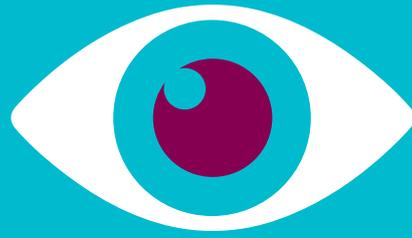# CAPITA

Identity*Works*™

Integrating biometrics and
process workflow to effect
transformation

First Principles

Identity*Works*™ is an integrated platform that can help transform processes that require confirmation of identity, regular attendance and an effective response to any breach of a sanction imposed by any agency; for example Court or Police Bail, Football Banning Orders, Electronic Monitoring or ViSOR checks.

Identity*Works*™ can also be used to manage a wider range of sanctions that don't necessarily require attendance, such as curfew or association. Through integration with Records Management Systems and tasking/briefing systems **Identity***Works*™ manages the process and workflows, provides a source of performance management information and maintains the ability to notify of breaches based on user input.

- Automation to help police focus on individuals who present the greatest threat

- A solution to automate management of both signing and non-signing bail conditions

- Force-specific requirements met with configurable screen design, workflow and alerts

- Highly scalable and connected to meet the needs of a single force or partnership information sharing arrangements

- Built-in business intelligence to help stakeholders better understand the data

- Ready for use with Capita's Record Management Systems and open to non-Capita RMSs to notify officers, through standard briefing and tasking, of the arrest conditions and the offender details to ensure re-arrest for breach of bail
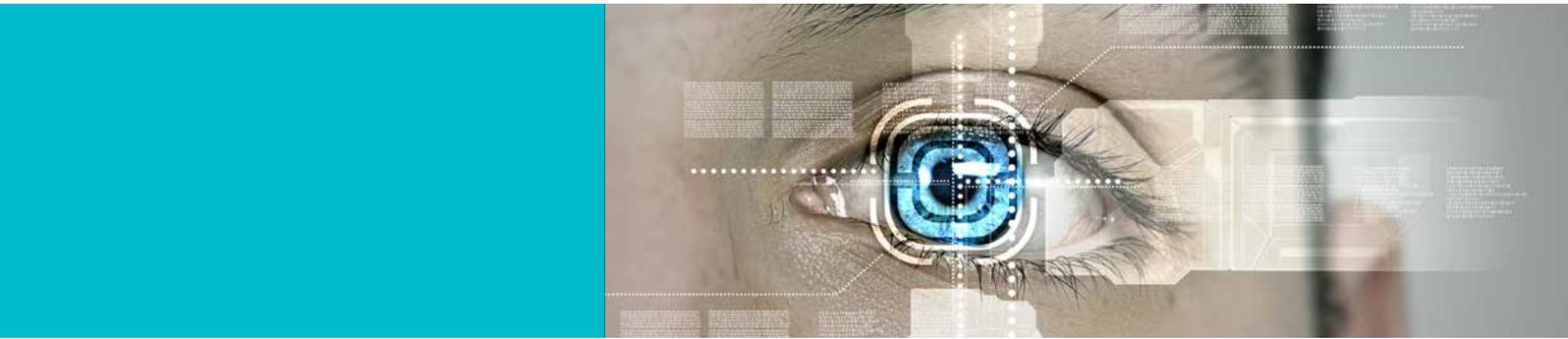
A recent NAO report (March 2014) highlighted a number of areas of concern across the Criminal justice landscape.
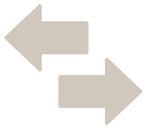
Identity*Works*™ provides an answer to many:

Heavy demand on the system due to re-offending

Improved response to breaches of bail conditions could help reduce re-reoffending by focusing effort on individuals who present the greatest harm to the public

Lack of joint working and poor coordination

Identity*Works*™ provides the means to immediately share information between partner agencies across the Criminal Justice System

Slow, bureaucratic processes leading to inefficiencies and poor experiences for victims and witnesses

Improving bail management using Identity*Works*™ could help increase public confidence in the wider system and help reduce risk to officers, staff and the public

Inadequate IT

Identity*Works*™ builds on and extends/integrates existing IT systems, uses proven biometric devices and is future-proof as technology advances

Inadequate understanding of what works

Identity*Works*™ provides the means for improved intelligence on the effectiveness of sanctions

Pressure to reduce costs

Identity*Works*™ transforms processes which currently consume a large number of manhours of both officers and staff

Transforming Court and Police bail processes

Building verification from first arrest

The management of bail sanctions will be most effective if the biometric token is generated as early on in the process as possible. By registering suspects with **Identity***Works*™ at first arrest this token information could be used throughout the Criminal Justice system.

