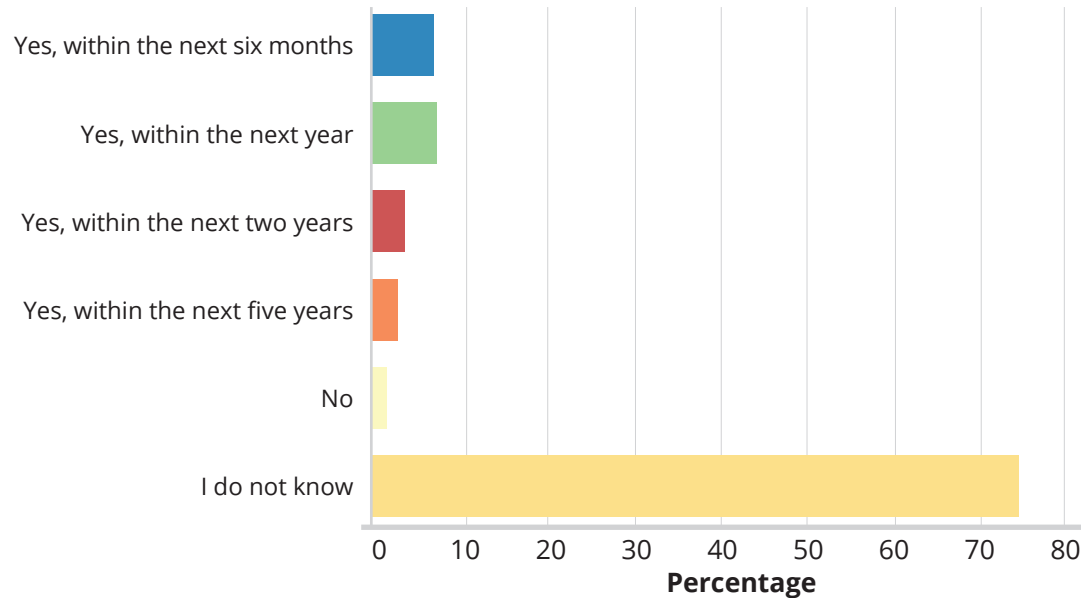


### Results

Question 12 in the [CoPaCC National Police ICT Survey 2018](#)

## Does your force plan to invest in technology to enable it to better manage digital evidence in the future?

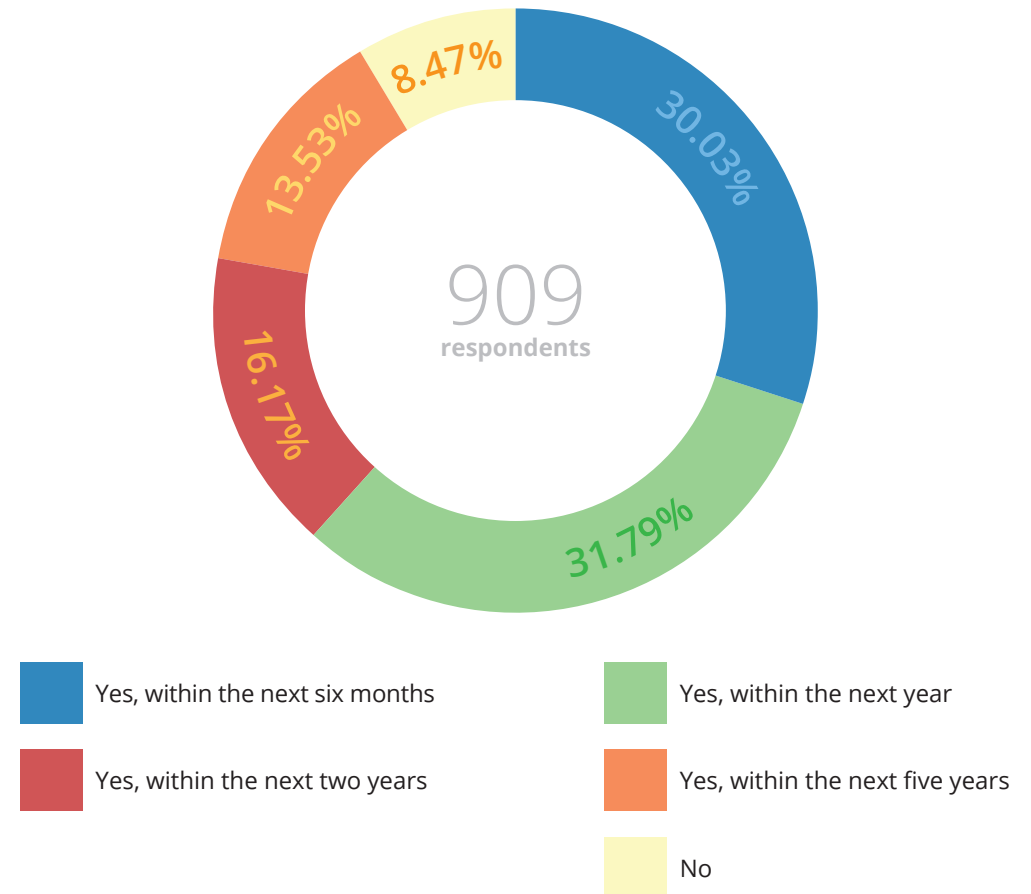
Officers and staff were directed to respond specifically if they knew the answer for their force. As a result, most answered 'I do not know'.



