



OpTalla

National Awards

Official Programme

Thursday 30 June 2022

De Vere Grand Connaught Rooms, London

Sponsored by





Foreword

The Coronavirus Pandemic raised serious challenges with its effects felt in every corner of society. Individually, every one of us experienced fear, confusion, worry, pain, and grief in some way.

These feelings have defined the past two years and we must always remember and reflect on the sheer scale of life lost to this virus. Emergency services were at the forefront of the response around the globe, and no different here in the United Kingdom.

For policing's part, it was vital to ensure that there was effective collaboration and coordination coming from the very heart of the police service – working closely with government, partner stakeholders, public health experts, workforce associations, and our communities. All of policing stepped up to meet the challenge.

An unparalleled national response was established for this unique moment and challenge – **Operation Talla** - shining a real light on the professionalism, capability, and reliability of the service.

Our organisational role in the national response to the pandemic continues to this day – it is less visible now, but it's still there, and to a certain extent taken for granted. Important work is ongoing, learning lessons and reflecting on how we responded to this critical incident.

With the benefit of hindsight, we continue to take best practice and provide forces with evidence-based improvements to enhance their operational responses, capabilities, and our national readiness.

Officers and staff policed and adapted to frequently changing regulations, and for much of that time those regulations were different in each of the four countries of the UK, but they did it with speed, consistency and legitimacy.

Confidence and support from communities, in that approach remained largely steady throughout and an immense debt of gratitude should be passed to officers and staff who went above and beyond serving their communities every single day.

They too have the same fears as the public they are sworn to protect, putting themselves in the way of violent criminals and a virus they could not see.

We must honour those within policing who lost their lives to this deadly virus.



On the ground - engaging with the public, explaining the regulations in place for everyone's safety, and encouraging compliance with them for the sake of everyone's wellbeing and the NHS's ability to cope, were our default principles. The 4Es enforcement model was praised by The Police Foundation and Crest Advisory as one which 'strengthened public goodwill'.

Our work was rooted in our unbreakable commitment to police by consent, offering transparency to the public on how we would use unprecedented powers created for the good of the public's health. The policing aim was to only use those powers as a last resort.

Behind the scenes - there was a necessity to ensure the thin blue line was as well-equipped as possible to serve and protect the public, helping the NHS with their mission of saving as many lives as possible.

Not an easy task when officers and staff had to diligently carry on with the day job, often in the face of unacceptable abuse and assault. Forces will no doubt seek to commend those within their ranks who left a significant impression on the operational response in each community.

These awards seek to view the pandemic from a national lens not often spoken about, commemorating those who led, shaped, and delivered the national response – working to equip those on the front line.

We asked for nominations towards one single category – 'outstanding contribution'. Nominees were put forward who demonstrated outstanding strategic thinking, leadership, and ability to implement complicated and ever-changing plans and decisions, at pace, and in extremely challenging circumstances.

Professional disciplines commended in these awards range from supply chain management, governance, logistics, PPE, communications, IT, business continuity, contact management, peer support and wellbeing, guidance and training, and more. All symbiotic to an effective national response.

All those nominated, through their work and professionalism, enabled the workforce at large to do their duty as safely and as effectively as possible. Their specialisms enabled hundreds of thousands of safer interactions with the public every day.

Congratulations to all those nominated and commended – for your diligence, service to communities, and professionalism. Thank you.

Assistant Commissioner Martin Hewitt QPM
Chair, National Police Chiefs' Council - Op Talla Gold

Assistant Chief Constable Owen Weatherill
National Mobilisation Coordinator, NPoCC - Op Talla Silver

Ceremony Agenda

Op Talla Awards

- at the -

De Vere Grand Connaught Rooms, London

| | | |
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| 15:00 | <i>Arrival and registration</i> | |
| 15:20 | <i>Call to be seated</i> | |
| 15:30 | <i>Welcome</i> | <i>Alfie Moore</i> |
| 15:40 | <i>Introduction & minute of reflection</i> | <i>Martin Hewitt/Owen Weatherill</i> |
| 15:50 | <i>Message from the Home Secretary</i> | <i>Rt Hon. Priti Patel MP</i> |
| 16:00 | <i>Sponsor message</i> | <i>Content Guru</i> |
| 16:05 | <i>Award Presentations</i> | <i>Alfie Moore</i> |
| 17:00 | <i>Break with buffet & Drinks</i> | |
| 18:00 | <i>Oscar Kilo – Police Wellbeing</i> | <i>Andy Rhodes</i> |
| 18:10 | <i>Award Presentations</i> | <i>Alfie Moore</i> |
| 19:00 | <i>Closing Comments & reflections</i> | <i>Martin Hewitt</i> |
| 19:10 | <i>Guests disperse</i> | |



