

Devon & Cornwall Police upgrade communications

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Police in Devon & Cornwall says it is a third of the way through a major upgrade to its call handling and communications infrastructure in preparation for the summer and the onset of millions of visitors to the region.

“We are replacing a system really at the end of its life with a much better one that will have up to seven years' use,” Tim Bishop, who is in charge of the 'Airwave' **digital radio communications network** [2] at the Force, told Publictechnology.Net, adding that while the whole system is due to be refreshed for December the bulk of the work will be done before the counties experience their summer influx of visitors.

The system, installed by communications infrastructure and media services company Arqiva, is in effect a whole new Software Integrated Communications Control System (SICCS) for the Force's command and control centres. It is also a key element in the Force's '2012 Programme,' designed to make Devon & Cornwall a leading technologically-capable UK police body.

SICCS provides Airwave radio, telephony and data integration services to the Force's two command and control rooms at Exeter and Plymouth and is a major part of its ability to manage effectively planned events and respond to spontaneous incidents.

"We are intent on providing the best service to both residents and visitors to our counties,” said Bishop. “This system has also been built to compensate for the geographical challenges of policing such a rural area and so has no “single point of failure,” he added.

Devon and Cornwall Constabulary employs 3,500 police officers, more than 2,000 civilian staff and 362 police community support officers, who patrol the largest geographical police area in England - 180 miles from the Dorset and Somerset borders in the East to the Isles of Scilly in the West.

Work began last November to replace all hardware and software at two server rooms and install 50-plus workstations with new communications and control software from specialist firm APD Communications.

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[1] <http://www.publictechnology.net/image/devon-cornwall-policepng>

[2] <http://www.publictechnology.net/content/18691>