Answer choices	Responses	Count
Yes, within the next six months	7.59%	273
Yes, within the next year	8.03%	289
Yes, within the next two years	4.08%	147
Yes, within the next five years	3.42%	123
No	2.14%	77
I do not know	74.74%	2690

Total question respondents: 3599

View on investment plans: Officers and staff who responded that they had knowledge







## Sample comments

## Sample user comments from survey question 11 asking about the challenges they face in managing digital evidence

Sample of 42 comments by respondents from a total of 909

- Not enough encrypted USB sticks to go around and viewing station is always broke.

**PCSO, small rural force**

- CCTV re-formatting and copying equipment is often out of order and not easy to use. A handful of staff with technical skills end up doing the bulk of CCTV copying. CJIT is far from straightforward and not always reliable. There is no out of hours support, when CJIT is most likely to be used.

**Police constable, neighbourhood officer, small rural force**

- The storage of such evidence is problematic and getting the actual evidence onto a networked machine can be long winded!

**Police staff, forensic/scenes of crime, small rural force**

- Simplified systems required. Main problem is retrieval of CCTV from sources where there is no knowledge of the systems controls, or only certain people can access it at inconvenient times. Secure crowdsourcing would be highly beneficial if continuity and admissibility can be addressed. It allows public to provide at a time convenient to them.

**Police constable, CJ Police Decision Maker, large urban force**

- Sheer volume of potential evidence and lack of good storage options.

**Police staff, manager, professional standards, small rural force**

- We do not have adequate systems to be able to receive and handle electronic evidence at all.

**Inspector, neighbourhood officer, small rural force**

- CCTV collection and collation is my bread and butter and it should be simple, unfortunately it is not, especially to do it "Right". I touched upon this in my first answer but it's story time again. I am tasked to collect CCTV to provide evidence of a spate of shop thefts by the same individual. I visit each shop in order to collect CCTV. I am familiar with most CCTV systems from past experience but the first issue is always the gatekeeper. Many shops and businesses are unfamiliar with their use and perhaps if they are allowed to let police use systems personally. They often have to check with managers or owners to allow police to use the systems. often the systems have passwords which is good practice but when managers forget them and do not know where they are recorded this causes problems to which I will return later. Lets just say I manage to copy two of the five shops CCTV with no problems to USB stick. By the time I get to the third my police issued password protected USB stick is full and therefore I have to return to the station to copy the individual footage onto DVD and exhibit it appropriately. I then return to the third shop and copy the footage with no issues. At the fourth shop which is a national chain they are doing things "properly", complying with the new GDPR etc and I have to fill out forms in triplicate and wait a few days before being given permission to seize the footage. At the last shop the manager is called because the staff do not know the password. The manager cannot remember it and therefore we either do not get the footage or if we are able to view it we need to capture the footage another way. One way is to use a body worn video to film the screen, the other is to use a police issued mobile device. If you use either the footage is vastly degraded, wobbily and has the sounds made by persons present talking, commentating etc. For bodycam footage to retrieve the footage a nominated bodyc-