Message from the Home Secretary

As Home Secretary my responsibilities are many and varied, but policing is at the heart of everything. Our society would not function without police officers who do extraordinary things on a daily basis to keep us all safe, often in extremely difficult circumstances.

For many officers and staff, handling the Covid pandemic will have been the greatest challenge of their careers to date and I am immensely grateful to everyone who worked on the national response, facing this challenge head on.

During the uncertainty and fears we were all experiencing, police officers ran towards danger to protect their fellow citizens and Op Talla's work equipped them to deal with these challenges in the safest way possible.

The impact of the pandemic for some people has been devastating and alongside other frontline staff, police officers and staff were grappling with family duties, fear and loss.

This was alongside the need to become familiar with the constantly-evolving guidance and regulations, enforcement of which sometimes led to the police facing unacceptable abuse. We have recently toughened the law in this respect, because we want to make clear that assault should never be considered 'part of the job' for an emergency worker.

I recognise the physical and mental hardships that the police face daily and it is important that lessons are learned from this period that can provide additional support for police officers in the future.

I also want to pay tribute to those who we lost in service throughout the pandemic. They will not be forgotten and we will continue to honour them always.

We owe an immense debt of gratitude to every single person who worked throughout this tough period in our history and I extend my congratulations to all those that have been nominated for an award.

The Right Honourable Priti Patel MP
Home Secretary



Awards Ceremony presented by Alfie Moore

Alfie Moore is a writer, public speaker, and BBC Radio 4 presenter.

He has a background in policing, serving with both Lincolnshire and Humberside forces. His roles included: Response, Tutor Unit, Neighbourhood Sergeant, Detective Sergeant in the Public Protection Team and work with the Regional Counter Terrorism Unit.

Although now retired, Alfie remains a passionate supporter of policing and writes and presents his own hit BBC Radio 4 comedy series 'It's a Fair Cop', which was recently nominated for Best Radio Comedy Show, with a seventh series due to air in 2022.

His television appearances include: Show Me the Funny, Bizarre Crime, Confessions of a Copper and guest presenter on Channel 5's CCTV crime series Caught on Camera.

Alfie is a regular at the Edinburgh Festival and is currently touring his solo stand-up comedy show, 'Fair Cop Unleashed', to sold-out venues across the UK.

You can read more about Alfie's work on his website: www.alfiemoore.com



Message from the Op Talla National Awards Sponsor



Content Guru proudly sponsors the 2022 Op Talla National Awards

Thank you to the NPCC and
NPoCC for inviting us to participate,
and congratulations to the inspiring
and deserving winners.
Thank you

*Martin Taylor, Deputy CEO,
and the Content Guru Team*

The Op Talla National PPE Hub



Who's Who

The National Police Chiefs' Council (NPCC)

The NPCC brings police forces in the UK together to help policing coordinate operations, reform, improve and provide value for money.

The body has the following key functions:

- The co-ordination of national operations including defining, monitoring and testing force contributions to the Strategic Policing Requirement, and working with the National Crime Agency where appropriate
- The command of counter terrorism operations and delivery of counter terrorist policing through the national network as set out in the Counter Terrorism Collaboration Agreement
- The co-ordination of the national police response to national emergencies and the co-ordination of the mobilisation of resources across force borders and internationally
- The national operational implementation of standards and policy as set by the College of Policing and Government
- To work with the College of Policing, to develop joint national approaches on criminal justice, value for money, service transformation, information management, performance management and technology
- Where appropriate, to work with the College of Policing in order to develop joint national approaches to staff and human resource issues, including misconduct and discipline, in line with the Chief Officers' responsibilities as employers

The National Police Coordination Centre (NPoCC)

NPoCC is responsible for coordinating the deployment of police officers and staff from across UK policing to support forces during large scale events, operations and in times of national crisis for example large scale flooding and civil emergencies. The NPoCC team comprises of highly skilled officers and staff, from across UK policing, with a wealth of experience in event planning and police operations.