- Early registration and confirmation by arresting officers or custody staff
- Linked to Custody record to ensure MoPI compliance and data integrity
- Identity verified at every attendance at a designated location
- Data shared across the **Identity***Works*™ platform with partner forces

Acting effectively to a breach of bail

Once notified of a breach the Records Management System can be used to notify officers, through standard briefing and tasking, of the arrest conditions and the offender details to ensure re-arrest for breach of bail.

- Breach notice assessed in RMS and an arrest notice issued
- Officers receive notice through standard briefing and tasking protocols
- Offender returned to custody
- **Identity***Works*™ updated to ensure no further breach notices are issued either in force or at partner forces

Identity

Ensuring identity and imposing sanctions

Extending use of Identity*Works*™ from the Police to the Courts supports the digital transformation programme.

- Offender identity linked to case file

- Identity verified at court to ensure the correct offender appears

- If Court Bail sanctions are applied they are input directly into Identity*Works*™ and shared with the Police Force; removing delays, streamlining processes, removing paperwork, increasing data quality

Ensuring compliance with sanctions

With bail conditions applied to the Identity*Works*™ offender identity the sanctions can be monitored for compliance and breaches notified in 'real-time'.

- Signing sanctions detail the time, date and location and receipts provided on correct identification

- Locations are preconfigured in Identity*Works*™ to support estate rationalisation strategies and opening hours of designated locations

- Manage offenders locally to prevent opportunistic crime when travelling to signing locations and build local intelligence

- Kiosks ensure the biometrics are taken accurately and quickly reducing lengthy searches of paperwork and the potential for conflict

- Non-attendance automatically generates a breach notice that can be integrated into the Force's intelligence system
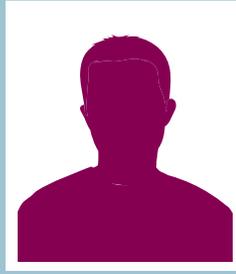
*y*Works™

Building a platform for future transformation

With the core platform installed IdentityWorks™ can support the management of a wider transformation within a force or across partner agencies.

Using Identity*Works*™ to manage other sanctions

- Integrated dialer and voice recognition technology to check compliance with curfew and place of residence sanctions
- Mobile app for officers undertaking curfew and place of residence checks or to inform on intelligence for proximity or association sanctions
- Management of other 'attendance' sanctions
- Football Banning Orders
- Sex Offenders Register

Using biometric tokens across Criminal Justice partners

- Electronic Monitoring
- Offender transport
- Prisoner and visitor management
- Probation services

Using biometrics across the force

- Property Management
  - either in custody or evidential
- Stock Management
  - radios, access to firearms, forensics
- Access Control
  - supports estate rationalisation strategies and cross-border collaboration

Ruggedised kiosk options provide self service solutions for the most challenging public environments

- Located in public areas
- Allows public access to key information
- Shift of communication channel away from 101 and the contact centre
- Supports estate rationalisation strategies

Benefit summary

- Automated alerts to help police focus on individuals who present the greatest threat

- Highly robust proven security and audit trail for governance surety

- Built-in business intelligence to help different stakeholders better understand the data

- Force-specific requirements met with configurable screen design, workflow and alerts

- Response in time-sensitive situations speeded up with powerful searching

- Information sharing simplified with data provided in a wide variety of format

- Variety of interface options (browser, mobile and kiosk) suitable for a wide range of stakeholders

- Flexibility over language provided by a multilingual interface

- Ready for use with Capita's RMS and open to non-Capita RMSs

- Flexibility over related and future technology decisions - no dependency on particular operating systems or hardware

- Modular architecture with many options for applications and requirements across the criminal justice system

- Highly scalable and connected to meet the needs of a single force or partnership information sharing arrangements

Integra Open Enterprise

Our adaptable approach, combined with solid practical experience, ensures that we can work closely with you to deliver the solutions you need to achieve your targets.

We use the latest technology to power our database management, windows and web architecture. The result is a flexible and powerful processing capability for all your workflow and management information needs.

Our expertise is based on the world-class experience we've built up since the 1980s. Throughout this period we've been providing the leading solutions that our clients need to achieve their targets – tailored precisely to the needs of their sectors and maintained by our on-shore development and support teams.

One solution, many features:

Scalable — You can enjoy the benefits as a single organisation or on a shared regional deployment

Flexible — Reflects and supports your management structure and working procedures

Easy to set up, easy to use — Your staff will be up and running in no time, leaving them free to focus on your business

Connected – Seamlessly work with existing and new systems ensuring full leverage of existing assets and data as well as developing technology

Multi-user capabilities — Hundreds of concurrent users with no compromise of performance

Mobile — The mobile functionality allows you to access Integra on the go

Comprehensive reporting and alerting facilities — Gain improved business insight through cross-modular, graphical dashboard reporting and business intelligence tools

Workflow management — Keeps everyone informed in real-time of the status at any stage of the process

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