➤ Continued on next page



## Sample comments

Continued from previous page ↩

am user is the only one who can copy footage, these persons are not publicly known and there are not many of them, it is a challenge. Mobile device footage is even more difficult with the mobile devices having to be taken to the Technical Support Unit so that footage can be removed. In contrast to a regular mobile phone which can simply be plugged into the CCTV Viewstation system and the file copied onto a DVD. The reason for this is the police mobile devices are "locked down" so that it is not possible to do a lot of the things possible on a regular phone. Even increase the brightness so that they can be used in daylight hours! **PCSO, small rural force**

- CCTV particularly is a headache!

**Police constable, CID (specialist), medium urban/rural force**

- We have a dedicated unit that sorts out our visual forensic evidence, but they only work 0900-1700 therefore the access to their imaging software is not accessible outside these hours. Which is shoddy for a 24hr business.

**Police constable, response officer, large urban force**

- Inconsistent CCTV file types hinder all collection. Occasionally some files cannot be viewed and an appointment is required during weekday daytime to get this resolved.

**Police constable, response officer, small rural force**

- There is a significant backlog of our HTCUs to be able to download & review electronic exhibits (phones & computers), and reviewing this and presenting it evidentially in an understandable format is a real challenge. It is EXTREMELY difficult to send most of the files we deal with to CPS electronically - they cannot receive info bigger than 10MB and ours is 12MB. I cannot remember the last time I had a file this small. Ridiculous. It seems it would be easier to put the file on a disc and send it to them - sadly this is not acceptable, so multiple e-mails all of which have to be labelled (e.g. 2 of 4). So frustrating. Sometimes our VRI's (especially historic ones) do not play properly

on court systems - so we have to check each disc at the allocated court before use - sometimes given the distance this is a whole day of officer's time wasted...and that's without last minute relocation of trial. How efficient!

**Police constable, CID, large urban/rural force**

- [FORCE NAME] systems are antiquated. There is no training on how to use the systems that are in force which produces frustration and stress. Even the basics of trying to obtain a USB stick to download data is poor. Intranet is not up to date of force processes.

**Police constable, neighbourhood officer, medium urban/rural force**

- A lot of computers do not have Siraview, and the standalone systems have no method to get them to your non-standalone computers. For still images from CCTV, you then have to screenshot the still, put it onto a disc, and then burn the disc onto your computer. There should be a general email facility to send still images etc to your computer. **Police staff, CID (general), medium urban/rural force**

- The CJIT system is useless, investigators are requested to put the whole case through the CJIT, time spent scanning documents, saving, accessing RMS to then add those external documents only to be told its too big send a paper file. I have recently wasted two days doing this process when I had other urgent work to complete.

**Police constable, CID (Specialist), medium urban/rural force**

- ViewStation is a very unreliable piece of kit. It has been removed for repair more than 2 weeks ago and is still not returned.

**Police constable, response officer, small rural force**

- One of the issues is the CPS and our force having a different computer system. When we send them things it can be challenging as it is not always clear they have

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## Sample comments

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everything. Sometimes you turn up at court and the solicitor will not have everything you have sent on their system.

**Sergeant, CID (Specialist), large urban force**

- There is not one specific area where Police Forces are not struggling to adapt to new ways of working. We rely heavily on internal managers to manage complex ICT infrastructures without any specific knowledge and/or experience.

**Police Constable, CID (general), medium urban/rural force**

- Athena limiting data shared with CPS to 10MB!

**Sergeant, response officer, medium urban/rural force**

- COPA electronic case files do not always get seen or accessed by the CPS. If you call them, they say they cannot access COPA... It's time consuming to obtain CCTV for minor offences just to see it is not going to assist the investigation.

