

Policing in an Online World

Evidencing Frontline Requirements

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Official

Policing Experience

Inspector: Anti-corruption Command – Integrity Screening Unit/Vetting Team

3 years Inspector: Innovation Domain Lead – Counter Terrorism Research Lab

22 Years policing experience, 15 on the frontline, last 7 in Intelligence and CT.

Canterbury University

Bachelor of Science with Honors (1st Class) in Policing

Master of Science in Policing ‘Can I follow you? Social Media Surveillance and Policing Dilemmas’

Cahill, L. (2020) *Can I follow you? Social Media Surveillance and Policing Dilemmas*. MSc thesis. Canterbury Christchurch University.

Available at: <https://repository.canterbury.ac.uk/item/8v8z8/can-i-follow-you-social-media-surveillance-and-policing-dilemmas>

West London University

Professional Doctorate - Internet Intelligence Profiles and Policing Legitimacy:

An evaluation of the National Internet Intelligence and Investigation (i3) Strategy.

<https://www.college.police.uk/research/projects/internet-intelligence-profiles-and-policing-legitimacy>



Are officers using their personal devices for OSINT?



Can we measure the frequency?

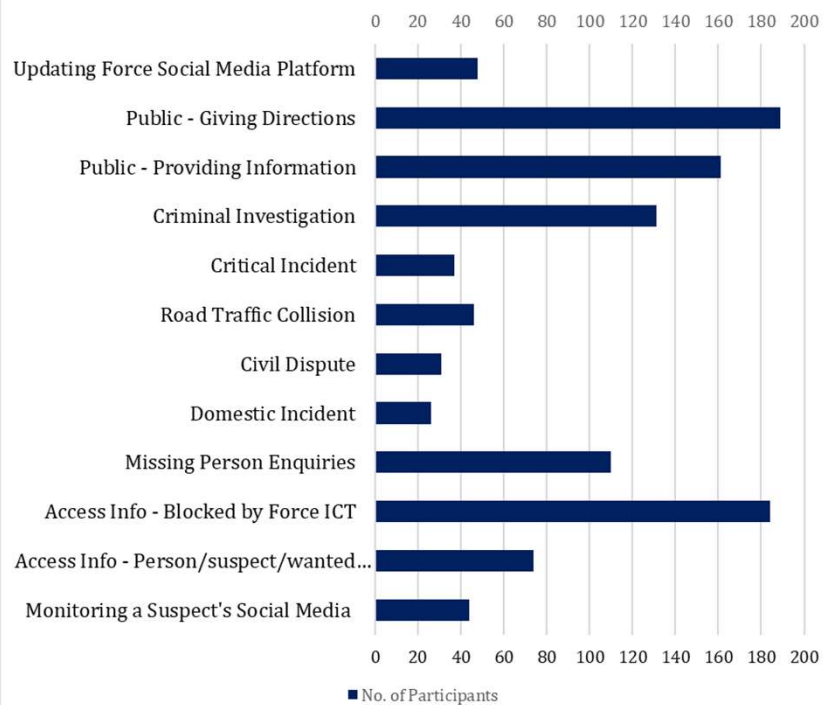


Does this activity constitute a form of surveillance?

Research Findings



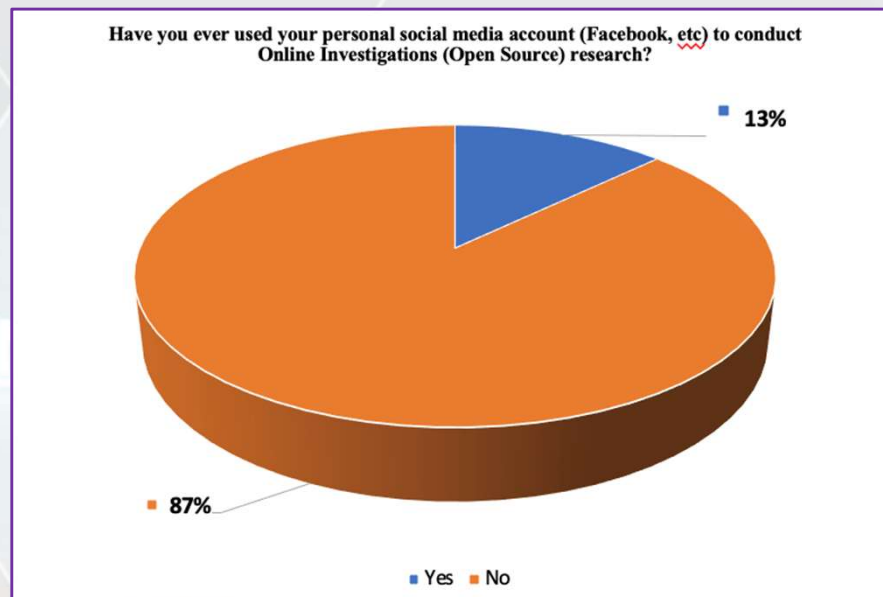
Figure 2. Reasons for using a personal device to conduct online (Open Source) research



