

---

A Cityforum Round Table

**Reimagining police public contact**

- technology, people and public confidence

Wednesday 5 December 2018

BT Tower, 45 Maple Street, London W1T 4JZ

**Agenda**

---

Co-Sponsors

**CAPITA**



Hosted by



**Chaired by:** Mr Simon Cole *Chief Constable* Leicestershire Police

**Welcome:** Ms Veronica Scott *CEO* Cityforum and Mr David Darch *Head of Police services* BT

**0900-1030 Session One: Present picture and future vision: societal changes and maintaining public confidence**

*Towards a coherent national vision for police public contact*

**Mr Simon Cole** *Chief Constable* Leicestershire Police; *Chairman of the NPCC Local Policing Committee; SRO for Digital Public Contact*

*What priority public contact? – Cost or benefit? What is affordable?*

**Mr Hardyal Dhindsa** *PCC* Derbyshire

*Public contact and the maintaining of police legitimacy*

**Dr Justice Tankebe** *Lecturer, Institute of Criminology* University of Cambridge

Followed by a round table discussion including **Ms Elizabeth Baylis** *Policy Adviser* DCMS & **Mr George Greig** *Managing Director* Capita Communications & Control Solutions

**1030 COFFEE**

**1045-1215 Session Two: Tech and society – improving customer satisfaction and reducing demand – opportunities and risks for police public contact**

**Mr Simon Clifford** *Director Technology and Digital Transformation* OPCC Northants

**Mr Lee Skyrme** *CTO* Futr.

Followed by a round table discussion opened by **Mr Nigel Brown** *Lead for Resilient ICT Strategy* Cabinet Office and **Mr Brian Redpath** *UK Public Sector Director* Nuance

**1215 LUNCH**

---

**1315-1530      Session Three: A syndicated discussion: Meeting public expectation, protecting the vulnerable and managing demand – what should the future look like?**

*Scene setting:*

**Ms Sal Bournier** *Dudley Neighbourhood Policing Unit Commander, Public Contact lead West Midlands Police &*

**Mr David Bailey** *Social media project lead Digital Public Contact*

Followed by syndicated round tables:

Attendees to be allocated groups and a question to debate. Each group to have a pre-briefed 'leader' who will frame the discussion and appoint an individual to take notes and report back to the plenary discussion. **40 minutes allocated for discussion. 30 minutes allowed** for prioritising conclusions to be fed back to the plenary session.

Followed by a plenary discussion with **Ms Jenni McCartney** *Chair Samaritans*; **Mr James Blatchley-Asfa** *Lead Organiser South London Citizens Diaspora Organising Team Citizens UK*; **Ruairi Bursary** *Student, CyberFirst NCSC*; **Ms Olivia Dixon** *Police Now graduate Hertfordshire Constabulary*; **Ms Sal Bournier & Mr David Bailey**

**1530              TEA**

**1545-1745      Session Four: Overcoming the challenges; rethinking collaboration with partners – what needs to be done?**

*Opened by:*

**Mr Simon Wardley** *Researcher Leading Edge Forum; Lead practitioner Wardley Maps*

*Facing up to current operational challenges*

**Mr Alan Todd** *ACC PSNI; NPCC Lead on Contact Management*

*Future infrastructure / technical landscape for 999*

**Mr Darryl Keen** *CFO Hertfordshire County Council and NFCC Strategic Lead for Operational Comms*

*Developing the future of 111 and 999 in the NHS*

**Ms Nikki Patel** *Clinical Programme Lead & Head of Evaluation, Digital Development NHS England*

*Balancing ambition and practicalities*

**Mr Dave Jackson** *Lead for Control Rooms Metropolitan Police*

Followed by a round table discussion with **Mr Ian Bell** *CEO Police ICT [to comment on 'overcoming the challenges of a fragmented IT estate']* and **Mr Peter Prater** *Managing Director Hexagon*

Conclusions      **Mr Simon Cole**

**1745              CLOSE**

---

**The Round Table will be immediately followed by a buffet reception on the 34<sup>th</sup> floor of the BT Tower.**