**Police constable, response officer, large urban force**

- The constabulary's systems are a long way from achieving any of the above adequately. The absence of on scene triage systems is leading to the unnecessary seizure and examination of electronic equipment. CJIT is incapable of transferring many of the documents created during my investigations due to their size. Limits placed upon the size of emails we are able to send and receive affect our ability to exchange data from victims, witnesses and partner agencies electronically...

**Police constable, CID (Specialist), medium urban/rural force**

- Significant issues remain concerning the sharing of photographic & digital media with CPS. DVDs etc. can not be sent to CPS until supervisor has agreed that a case will be sent (via Athena) as further tasks may be raised. If supervisor does forward a case to CPS, and they review it before the physical digital media (typically DVD) reaches

them, the case fails their triage for this reason. In this age, all media should be able to be transferred electronically. To be told that the police and CPS systems can manage this but the conduit between them cannot is baffling.

**Police constable, CID, medium urban/rural force**

- I have to burn DVD's to send to CPS by hand having produced them at home as I have no other way to get my videos to them.

**Police staff, roads policing, medium urban/rural force**

- Still working on physical disc transfer require DEMS solution ASAP that then also links to cps so we can wire footage electronically without file size limits and to comply with DPA officers do not have regular training to understand how to keep up with technology to gather evidence and download CCTV.

**Police staff, forensics/scenes of crime, small rural force**

- Manually collecting CCTV is a challenge due to not being able to put USB sticks into work computers which I understand is a security risk but a further hindrance Redacting videos is a very long and painfully slow process with no training Logging onto multiple systems just causes your system to crash as it cannot cope with the demand We are still not in a position to share "hard media" audio or visual electronically with prosecutors.

**Police constable, CID, large urban force**

- From the perspective of the Disclosure Officer redaction and submission to CPS is where I have most contact. We have departmental dedicated CCTV recovery officers who are gaining expertise that we rely upon whilst timelines are in the domain of embedded Analysts.. Whilst I have no personal knowledge, there are potential evidential and CPIA considerations for the mass crowdsourcing of images.

**Police staff, investigator, medium urban/rural force**

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## Sample comments

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- The use of BWV is a huge step in the right direction but it is not helped that only 10 minute clips can be made to send to CPS. Officers are now expected to have a new understanding of CCTV systems, digital devices and the ability to know what to request from digital forensics, how to make the request and then know how to scrutinise the results in a way to present to court. Digital examinations are taking months to complete even with the facility to kiosk certain devices locally and again this is impacting on the speed to complete investigations. This is not in the best interest of all parties involved specifically the victims.

**Police constable, CID, medium urban/rural force**

- I am currently producing a complex fraud file on paper with the hope of avoiding technology and the submission of electronic evidence wherever possible to achieve the right result. I am not a luddite but there are just too many issues to make the submission of electronic files an improvement. Many of the Counsel I deal with agree when it comes to complex files.

**Police constable, CID, medium urban/rural force**

- Tasks on Niche are often missed - it would be better to receive emails. The 1MB limit on digital items sent over CJIT is incredibly limiting and I have to email documents on 90% of the casefiles I send. The one time I tried to redact a video on the work terminals I accidentally created an animated montage. I now do this manually on Medusa, by watching the video once and writing down the timings the screen should be minimised or audio muted. There is no training on offer for redacting and no points of support, keep in mind there is often a custody clock to adhere to and therefore a rush to complete redactions. The inability to receive videos via email makes it a necessity to visit sites, again when there is often a strict time limit. Expanding the size/acceptance of videos via email would be vastly helpful. I have no idea regarding crowdsourcing evidence from the public.

**Police staff, CID, medium urban/rural force**

- It's a nightmare !! No wonder some get disclosure wrong!

**PCSO, medium urban/rural force**

- Very outdated sharing systems between Police and CPS/courts, can often not work if files are in the wrong format/size. Dash cam is becoming very popular and as a force we need a have a better process for the public to submit.