35.5% stated they use their personal device for i3 activities

13,000 – 15,000

Have you ever used your personal social media account (Facebook, etc) to conduct Online Investigations (Open Source) research?



13% stated they have used personal social media accounts for i3 activities

4,000 – 6,000



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**Improve access for frontline personnel so they can
conduct open-source research.**



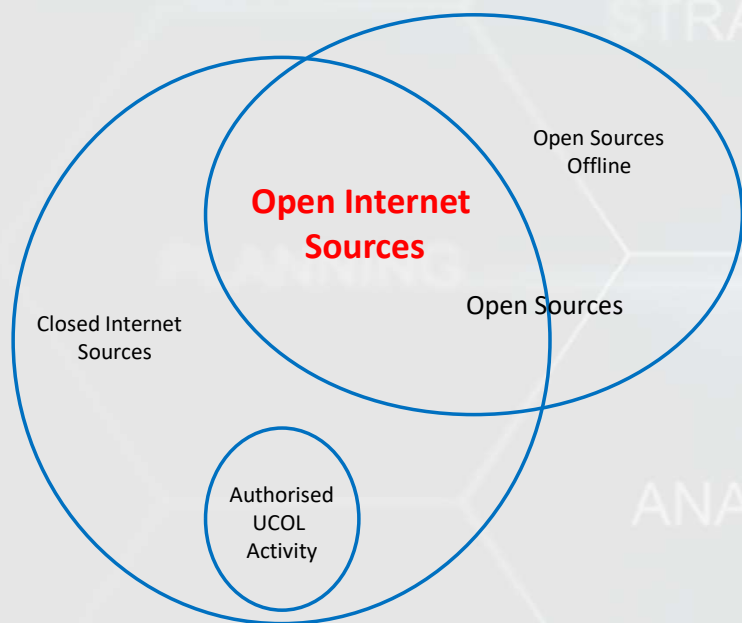
Digital safety and security across our policing community

Best evidence / intelligence at the first opportunity

Internet Intelligence & Investigation (i3)



Intelligence Sources



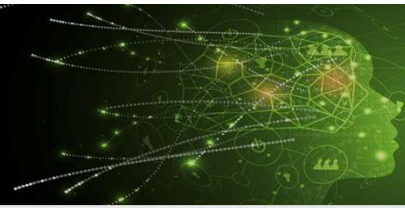
i3 Capability Delivery Model



- The internet is a fundamental part of everyday law enforcement life
- All law enforcement employees should have access to the internet

Core Internet use includes but is not limited to;

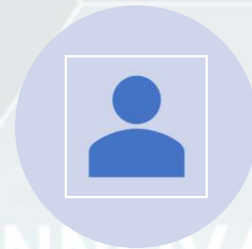
- Capturing online evidence
- Accessing Mapping
- Utilising data sources such as Companies House, 192.com



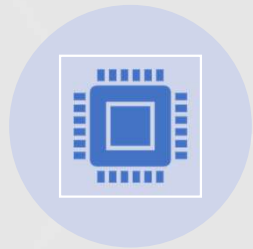
Focus Groups, Interviews, Survey Data



Frontline staff are still using their personal devices and social media accounts



Requesting OSINT from specialist practitioners seen as too time consuming for general enquiries



Requirements included the need for a safe and secure internet browser and the ability to capture material quickly

