

REFORM

*The world of
2027 – and how
to police it*

Friday 12 October 2018

@reformthinktank
#reformpolicing

Agenda

08.30 - 08.55

Registration and breakfast

08.55 - 09.00

Welcome and introduction

Andrew Haldenby, Director, *Reform***09.00 - 10.30**

Panel One: Deciphering the world of 2027 from today

This panel will present ideas and trends that encapsulate the social and technological changes that are likely to lead to the world of 2027. Speakers will describe their pioneering work today and make some predictions of the path of change to 2027.

Panellists

- Gideon Skinner, Research Director, Ipsos MORI
- Gail Kent, Global Public Policy Lead on Law Enforcement and Surveillance, Facebook
- Paul O'Brien, Director of Service, Security and Operations Research, BT
- Niamh McKenna, Managing Director, Health, Accenture
- Rose Lasko-Skinner, Researcher, *Reform* (chair)

10.30 - 11.00

Coffee break

Refreshments will be served upstairs.

11.00 - 12.30

Panel Two: Policing the world of 2027

This panel will debate the future of policing in this new world. Speakers will describe their current experience and look forward to the challenges of the near future.

Panellists

- Lynne Owens CBE QPM, Director General, National Crime Agency
- Rachel Tuffin OBE, Director of Knowledge, Research and Education, College of Policing
- David Darch, Head of Client Service, Policing, BT
- Commander Karen Baxter, National Co-ordinator for Economic Crime, City of London Police
- Andrew Haldenby, Director, *Reform* (chair)

12:30 - 12:40

Closing remarks

Andrew Haldenby, Director, *Reform***12:40 - 13:40**

Networking and lunch

This conference is being held
in partnership with BT:





Rose Lasko-Skinner
 Researcher, Reform
 @Rose_Lasko
 @reformthinktank

Reform comment: Setting the agenda

Society is changing fast. The rate of technological development means people are preparing for unknown unknowns. In 2027, people could be interacting with the internet more through vocal recognition than QWERTY keyboards. The economy is undergoing a fourth industrial revolution driven by digitisation and new technologies such as Artificial Intelligence (AI), Augmented and Virtual Reality and the Internet of Things (IOT). The police force, and other public services, will need to be able to adapt to seismic shifts these changes might bring society.

Technology has changed and will continue to change the landscape of crime radically. Online there is a new frontline with crimes such as online fraud, online abuse, and internet-enabled child abuse on the rise. In 2016 the Office for National Statistics found the inclusion of cybercrime doubled the UK crime rate. The Internet of Things also poses new threats, such as driverless cars and traffic lights being vulnerable to hackers.

Reform's recent research has shown how technology and better uses of data can be deployed on the frontline to improve efficiency and join up blue light services. It has also looked at the way the workforce can be reformed to be more adaptive to the changing demands of the digital age.

The near 200,000 officers and staff the police employ remain its largest asset and must be ready for these changes. They should do so not only to cater to changing demands, but also to be able to adopt new digital tools capable of improving policing. Some technologies raise ethical questions in need of answers. For instance, AI could be used to ascertain whether a suspect should be kept in custody so ensuring bias does not play a part in automated decision-making is crucial.

Ascertaining how much investment is needed for technology and smarter working will form part of the discussion in the Treasury's spending review next year. In 2017, Reform argued a new digital capital grant worth £450 million per annum would be needed if the force was to see the benefits of contemporary technology, with funding coming from savings from Whitehall's accelerated automation agenda. As government leaders prepare for the 2019 Spending Review, understanding the future demands of the police force and how it can be equipped to meet them is key.

The policing mandate has changed little since Robert Peel's Principles of Law Enforcement in 1829: "The basic mission for which police exist is to prevent crime and disorder." What has changed, and will always be changing, is the social, economic and political landscape of society and how crime is done within it.

"Technology has changed and will continue to change the landscape of crime radically"



4. Speakers

Panel One: Deciphering the world of 2027 from today

Gail Kent

Global Public Policy Lead on Law
Enforcement and Surveillance, Facebook



Gail Kent is the global public policy lead for Facebook on law enforcement and surveillance. She has had a diverse career, looking at cybercrime, surveillance and international co-operation from a variety of angles, including 17 years as a law enforcement professional working for the UK's National Crime Agency and extensively with Five Eyes, Europol, Interpol, and other international partners. She spent four years in Italy as a Liaison Officer. In 2013, she was awarded a Fulbright Police Research Scholarship, taking up a visiting position at the Center for Internet and Society at Stanford Law School, where she is still a non-resident fellow. She is also an affiliate of the Oxford Martin School Global Cyber Security Capacity Centre. Her academic research has focused on Mutual Legal Assistance Reform, and she is a leading expert on cross border data flows and other challenges that the digital environment brings to law enforcement.