NPoCC has a remit to:

- Co-ordinate and broker mutual aid in both steady state and a crisis
- Co-ordinate a continuous testing and exercising regime to ensure effective mobilisation of national assets in a crisis
- Co-ordinate, collate and act as a national repository for capacity and capability in relation to the Strategic and National Policing Requirements on specialist UK policing assets
- Develop reporting mechanisms with the Home Office and Central Government crisis management
- Support the chair of the National Police Chiefs' Council (NPCC) in COBR during times of national crisis and for large scale events

What next for Op Talla?

The Recovery, Reform and Organisational Learning Programme

The Op Talla Recovery, Reform and Organisational Learning Programme was established at the outset of the pandemic to ensure the identification and sharing of learning, knowledge, and best practice in 'real-time'.

The programme's work will ensure the continuous improvement of policing through having a clear understanding and assessment of the learning and impact of Covid-19 on service delivery, the workforce, and the public - and to consider the longer-term implications for future policing.

Many of the innovations, policy and practice that are being honoured in these awards have been part of that learning and have already informed policing improvement and readiness for the future.

Several projects are soon to be published for forces, including learning on Agile working, and a longer-term piece of work on managing Long Covid from a policing perspective.

To aid forces to see all the information Op Talla has created a 'Learning Index' which gives a strategic overview of all learning captured during the response to the pandemic. It contains relevant reports, briefings and academic research which provide an agile resource, bringing together key findings; sharing learning that is both successful operationally and highlighting what is less effective, highlighting major themes, sub-themes, and their learning points. It is fully searchable and referenced to signpost users to original source documents.

To access a range of the published learning materials please, visit the Police Knowledge Hub Covid-19 Section [here](#).

(Please note you will be required to register and log in to access learning materials)

If you have any questions relating to Op Talla learning, please contact the team via OperationaTalla@npocc.police.uk



National Award Winners

Governance & Coordination

Remote 101 Implementation Team **Thames Valley Police and Hampshire Constabulary**

The team successfully implemented a remote call handling solution for 101 calls. This provided a reliable method for answering calls, utilising existing technology, enhancing Business Continuity, and ensuring that staff could work, stay safe and reduce the spread of infection - all whilst maintaining an essential public service and reducing the demand on 999 calls.

Julia Wire **College of Policing Policy & Legislation Lead**

Aware of the pressures on frontline policing during the Covid-19 pandemic, Julia ensured that new legislation was developed in a timely manner and accurately translated into regulations and guidance for operational policing. This work was supported by the development of a survey to analyse how frontline officers responded to the regulatory guidance whilst policing the pandemic.

Covid-19 Legislation & Guidance Team **The College of Policing**

The team responded to a complex and time critical introduction of new legislation which saw frequent changes over a prolonged period. In a fast moving and unprecedented environment, the team enabled policing to implement the Covid-19 legislation in England and Wales in a swift, easy to understand and consistent way.

Inspector Carl Morgan **South Wales Police**

At the forefront of Covid-19 police operational delivery across Wales, Carl's leadership and enthusiasm to 'get it right' was instrumental in the success of a Pan-Wales response to the Pandemic. Carl helped to introduce new policies and procedures, working closely with partners to improve security and safety for those on the frontline, as well as the public.

Eric Mirfin
South Yorkshire Police - NPCC Business Continuity Lead

Eric led the NPCC Business Continuity (BC) portfolio throughout the pandemic, balancing concurrent challenges of the pandemic and planning to leave the EU without a deal. Eric supported forces by creating a bespoke Covid-19 BC plan and developing two national tabletop exercises to test and develop plans at local level, raising the standard of BC within forces.

Superintendent Emma Baillie
Thames Valley Police (Op Restore)

As Tactical Commander for Op Restore and Chair of the Thames Valley Local Resilience Forum, Emma developed a comprehensive partnership plan involving multiple stakeholders. Emma demonstrated determination, drive and focus to achieve agreed goals, as well as playing a key part in setting up the Personal Protective Equipment (PPE) arrangement that led to the national police PPE process.

