

INTERACT

IMPACT
OF TECHNOLOGY



GETTING INTERACTIONS RIGHT...
WHAT IS THE PURPOSE OF THIS NEW TECHNOLOGY?

PUBLIC PERCEPTIONS AND EXPECTATIONS OF TECHNOLOGICALLY MEDIATED POLICE - PUBLIC CONTACT

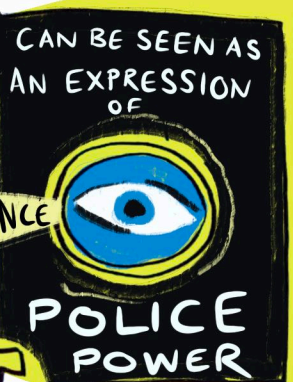
POLICE

PUBLIC VOICE



What do the public REALLY want?

PUBLIC FEAR OF SURVEILLANCE



INCREASE VISIBILITY + TRANSPARENCY

DISCLOSE USE

HELP PUBLIC UNDERSTAND THE JOB IT'S DOING

Overt or Covert?

Need more deaf officers who understand what it's like.



MAKE PROCESSES ACCESSIBLE FROM FIRST CONTACT

BSL is my first language
BSL INTERPRETATION AVAILABLE

TECHNOLOGY CHANGED POLICING

TRADE OFF

EFFICIENCY
CONFIDENCE

slow down and
BALANCE

MORE EFFECTIVE
BETTER AT SOLVING CRIME

TRUST DECLINED

But... I can explain!



SUSPICION

I can't negotiate my IDENTITY with a traffic camera

ACCURACY
LACK BIAS
EVIDENCE

WHAT DRIVES
LEGITIMACY?



PROCEDURAL JUSTICE

Is it **FAIR?**

AND DOES IT FEEL FAIR?

Does the technology BUILD or ERODE TRUST?

BUILT THROUGH
RESPECT

IDENTITY AFFIRMATION

EXPLAIN WHY

HUMANISE TECHNOLOGY

HUMANISE POLICE

PROCESS OVER OUTCOMES

What's the best way to
Communicate?

WHAT DO THE "PUBLIC DEMAND" REALLY?

Public expected to TRIAGE their issue



SELF SERVICE

Don't always have the skills for this

REALISTIC OFFER?

INCLUSIVE
understanding NEURODIVERSITY



TWO WAY FEEDBACK

ACCOUNTABLE FOR ACCESSIBILITY

STRESS
CODESIGN TECHNOLOGY SERVICES

MAINTAINING LOCAL POLICING IS CRUCIAL



INTERNAL TRUST + CONFIDENCE

BUILD FOUNDATIONS
REASSURANCE AND VISIBILITY BUILT IN PERSON

HUMAN CENTRED DESIGN OF TECH

CONSULT EARLY, REPEAT AS TECHNOLOGY EVOLVES

A WIDE RANGE OF VOICES