



CASE STUDY West Midlands Police

PoliceWorks® Drink Drive



When the second largest police force in the UK wanted to address the complexity of drink/drive procedures, its solution from Capita made the process 30% quicker.

West Midlands Police (WMP) is the second largest police force in the country covering an area of 348 square miles and serving a population of almost 2.6million. An average of 170,000 motorists travel through the region daily, making its motorways some of the busiest in Europe. To deal with the high level of traffic, a full-regionalised policing service for the motorways has been established, the Central Motorway Police Group (CMPG), which comprises officers from the three police forces of West Midlands, West Mercia and Staffordshire.

WMP deals with around 2,500 drink drive (D/D) offences every year, with an additional 400 handled by the CMPG last year alone. Evidential testing is a complex process but one that must be adhered to accurately in order to secure a successful prosecution. WMP made the decision to use Capita's **PoliceWorks® Drink Drive**, which computerises the process; ensuring it is conducted correctly and efficiently, leading to a direct improvement in the conviction success rate.

"Historically we used a paper-based process, which can be a 34 page pro forma," explains Paul Bennett, Inspector, Central Motorway Police Group (CMPG). "However, a large proportion of all D/D procedures have technical issues, which can involve filling-in up to five separate documents each up to 100 pages long, so the likelihood of making a simple mistake is quite high; which can be enough to see a guilty driver set free."

PoliceWorks® Drink Drive guides a police officer through the D/D procedures and provides the requisite decision points, warnings, actions, prompts and recording requirements. With a clear user interface and the use of help text, user prompts and warnings, it helps to ensure compliance by minimising the risk of error. It enables the process to be completed accurately and consistently resulting in an evidential log of the exact circumstances needed to support prosecution.

WMP benefits from **PoliceWorks® Drink Drive** in numerous ways. Paul clarifies, "**PoliceWorks® Drink Drive** makes the process about 30% quicker than completing a form manually and as the resulting data is stored electronically it's easier to read, can be accessed from multiple applications and we're no longer frustrated by missing pages."

"Right from the start we've found **PoliceWorks® Drink Drive** extremely reliable and easy to use, even for officers who are not technically literate."

Paul Bennett, Inspector, CMPG

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Why **PoliceWorks®** Drink Drive?

Efficiency savings

- Intelligent processing
- Clear, concise documentation
- Straightforward to use
- Ensures compliance
- Reduces bureaucracy
- Links to Custody and EBT Devices

Provides better governance

- Relevant help and guidance at each stage
- Process is backed by an audit log
- Strong case presentation to CPS

Drink Driving statistics

- Management information on drink/drive data
- Trend Analysis by Officer, Campaign, Station, Division, Force or Region
- Clear graphical representation

Better IT administration

- Flexible configuration and customisation
- Central administration for ease of maintenance
- Supports collaboration



Free demo

Find out how **PoliceWorks® Drink Drive** could work for you.

Contact us to arrange a free demonstration.

Call us now on 01284 778 600.

Why Capita?

Effective Software Solutions for

- Efficiency savings
- Collaboration
- Cross agency interfaces
- Successful project delivery

Capita Case and record solutions
Equis House
Bury St Edmunds
Suffolk
IP32 7AB

Tel: 01284 778 600
Fax: 01284 778 778

Email: ccrs.enquiries@capita.co.uk
capitacaseandrecordsolutions.co.uk

PoliceWorks® Drink Drive improves operational efficiency as it can interface with other key policing applications such as custody and case file software as well as Evidential Breath Devices such as the Lion Intoxilyzer 6000 used by WMP. This removes the need for duplicating data input and ensures accurate data transfer.

"It keeps the custody officer informed of what's going on and makes them aware that a potential detainee may be under the influence of drink or drugs so that they can ensure the correct safety measures are met," continues Paul.

In the case of CMPG, each of the three police forces uses different custody systems but **PoliceWorks® Drink Drive** interfaces with all of them.

"Another positive aspect of **PoliceWorks® Drink Drive** is that it dramatically reduces the amount of printing we need to do which saves time and money and is better for the environment," enthuses Paul. "A 60-70 page report from a manual procedure is reduced to around 8 pages as only the relevant material is produced."

Paul Bennett has been involved with the WMP **PoliceWorks® Drink Drive** project since the initial concept and planning stages, he says: "Right from the start we've found **PoliceWorks® Drink Drive** extremely reliable and easy to use, even for officers who are not technically literate. The first force in the UK to utilise **PoliceWorks® Drink Drive**, WMP were able to complete training for over 800 staff in a period of just two months. Since installing **PoliceWorks® Drink Drive** we've successfully processed over 30,000 procedures and we know that with **PoliceWorks® Drink Drive**, evidential files are always complete, can be found quickly and easily and distributed electronically."

The next stage for WMP is to migrate to **PoliceWorks® Drink Drive**, the latest web-based evolution of the system. Paul comments, "WMP is almost ready to go live with the upgrade but the process is very simple and, as the interface is virtually identical, there are no additional training requirements."

Paul continues, "As a Senior Investigating Officer of numerous fatal road traffic accidents caused by drink driving, I know that my priority is to ensure that justice is done. I believe there are over 250,000 different permutations to a D/D offence and as **PoliceWorks® Drink Drive** directs police officers to follow the correct procedures, it helps collect and validate the evidence to support investigations."

He concludes, "I'm not aware of any other system that does the job of **PoliceWorks® Drink Drive**. The increase in successful prosecutions, combined with improved operational efficiency and cost savings more than justifies our investment and, with the current cutbacks in public sector budgets, both the police and the public can benefit."

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