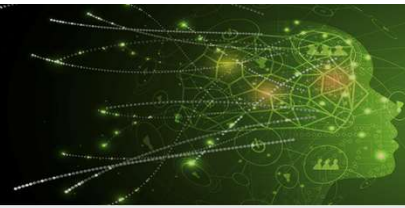


Wide range of operational and professional use cases across the organisation

Current Capability Vs Long Arm Browser

- ✓ Designed for 'core' (basic) Internet users
- ✓ Enables complete access to the internet – Users have control
- ✓ Screen / Rolling / Segmented / Video Capture
- ✓ Evidentially hashed at source
- ✓ No blocked websites
- ✓ Uses the same architecture as Long Arm
- ✓ Safe and Secure access to the internet
- ✓ Auditability and Transparency
- ✓ Complies with Data Protection Requirements





300 Volunteers



One month Trial of the Long Arm Browser



Limited training provided



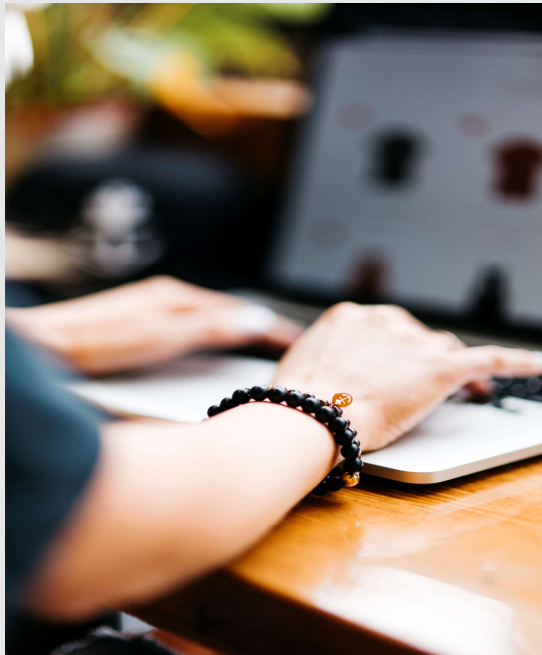
**No AI – Policy Restrictions at time
No accessing social media**



Regular drop in sessions



User Statistics (One month trial)

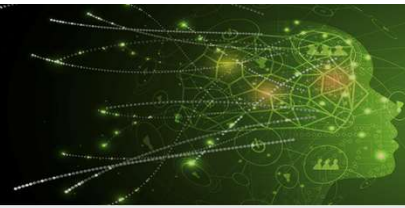


- **580 Logins over four weeks from 119 unique users**
- **129 Screen captures**
- **61 Regional Captures**
- **68 Scrolling Screen Captures**
- **99 Video Downloads**



- **63% of users agreed or strongly agreed it improved efficiency**
- **66% of users agreed or strongly agreed it improved accuracy**
- **66% of users agreed or strongly agreed it improved decision making**
- **97% of participants felt it was worth continued investment**
- **59% described the tool as either “very essential” or “absolutely essential” to their role**
- **Users called for a wider rollout, particularly for investigative and safeguarding teams**

Proof Of Concept Real Use Cases



Use Case:

A researcher accessed **current information on privately manufactured firearms**, which would have been blocked on the standard MPS network.



“It helped open the eyes of a researcher... what the public is exposed to and what they could be led to.”



Use Case:

An officer used the *Browser* to **identify a subject with no police trace** by accessing their open **Facebook profile**, confirming occupation and appearance to support timely identification and risk assessment that would not have been possible using personal or standard work devices.



“It is a good tool for officers working at Ports... It helped me identify the subject in the queue, so we did not miss him.”

Official

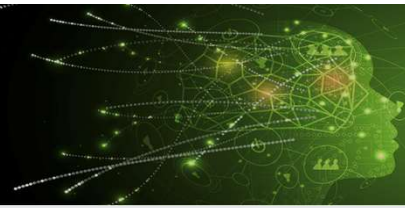
Use Case:

A user confirmed whether an **Instagram account was still actively selling counterfeit currency**; something that would have required a time-consuming RFS otherwise.