Ben Axelsen
Thames Valley Local Resilience Forum Manager

Ben was instrumental in the implementation of the multi-agency response to the pandemic for Thames Valley area. Overseeing the first emergency repatriation flight for British Citizens into RAF Brize Norton, as well as having responsibility for one of the few isolation centres in Milton Keynes. His leadership and coordination resulted in a strong, joined up approach across all agencies.

Claire Boot
Hertfordshire Constabulary

Claire was at the heart of Hertfordshire Constabulary's response to the pandemic, supporting and managing the commitments of several senior commanders, at a time of unease and uncertainty. Claire helped implement several processes to support the wellbeing of staff, including the dissemination of Personal Protective Equipment (PPE), Lateral Flow Testing and absence reporting.

Nicola Growcott
National Police Chiefs' Council Communications Lead

During unprecedented times Nicola led the NPCC Communications team, working round the clock and under considerable pressure to manage and respond to announcements at short notice. All this whilst appreciating the impact on policing in general, the workforce and the public.

NPCC Communications Team
National Police Chiefs' Council and Mutual Aid support from across the UK

An extended volunteer communications team worked under considerable challenges to deliver an insight-driven communication strategy. The national communication operation achieved unprecedented coordination and consistency across policing in tone, messaging and alignment on key policy issues and highly effective engagement with partners. This impacted positively on public confidence in the police handling of Covid-19.

Neil Pattinson
Head of Public Safety COVID-19 Response Team, Home Office

Under Neil's leadership, a robust and effective Home Office Covid-19 response team was formed. The support Neil provided to NPoCC and engagement with Ministers on behalf of the police, was integral to the overall success of the national policing response to the Covid-19 pandemic.

Chris Hicks
Covid-19 Response Team, Home Office

Chris was integral in developing and strengthening relationships with the Department of Health and Social Care and the Cabinet Office; ensuring prompt reimbursement to forces for Personal Protective Equipment. Chris' support and understanding of the demands on policing was evident when he drove the work to prioritise testing and vaccinations for police.

Assistant Chief Constable Alan Todd
Police Service of Northern Ireland

The safety of the workforce was at the forefront of Alan's approach to policing the pandemic. Alan created bespoke protection teams who were deployed through a risk management process, provided a designated protection suite in custody to protect staff and detainees from infection, and created an effective process to source and distribute Personal Protective Equipment.

Sergeant Simon Kempton
Police Federation of England & Wales

Simon was a huge support to the Personal Protective Equipment team and pivotal in communicating the findings from research carried out into how to better support officers and encourage the use of Personal Protective Equipment. Simon showed determination and reached out to forces, setting up focus groups for the researchers, whilst influencing senior officers and other staff association members as to the value of this research.

Stuart Sterling
Government Affairs Lead

Stuart ensured that there was consistency with communication from Ministers and the NPCC, working round the clock during the height of the pandemic to brief Ministers, arrange meetings and understand new legislation. Stuart's problem solving and flexibility was integral to the success of Op Talla's governance and the policing response.

Detective Chief Superintendent Trevor Lawry
NPCC Policy & Legislation Lead

Trevor recognised the need to build strong relationships with key stakeholders; such as the Cabinet Office, Home Office and Border Force. Trevor quickly established communication with external colleagues, sharing data, seeking feedback and ensuring new regulations and guidance were understood and relevant for frontline policing.

Inspector Pete Healey
NPoCC Silver Support

Pete facilitated the recording and sharing of data, ranging from Fixed Penalty Notices to workforce absence recording, ensuring the Command Team were updated with any emerging risks. He also established and managed the Op Talla Ethics Committee and communicated views which helped shape service delivery and improve trust and confidence in policing.

Inspector Louise Coughlin
NPoCC Op Talla Silver Team

Louise joined the Op Talla team at the height of the COVID-19 Pandemic, where she hit the ground running, dealing with large volumes of enquiries from forces and partner agencies, coordinating meetings, and ensuring national guidance was communicated. Louise was integral in the coordination of the Daily Contact Testing process for all 43 forces, resolving issues, providing additional guidance and seeking to ensure the process was fit for purpose for operational policing.

