

Helping the College of Policing to share and collaborate across 90 police organisations



POLKA, the Police Online Knowledge Area, is a secure online space for the policing community to share knowledge and collaborate on new ways of working.

POLKA was designed and implemented in response to the challenge from the National Policing Improvement Agency (NPIA) to overcome knowledge silos. The aim was to foster collaboration within and, more importantly, between teams, forces and departments involved in policing in the UK. POLKA breaks down geographical boundaries and enables professionals to share information on anything from crime scene forensics to camera technology.

Understanding the users and how they used existing systems was crucial to the success of the initiative. Since 2013, POLKA has been operated by the College of Policing. Through a process of four-week sprints, Civica was able to deliver functionality supporting business processes and user needs whilst integrating the legacy intranets and making the system user-friendly.

Benefits

- ▶ Existing intranets migrated to a new common platform
- ▶ Highest level of information security, going up to RESTRICTED
- ▶ POLKA was awarded runner-up in the Digital Innovation category at The Guardian Public Services Awards 2012.

Powerful tools to find the right information quickly or collaborate on new knowledge have meant that take-up has been high. This has been achieved whilst maintaining information security with content that goes up to RESTRICTED level.

The system is now a principal platform for distributing information within the Police community and is used by more than 61,000 individuals within 90 organisations including all 43 police forces.



Reduced cost and remove duplicated effort



Used by **61,000** individuals



Used across **90** police organisations, including all **43** police forces

“Using POLKA allows geographic barriers and silos to be broken down and the conditional boundaries of rank and file within policing to be crossed in an open and transparent manner. A really important factor as criminals often know no boundaries!”

Kate Grady, NPIA POLKA Online Collaboration Team Manager