**Police staff, administration, small rural force**

- Witnesses often want to send me video from dashcams, but I do not know of any system the force has that would allow me to do this. Some kind of 'dropbox' or 'OneDrive' for officers to use to share footage would be useful. Connect won't let us share images over 1MB or video of any size. Kind of important!

**Police constable, roads policing, small rural force**

- The Medusa system is not sufficient for us to be able to convert hard drives of CCTV to disk. At present there are no USB sticks available unless you buy your own to get CCTV from site. There are certainly no facilities at police stations to convert all the CCTV into a timeline of what happened and even if there was, there is no training to do so. All of the digital aspects are so time consuming and with reduced resources it is difficult to know when we will find the time to do everything.

**Sergeant, CID, medium urban/rural force**

- Apparently all other departments are suffering cuts so we (who are flush with staff) are now responsible for decoding CCTV into a playable format because we are obviously experts. Some of us know a little more than others and managed to add programmes to the CCTV computer and make it more user-friendly but IT - in the-ir oh-so infinite wisdom, came and added windows 10, deleted all the stuff we had on it and put a worse version of the copying software onto it. That's what we are fighting.

**Police constable, CID, small rural force**

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- We do not have up-to-date capable equipment for converting seized CCTV to viewable format. Any footage sent off to Force Imaging can take months to be done. The procedure for redacting BWV is laborious and time consuming. The requirements put in place by CPS are unrealistic and unachievable in relation to timescales.

**Sergeant, response officer, medium urban/rural force**

- Support is available to assist in managing digital evidence either at collection/seizure or subsequent analysis. Presentation in Court is sometimes challenging especially where CCTV and telephony evidence needs to be overlaid in an easily understandable way. **Inspector, Operational support/specialist crime, medium urban/rural force**

**force**

- A basic part of a lot of investigations is CCTV. I had to go and purchase a memory stick of my own so that I could collect CCTV before it was written over. I then often waste a lot of time trying different platforms to try and play footage. I then have to transfer the footage onto disk and then have to do the same on a computer linked to the network for stills etc. This should not be an issue in 2018. I also don't think we should still be using disks for suspect and victim interviews. We should be able to record and link it straight to RMS and be able to play it from that link on other computers for other departments to view and work from.

**Police constable, response officer, small rural force**

- We have an online portal where public can upload evidence but this isn't widely publicised or understood by the public or investigators. CCTV owners are reluctant to actually understand how to operate their systems - regularly leading officers to simply google the device make/model and read the instructions themselves. Courts are forever telling us that the CCTV copies we provide, in universally playable formats, will not place on their store-bought DVD player in court - a problem with the courts, not us, I believe. Though we're able to upload 999 phone calls and photographs to case

files, we have to physically post or attend a building in the city centre to show prosecutors any CCTV we have involved in the case.

**Sergeant, Operational support/specialist crime, small rural force**

- This week a member of the public tried to email me vital photos but it was blocked because his high quality photos amounted to over 20MB. In the end he split them into 3 emails but what if he hadn't been computer literate to do that?

**Police constable, response officer, large urban force**

- We are very far behind and have only just gone from tapes to CDs.

**Sergeant, response officer, large urban/rural force**

- The digital sharing is a huge gap in the current progress. We still have to produce CCTV on virus-ridden stand alone computers and burn discs to send off. No direct digital 'corridor'. Again....in 2018!?

**Police constable, response officer, small rural force**

- Redacting video or creating clips from a larger video is confusing. The software may well provide the ability to do this but the policies and procedures to do it tend to revoke this ability and only allow it. This prolongs the length of time it takes to get a job done. More joined up thinking in CCTV gathering, converting and saving would help a great deal. There are too many proprietary formats around and something needs to be done nationally to assist police forces in this respect.

**Police staff, strategy and transformation, medium urban/rural force**

- We have a big issue with being able to share footage with the CPS which then results in unnecessary delays prior to charging as we have to produce a hard copy and submit to CPS for perusal and charge decision when really there should be a joint platform that they can access to view in a timely fashion.

**Sergeant, roads policing, small rural force**

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