Ministry of Defence Police COVID Management
Chief Inspector James Carr & Nicola Dutton

James and Nicola acted quickly to manage the impact of Covid-19 on the workforce; reducing infection levels with swift and robust control measures, which maximised the safety of staff and ensured continued operational delivery. They guided, coached, and mentored partner agencies, sharing methodology and process to benefit the wider defence service.

Op Talla Resource Capability
Stuart Budgen & Oliver Clark-Darby - College of Policing

Aware of the impact of Covid-19 on police resources; Stuart and Oliver quickly developed and delivered a national resource reporting tool, including the Daily Resource Capability and Special National Operation Capabilities Assessment. This enabled accurate and timely updates to Ministers, supporting critical decision making on behalf of UK policing.

IT and Digital Team
West Midlands Police

The team ensured that West Midlands Police could maintain service delivery during the Covid-19 Pandemic, acting swiftly. Within eight days, they successfully built and distributed over 2,000 laptops across the force, to critical policing functions, and to those staff who were able to work remotely.

Police Uplift Recruitment Team

The team's commitment, approach to problem solving and partnership working, ensured recruitment of police officers across the 43 Police Forces continued at pace during the Covid-19 Pandemic. As a team, they managed in excess of 180,000 applications, and completed a staggering 50,000 assessments, all whilst engaging with stakeholders and maintaining confidence in the process.

Police National Legal Database (PNLD) Covid-19 Response Team

The team responded to thousands of Covid-19 related enquiries from the public, and their expertise and guidance was recognised and utilised by many partners; including the Police Federation, APCC and police forces. They undertook additional validation checks to ensure up to date and accurate information was communicated to support a consistent approach across England and Wales.

Forensic Capability Network

The team coordinated the forensic supplier market to ensure the priority needs of investigations and the Criminal Justice System were maintained. This included consultation with all forces and forensic providers to understand demand, reviewing road traffic toxicology and the set up of a PCR testing process.

Op Talla Recovery, Reform & Learning Team

The team enabled the identification and sharing of near real time learning and long-term impacts and implications during the Covid-19 Pandemic. Due to the success of these now influential and diverse networks and mechanisms; learning is now established and embedded in everyday business, influencing local policies, but all recognised by global partners.

Operation Georgia **Merseyside Police**

The team was instrumental in the planning and response to several critical events during the pandemic. One such event was the repatriation of UK Nationals from Wuhan and the Princess cruise ship; the first mass Covid-19 testing facility in Liverpool, and the first national 'test to release' programme.

Police Food & Retail Liaison Team

The team represented UK policing and engaged with retailers and business groups, developed appropriate guidance on operational protocols to keep customers and staff safe, as well as bespoke guidance to the tourism and hospitality sector on safe reopening. This engagement reduced the demand on policing and provided high levels of confidence to the industries and consumers.

Oscar Kilo

The National Police Wellbeing Service

Oscar Kilo, the National Police Wellbeing Service provides support and guidance for all police forces to improve and build upon wellbeing within their organisation.

Their services have been developed for policing, by policing and they are designed to meet the unique needs of officers and staff.

The rich Resources section of the Oscar Kilo website is designed to give officers and staff easy access to helpful guidance, research, and signposts, as well as toolkits, self-care materials, videos and campaigns too.

You can find out more about their individual services at www.oscarkilo.org.uk

Message from Andy Rhodes QPM

Director, National Police Wellbeing Service

From the outset of the pandemic it was clear that the crisis would have a huge impact upon workforce mental and physical health and so Oscar Kilo was identified as a vital resource to help co-ordinate a range of activities.

The importance of locating wellbeing at the strategic level of operational command was appreciated by the Gold attendees and as the pandemic escalated, the ability to rapidly identify workforce issues (such as trust in PPE guidance, and equipment) and translate them into practice was recognised.

The creation of the PPE Hub in Thames Valley Police from a standing start was entirely down to teamwork and some incredible individuals who, in the best tradition of the service, got it done.

The pandemic was a unique operational challenge because our people accept risks to their own health on a daily basis but had never before being concerned about taking that risk home to loved ones.

This amplified the importance of listening and responding to their concerns in an open and transparent way for almost 2 years. In my view the engagement effort backed up by kit, policy and leadership significantly contributed to our people feeling valued and going above and beyond to help the public and their colleagues.



