

## Gwent Police Force recovers £7m & secures 34 arrests from “clarity and reliability” of AudioPC-LE recorder

*A leading Detective Sergeant at Gwent Police Force has successfully completed a 9 month investigation that used AudioSoft recordings to secure 34 arrests and recover £2.5 million worth of drugs, over £3/4 million in sterling and the identification of over £4 million worth of assets.*

*The Detective Sergeant puts the success down to the “superb functioning of the AudioSoft equipment both in clarity and reliability”, this reliability tested to the full in a nine month investigation across Britain and Latin America.*

### Background

Gwent Police were one of the leading forces in procuring a state-of-the-art digital surveillance recorder.



Until 2003 Gwent Police had been reliant on analogue tapes that were unreliable and expensive to maintain. The remit of Gwent’s Technical Support Unit was to replace the existing machines with a digital recording solution. They required that this be a

robust and reliable system that would meet the demands of lengthy and strenuous investigations.

Previously tapes had to be replaced hourly and masses of tapes and paper were

required for a single investigation. Gwent Police required quick and easy access to audio files through the ability to label the files with bookmarks whilst still recording.

It was vital to the TSU that the recorders had been designed to HOSDB guidelines so that the recordings would be evidentially admissible.

Following a commercial and technical evaluation, AudioSoft’s AudioPC-LE recorder was chosen to meet this requirement having satisfied all the technical requirements at a competitive price that was within Gwent Police’s budget.

### Nine Month Investigation

The recorder would be deployed in what turned out to be a nine-month investigation into the supply of controlled drugs, in particular cocaine, amphetamine and cannabis throughout the Southern Wales police force areas.

*The Detective Sergeant explains further about the investigation,*

*“Due to its complexity, I embarked upon covert methods of investigation in order to be in a position to effectively deploy resources and try and keep ahead of the game.*

*“To this end a covert listening device was installed at the home of the principle which was recorded and monitored via AudioSoft equipment”.*

# Case Study Solution

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Key to the success of the investigation was that the Detective Sergeant had established that links had been formed with gangs in the West Midlands, Thames Valley and Essex police areas. Each of these constabularies also use AudioSoft recorders and the potential advantages of this crossover are clear.

### Clear benefits

As well as the reassurance of using equipment that is in 85% of the UK's constabularies and the cost savings of a digital solution, the Detective Sergeant and colleagues quickly became aware of many other benefits:

*“Throughout the long investigation, AudioSoft equipment worked faultlessly enabling me to make timely and informed tactical decisions”  
D. S., Gwent Police*

### ▶ Improved capability

All recordings are legally admissible, having been evidentially proven. The recorders were designed to a specification from HOSDB; when connected to covert systems the recorder provides a complete evidential system for Court submission.

The operator can live monitor or replay earlier data whilst the system is still recording; this is an improvement on tape-based systems where this was not possible. The operator's life is also made easier by instantly locating audio and bookmarks using the SQL database search facility. The replay systems include AudioWord, a sophisticated transcription device. Using these powerful tools there is a consequential large reduction in the times taken to present data to Court.

### ▶ Improved Reliability

Gwent Police have been impressed by the reliability of the AudioSoft recorder, a key element to securing the impressive results.

*“It is without doubt that the excellent result achieved was built upon the superb functioning of your equipment both in clarity and reliability”.*

### ▶ Improved Training

New users are quickly becoming competent and confident in using the AudioPC-LE recorder through its intuitive, easy-to-use GUI and AudioSoft's dedicated training facility.

### ▶ Reduced Costs

Gwent Police are benefiting from the reduced costs of a state-of-the-art digital recorder, including reduced manpower and media costs. With fixed maintenance and support costs that include all parts and labour it keeps the TSU's costs to a minimum.



### ▶ Improved Future

Gwent Police now have multiple AudioPC-LE surveillance recorders as well as an AudioSoft recording system for their command and control centre.

Further options include:

- ▶ Synchronised audio and video surveillance
- ▶ Improved audio clarity through digital end-to-end surveillance recording
- ▶ A new portable variant of AudioPC-LE
- ▶ AudioSoft's new PACE-compliant desktop Interview Recorder.