“Without this, I would've had to submit an RFS to Met Intel which would've taken time.”

Proof Of Concept Use Cases



Use Case:

A Counter Terrorism Policing Headquarters (CTPHQ) analyst used the tool to **research ERWT (Extreme Right-Wing Terrorism)** material for a strategic paper, which would have been impossible using standard internet access.



“This product is vital for my role... Without it, I’m working with my hands tied behind my back.”

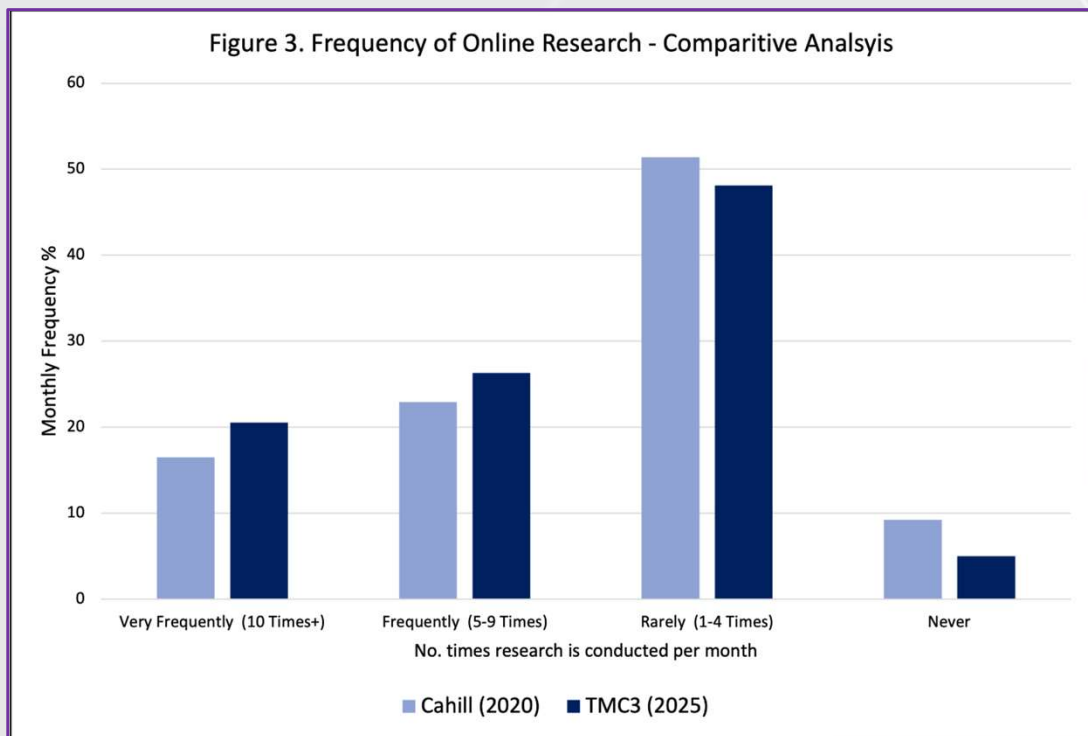
Use Case:

The Bomb Data Centre were able to use the capability to search the web for specific parts used in the production of home made explosives,



“This technology enabled us to search the internet freely without leaving a digital footprint on sites that sell very specific parts”

Research Findings – Frequency of Use



5,750,000 Internet Based Searches a year or **125** per employee

Based on **46,000** employees

Cahill (2020)

Benefits and Risk Mitigation



Accessing the data securely
back at the station



Improved evidence to
support prosecutions

Supporting victims
at the first opportunity



OSINT data benefiting
current and future
investigations



Concluding Remarks and Moving Forward



- **Critical need to invest in open-source intelligence capabilities across policing.**
- **The use cases stretch across all policing domains**
- **Implementation of appropriate technologies not only supports professional and operational use of the internet but has the potential to support victim outcomes and organisational reputation.**
- **Wider dissemination of the findings**
- **Discussions regarding extended trials and rollout of OSINT capabilities for frontline.**
- **Development of a mobile phone OSINT capability.**



SUCCESS

CREATIVE

INNOVATION

VISION

IDEAS

ANALYSIS

MARKETING

STRATEGY

PLANNING