**The National Police
Wellbeing Service**

National Award Winners

Health & Wellbeing

Tara McGuinness

Thames Valley Police Occupational Health Nurse

Tara's passion, empathy and warmth was evident to all staff throughout the pandemic, personally reviewing 1,253 individual risk assessments to ensure vulnerable staff were supported and safeguarded. Tara provided practical support and advice to operational staff during Operation Forth Bridge, conducting Lateral Flow Tests and managing 45 Occupational Health referrals during the event.

Chief Superintendent Howard Hodges

Op Talla Welfare and Resourcing Lead

Howard coordinated the national reporting mechanisms in order to understand how the pandemic was affecting the national capability for policing across the UK. Howard engaged with staff associations and kept welfare and wellbeing at the forefront of his approach when managing mutual aid, resource and capability.

Chief Inspector Matt Sulley

Thames Valley Police - Op Talla PPE Bronze

Matt's strong leadership and commitment enabled a small team of officers to coordinate the storage and distribution of over 300 million items of Personal Protective Equipment to police forces. Matt devised an electronic inventory system to track all orders and certification of items, as well as developing a digital National PPE Dashboard to help staff stay safe whilst at work.

Op Talla National Logistics Team

The team worked tirelessly to source, procure and quality assure Personal Protective Equipment from across the world and make it readily available to all police forces in England and Wales, as well as our Overseas Territories. The team devised a new system to record and track each piece of PPE and distributed in excess of 300 million items of PPE, weighing over 3,000 tonnes.

Op Talla Personal Protective Equipment Team

The team provided advice and guidance to forces, researching the best products on the market, checking certification standards and compiling a risk register. The team managed the ongoing development of the Digital Personal Protective Equipment Dashboard and acted as the triage function for forces between the PPE Hub and Department of Health and Social Care.

Superintendent Hannah Wheeler QPM

Op Talla Personal Protective Equipment Lead

It was always evident that Hannah's priority was the welfare and wellbeing of officers and staff, continually reviewing best practice and guidance to keep workplaces safe. She oversaw the national supply of essential equipment and Personal Protective Equipment (PPE), whilst also developing processes and procedures to ensure staff stayed protected and could safely continue to do their job.

National Award Winners

Innovation

Dr Mark Salter

Public Health England Senior Medical Advisor

Mark provided expert advice to the NPCC Civil Contingencies portfolio on the evolving nature of the virus and developed guidance to forces on how to respond to the Pandemic. He also devised a system to manage covert and sensitive details following the introduction of the NHS 'Test and Trace' application.

Superintendent Sallie Churchill

West Midlands Police

Sallie developed the principles for West Midlands Police's Covid-19 patrol and produced a video blog, discussing her own personal experience along with the methods she found useful for increasing her mental resilience. Sallie also designed the principles for distribution of excess vaccines, which were then adopted as best practice nationally, and recognised by Professor Sir Jonathan Van Tam.

Penelope Lowery

Leicestershire Constabulary

Penelope single handily managed the progression of Leicestershire's Covid-19 related fixed penalties from ACRO through to prosecution; creating a new system in force, as well as dealing with the many enquiries from officers and the Crown Prosecution Service. Penelope personally processed in excess of 1,550 tickets.

Melissa Dark

Casualty Bureau Coordinator

Melissa became the 'critical friend' for Disaster Victim Recovery (DVI) coordinators across the country, reviewing plans and processes and cascading the learning from London and other regions. This included facilitating a virtual tabletop exercise to test and improve the nations response to potential excess deaths. 633 people took part in the tabletop from 17 police forces and 28 partner agencies.

John Crossley

HMICFRS Legislation Lead

John volunteered to support the national policing response to the pandemic and quickly translated new legislation into a workable policy for policing. His keen attention to detail ensured correct and enforceable legislation was created and disseminated to all forces, often at short notice.

Kawan Patel
Home Office Legislation Lead

Kawan is a natural problem solver and showed great resilience with the long hours and ability to review and manage the immense volume of new legislation and guidance published. Kawan created a valuable network of contacts across other government departments which enabled a joined-up approach and supported the national policing response.

Nadia Connor
British Transport Police Head of Justice Solutions

Nadia was described by the Silver Commander as “the cornerstone of the force’s tactical and operational response to the pandemic”. She reviewed and interpreted the new legislation; updating policies and producing briefings, which included training videos to equip frontline officers with knowledge and confidence to correctly apply the new regulations.