Niamh McKenna

Managing Director, Health, Accenture
@niamhworld



Niamh McKenna is responsible for leading Accenture's Health business in the UK. Niamh has worked across many different industry sectors in Accenture leveraging a wide range of skills from management consulting to technology delivery. Her particular passion is helping clients to make sense of the many and varied technology changes that are taking place in the market at the moment - transforming the way healthcare will work for clinicians and patients. She helps find the path between the buzzwords and focuses on what really makes a difference in the day-to-day challenges in her clients. She is currently working on how we can place humans at the heart of future health services and deal with some of the thornier challenges that technology can bring.

Niamh studied Social & Political Science at Cambridge University and is a globetrotter and has lived and worked in several different countries- finding those different cultural experiences ever more useful in our increasingly connected, digital world.

Paul O'Brien

Director, Service, Security
and Operations Research, BT
@BTBusiness



Paul O'Brien is Director of the Service, Security and Operations research at BT. He has worked in digital technology research and innovation for over 25 years. He leads an award-winning lab exploiting AI, data science and emerging technologies to transform telecommunications and digital services. Current focus areas include next generation cyber-security defence, enabling businesses to become AI-ready, realising autonomous network operations, and AI-driven service and customer insight. Paul is a member of the Institute for Telecommunications Professionals Board and holds degrees from University College London, London School of Economics, Essex University and Hertfordshire University.

Gideon Skinner

Research Director, Ipsos MORI
@GideonSkinner



Gideon Skinner is the Research Director at the Ipsos MORI Social Research Institute, where he has worked since 1997. Gideon leads on research into cross-cutting issues that face all public services, such as public service reform, trust, and public sector reputation, as well as research into many political and social trends.

Chair: Rose Lasko-Skinner

Researcher, Reform
@Rose_Lasko @reformthinktank



Rose is a Researcher at Reform who works across a variety of policy areas, from criminal justice to health care. Before joining Reform, Rose worked at Demos in their Social Policy department and as a Research Fellow for the Anthropology Department at SOAS University of London.

Panel Two: Policing the world of 2027

Commander Karen Baxter

National Co-ordinator for Economic Crime, City of London Police
@CityPolice



Commander Karen Baxter joined the Royal Ulster Constabulary in 1992. As a Detective Chief Inspector in April 2006 she conducted a far-reaching review of how the PSNI delivered Child Abuse and Rape enquiries. She helped the establishment of Rape Crime Units and Public Protection Units across Northern Ireland.

In 2011, as a Detective Chief Inspector, she moved to the role of a Senior Investigating Officer in a Major Investigation Team. She was responsible for the investigation of serious crime including murder, kidnap and terrorism and successfully concluded a number of high-profile complex murder investigations through to successful prosecution. She introduced and launched the 'One Punch' campaign highlighting the risks of assault and street violence. Karen was also responsible for the Terrorism Investigation Unit within PSNI.

Karen has a BSc in Applied Social Policy and a Masters with the Institute of Criminology at the University of Cambridge. She was awarded the British Association of Women in Policing Award and the International Association of Women in Policing Award for community service.

Lynne Owens CBE QPM

Director General, National Crime Agency
@NCA_LynneOwens



Lynne Owens became Director General of the National Crime Agency in 2016. Lynne is a member of the Government's National Security Council and chairs the National Strategic Tasking and Coordination Group. Lynne has served in three forces joining the Metropolitan Police Service (MPS) in 1989 and served initially as a Constable in Catford. She later moved to Kent Police as a Sergeant where she rose to be Detective Chief Inspector and Senior Investigating Officer within the Major Crime Department. Lynne transferred to Surrey Police in 2002 where she served as a Divisional Commander. She later completed the Strategic Command Course at Bramshill Police College and subsequently became Assistant Chief Constable, responsible for Territorial Operations.

Awarded the Queen's Police Medal in 2008, Lynne became temporary Deputy Chief Constable before moving back to the MPS as a Deputy Assistant Commissioner in 2009. She was then promoted to Assistant Commissioner, serving as head of Central Operations and Specialist Crime Directorates. Lynne returned to Surrey Police in 2012 as Chief Constable and in 2015 was awarded a CBE for services to policing and criminal justice.

