

## Case Study: NPIA and DfT

### About IPL

IPL is a software & IT services company specialising in the delivery of intelligent business solutions. We help our clients to exploit corporate information assets to yield tangible business benefits.

IPL's consulting is renowned for its quality and value. We consistently exceed our clients' expectations through a combination of imaginative thinking, managerial and technical expertise and many years of systems engineering experience.

IPL's track record in end-to-end software solutions development is exceptional. Our proven development methodology allows us to cut through technical complexity, manage risk and completely focus on delivery. We always deliver reliable, efficient and accurate systems to a precise schedule.

IPL is certificated against three international standards:

- ISO 27001:2005 (Information Security)
- ISO 9001:2008/TickIT (Quality)
- ISO 14001:2004 (Environmental)

The company has a permanent workforce of 260, revenues of ca. £29M p.a. and 40,000 sq ft of secure office space in central Bath.



### CRASH – National collision reporting

#### Case Study: NPIA and DfT

The National Policing Improvement Agency (NPIA) and the Department for Transport (DfT) selected IPL to develop software for CRASH, a national police system that will improve the efficiency, accuracy and timeliness of the collision reporting process.

Providing a variety of workflow oriented interfaces, CRASH allows police officers to quickly enter and manage information whether at the roadside or at the police station. These facilities include direct access to data held in the Police National Computer (PNC), enabling the verification and auto-population of key fields.

The screenshot shows a web-based form for reporting a collision. The main form is for a person named BELL, RUSSELL. It includes fields for Identity (Title, Surname/Family Name, Forename, Middle Names), Personal Details (Sex, Date of Birth, Age, Nationality, Ethnicity), and Vehicle Information (Make, Model, Colour, Registration). There are also sections for Casualties and Other persons involved. A sidebar on the left lists other vehicles involved in the collision, including a CASUALTY, a FATAL, and several other vehicles like a HARRISON FYNCEL, JARVIS ROBERT, JONES, GARETH, ELAVER, OWEN, MATTHEWS, ALFRED, AVON COUNTY COUNCIL, COOKE, ALISON, and JENNIFER.

CRASH integrates seamlessly with existing police systems, both local and national, to ensure information is always disseminated as required. It also supports the automatic submission of appropriate data to the Department for Transport (DfT) and local authorities, enabling identification of collision hotspots and a reduction in the number of road-users killed or injured. This national policing application will help to save lives and reduce police paperwork.

#### Why is it important?

The Flanagan Review of Policing highlighted the need to reduce bureaucracy. CRASH offers streamlined and standardized processes to improve policing efficiency. The DfT expects the improved availability and accuracy of CRASH information to support timely analysis of collision data, with the following benefits:

- Rapid identification of collision hot-spots and their relative severities.
- Assistance with local planning and road traffic management.
- Prevention of future road traffic collisions.

For the General Public, such improvements in the accuracy and timeliness of gathered information and its analysis will help to save lives. Together, the Police, DfT and Highways Agency will be able to take more timely action to improve road safety. The information collected with CRASH will be used in a variety of ways that will shed new light on road traffic management. Forces will be able to 'mine' information more effectively and gain more knowledge from the information that they collate.

## Intelligent policing

Currently, the details of road traffic collisions are recorded on lengthy forms. This is a slow, inefficient and frequently inaccurate method.



CRASH will offer better information collection processes, comprising;

- 'At site' data collection, using PDAs and mobile data terminals,
- Automatic and manual data transfer to a central system.

Desktop software will support equivalent office operations.

On site validation of report content, against information retrieved from the Police National Computer and other systems, will improve accuracy of the gathered information. Reducing the need for incident data transcription further enhances data accuracy.

Storage of CRASH data at Hendon will provide the following benefits:

- Standardization of information collected.
- Improved availability, allowing forces to analyse all information stored on the system and extract data for their own data warehouses.

CRASH will also support the management of incidents by including supervision processes, journaling (with attachments), full evidential audit, automated letters and decision of investigation outcome.

From day one, CRASH will use the Identity and Access Management (IAM) system. This allows police officers and support staff to securely access different national police systems from, potentially, any location. It simplifies user logon, reduces system administration for forces and minimises CRASH operating costs that are paid by the forces.

## How will CRASH be deployed?

In 2008, ACPO and DfT agreed the CRASH requirements. Subsequently, IPL was contracted to develop CRASH – over approximately two years.

As the prime contractor, IPL is responsible for project management, delivery, the development of user interfaces, services, database, administration facilities and the integration with external systems.

Following initial deployment to 3 pilot forces, the system will be rolled out nationally.

PNC Services will host the CRASH system – it is a national application and database. There will be no costs to the forces for any hardware, software licences, or proprietary software.

IPL looks forward to working with the NPIA and the UK police forces in supporting CRASH, ensuring that it continues to meet policing needs, adapts to legislative change, and benefits users of the UK road network.



## Contact Information

IPL Information Processing Limited  
Eveleigh House  
Grove Street  
Bath  
BA1 5LR

Tel: +44 (0) 1225 475000  
Email: [emergencyservices@ipl.com](mailto:emergencyservices@ipl.com)

IPL - Emergency Services (Crash Case Study 8.4)  
Copyright© IPL

IPL® and IPL intelligent business® are registered trademarks of IPL Information Processing Limited; all rights reserved. All other trademarks are acknowledged. Lamborghini image by Nic0