Civil Contingencies
Tony Thompkins & Lindy Woodage

Tony and Lindy demonstrated their effort to support and protect the workforce, developing police specific Track and Trace guidance which helped forces to navigate this complex policy, this included an online event where questions and concerns could be raised and resolved. They also reviewed and updated guidance after each legislation change.

‘Staying Safe’ YouTube Animation
Sergeant Robert Anderson & Robbie Unwin

Robert and Robbie created an innovative ‘Staying Safe’ during Covid-19 YouTube animation which provided a quick, simple and effective communication with staff to ensure that policing across the UK understood what was required in terms of wearing Personal Protective Equipment and how to stay safe.

Operation Shadowist
National Crime Agency

The team anticipated a significant increase in online abuse involving children during the Covid-19 pandemic and immediately established a team to identify risk and prioritise investigations, whilst remaining Covid safe. In a 12-month period, the team made 154 arrests and safeguarded 310 vulnerable children.

ACRO - Criminal Records Office

The team responded immediately to the new legislation and established a new service within ACRO within a matter of weeks. They managed the processing and payment of all Fixed Penalty Notices, with up to 8,000 tickets processed each week during the height of the pandemic. ACRO's processes were reviewed in an independent audit, where they received a top grade of 'Substantial'.

NPoCC Strategic Intelligence & Briefing (SIB) Team

The team designed and delivered a range of bespoke products and over 20 wide ranging intelligence assessments which supported the dissemination of intelligence and information to forces; ensuring that staff could effectively and safely carry out their roles. They produced daily reports to force leads and the Home Office; collating, analysing, and assessing over 46,000 pieces of information at the height of the pandemic.

Thames Valley Police Finance Team

The team created a record management system to manage the ordering and in-bound supply chain of Personal Protective Equipment into the central hub. They took responsibility to train themselves on PPE standards and regulations; auditing suppliers and inspecting the certification of goods. This supported the safety of the workforce and provided confidence to forces.

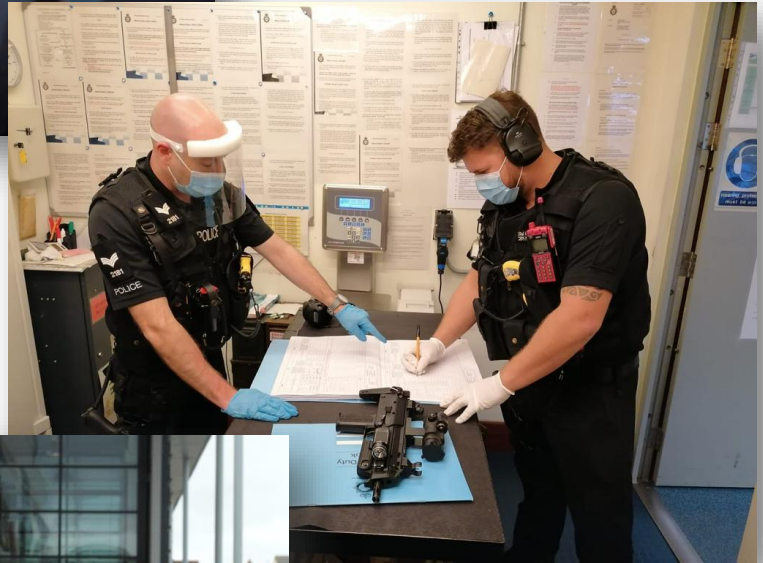
Gemma Stannard

Op Talla National Recovery & Reform Lead

Gemma set up Recovery and Reform governance and communication structures, enabling the capture of learning from across all business areas in policing. Gemma worked in collaboration with the College of Policing through knowledge sharing events, reaching all forces, identifying emerging issues and sharing best practice. Gemma ensured a national debriefing process which has influenced ongoing policy, practice, and readiness for future events.

Organisational Development & Peer Support Team

The team provided critical support, coordination, and guidance to UK Policing, to aid learning as part of the operational response to the pandemic. They arranged up to 3 weekly virtual events, providing a forum for quick problem solving; often routinely having 600 attendees online. They also produced the Top 10 Operational Priorities Report and regular Operational Briefings.





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