Rachel Tuffin OBE

Director of Knowledge, Research and Education, College of Policing
@collegeofpolice



Rachel has worked at the College of Policing for three years and was interim CEO for six months in 2017/18. Rachel previously led knowledge and research teams in the National Policing Improvement Agency and the Home Office. She has published studies ranging from neighbourhood policing and police leadership; handling racist incidents and race hate on the internet; recruitment and career progression of minority ethnic police officers; and flexible working practices. Rachel has been seconded to several independent and government police reviews and was a member of the first Home Office task force sent to Macedonia to co-ordinate evacuating refugees from Kosovo. She began her career as a researcher in the University of East London in 1995. Her OBE was awarded in 2013 for services to policing, specifically championing evidence-based policing.

David Darch

Head of Client Service, Policing, BT
@BTBusiness



David has worked for BT for over 20 years. Starting with BT Retail, he held a number of posts in the Indirect Channel Business working with third parties and partners developing propositions for the SME market. In 1999 he moved to BT Cellnet where he had responsibility for developing pay monthly propositions through BT's high street retail channel. In 2001 he moved to Global services where he took various sales and business development roles in Central Government accounts including the Fire Service and the Maritime and Coastguard Agency. David joined the Police team in 2009 to lead on proposition and business development and in April 2012 became sector lead for BT's Police business.

Chair: Andrew Haldenby

Director, Reform
@andrewhaldenby
@reformthinktank



Andrew Haldenby co-founded *Reform* in 2001 and became Director in May 2005. Previous organisations include the Confederation of British Industry, the Centre for Policy Studies and the Conservative Party (1995-97). He became head of the political section of the Conservative Research Department, responsible for briefing the Shadow Cabinet and Leader for key media interviews and appearances. Andrew studied History at Cambridge (1990-1993) and an MSc in Economics from Birkbeck College, University of London.

6.

Bringing the Policing Vision 2025 to life: lessons from BT and Cisco



David Darch
Head of Client Service,
Policing, BT
@BTBusiness

Technology is having transformative effects on UK policing. The communities the police serve increasingly consume services and conduct transactions online. As life is increasingly conducted online, so is crime. Demands on digital evidence – from CCTV footage to phone records – are mounting. The public now expects easy digital contact with the police. These shifts require profound changes in the force, if they are to adequately face challenges now and in the future.

BT and Cisco have a long history of working in partnership with UK policing and both have dedicated teams that provide IT solutions that overcome the challenges facing modern policing. BT has been working with Essex Police for a number of years in support of the force's drive to provide better services for the citizens of Essex. This partnership has been supported by a recent Hothouse event that focused on delivering successful outcomes for three core challenges: child safeguarding, demand and Big Data. Communication is key. BT and Essex Police recently held this initiative with a variety of partners and stakeholders with great success, providing great benefit to the force with a number of agreed solutions and further activities. These will only serve to provide enhanced services to the county of Essex.

The Policing Vision 2025 sets out a new vision for UK policing, which is more than making savings or incremental reforms. The ambition is to use digital technology to better service the public, making transformative changes across the entire service. There is a long way to go, but from our experience digital transformation is not blue sky thinking, it is happening on the ground in police forces. It is therefore important that players such as BT share our experiences of rolling out new technology so that innovation can be scaled-up and adopted at ease in the future.

"The ambition is to use digital technology to better service the public, making transformative change across the entire service"



Join us in 2018/2019

Reform is an independent, non-party think tank whose mission is to find a better way to deliver public services and economic prosperity in the UK. We are a charity, funded by philanthropic individuals, corporate organisations and other charitable trusts. We aim to produce research of outstanding quality on the core issues of the economy, health, education, law and order and the right balance between government and individual.

Reform costs around £1.2 million a year to run, largely to maintain and develop a strong team. It is a proven organisation able to turn those resources into results. It is a charity with genuine political independence.

Please join the 60 individuals and 30 companies that support *Reform* financially each year. They do so because they share our vision of better policy leading to a more prosperous Britain. They also enjoy close contact with *Reform*'s team and regular opportunities to contribute their thinking to our work.

Reform has effective governance, stable leadership and secure finances. Its agenda of radical change to public services is one of the key political questions of our times. Please join us.



Andrew Haldenby
Director
andrew.haldenby@reform.uk



Caoife Wilkinson
Partnerships and Fundraising Manager
caoife.wilkinson@reform.uk



