

# Improving your professional reputation with abmpegasus

**It is more important than ever that police forces maintain a professional image and reputation. The MPs expenses scandal and the London G20 protests have demonstrated how the British public, or at least the media, will not overlook any hint of misconduct, unprofessionalism, heavy-handedness or corruption.**

The cause of the accusatory news stories of wrong doing in the public sector frequently stem from a breakdown in process or procedure. Either processes are insufficiently imbedded within the organisation or their execution is insufficiently effective.

In the covert arena, it is imperative that processes are properly followed due the high risks involved and the range of legislation that police forces are compelled to comply with. Failure to adequately implement safeguarding procedures can lead to abandonment of court cases and, particularly when dealing with CHIS, the potential death of an informant. At the same time it is important, for the sake of cost efficiency, that such processes do not become overly burdensome or difficult to follow.

abmpegasus seeks to improve the ease with which covert units can effectively and reliably implement and maintain covert management processes:

## **Efficiency**

abmpegasus has a number of functions which improve the efficiency of covert personnel. Applications can be completed in less time thanks to pre-populated fields, drop-down lists and intelligence help and advice for each stage of the process. On submitting an application, it is automatically sent to the relevant Authorising Officer for approval. The officer can then instantly approve or reject the application recording justification for the decision. Upon authorising the request, review dates are automatically generated (depending on the characteristics of the authorisation) and each user is presented with a list of forthcoming reviews as well as outstanding applications. This makes it significantly easier for managers to follow up outstanding actions and monitor workloads of individual officers, as well as meeting review, renewal and cancellation dates to ensure compliance with legislation. Overall, because all data is stored centrally, users can quickly access the information they need, when they need it. This drastically reduces “down-time” spent looking for or requesting information.

Spatial mapping can also improve the operational efficiency of covert policing with regard to the tasking of CHIS. Crime hotspot maps can be compared with the distribution of CHIS to identify gaps and allow a proactive approach to CHIS recruitment.

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## Compliance

abmpegasus complies with all relevant legislation, assuring users that they are always working within the boundaries of the law. When used in conjunction with rigorously enforced internal policies and procedures, abmpegasus ensures that personnel are provided with a system to facilitate rigorous enforcement of internal policies and procedures.

As experienced from various cases in the past, failure to comply sufficiently with legislation can lead to embarrassing and costly consequences (Refer to the O'Connor (2007) and Butterfield (2003) for an example of how HMRC got this wrong).

## Best practices

Through continued consultation with law enforcement users via regular focus groups, abmpegasus is constantly maintained to remain at the forefront of best practice in the world of covert policing.

## Accountability

All officers are increasingly being held to account for their actions. abmpegasus helps by recording all actions within the system. Any changes made, applications submitted, authorisations granted, reviews completed etc. are automatically stored along with the exact date and time. Checkboxes and reminders are included to make sure that important tasks have been completed. If an officer or department's actions are ever questioned, senior officers can quickly show whether or not an action was completed.

## Reporting

abmpegasus improves the ease with which you can produce reliable performance statistics and financial accounts. This is not only highly valued by police chiefs, but improves the operational transparency of covert policing without divulging confidential information. The system will also allow officers to record the value of retrieved goods, such as drugs, to get a better understanding of the value of operations relative to costs.

## References

**O'Connor, D., 2007.** *Handling of Human Intelligence Sources*. London: HM Revenue & Customs.

Available at: [http://inspectors.homeoffice.gov.uk/hmic/inspections/special\\_humberside\\_police\\_report/hmrc-intelligence.pdf?view=Binary](http://inspectors.homeoffice.gov.uk/hmic/inspections/special_humberside_police_report/hmrc-intelligence.pdf?view=Binary) [Accessed 18 September 2009].

**Butterfield, 2003.** *Review of criminal investigations and prosecutions conducted by HM Customs and Excise by the Hon Mr Justice Butterfield*. London: HM Revenue & Customs. Available at: [http://www.hm-treasury.gov.uk/butterfield03\\_report\\_index.htm](http://www.hm-treasury.gov.uk/butterfield03_report_index.htm) [Accessed 18 September 2009].

