Police & Crime Panel – November 2026
Use of technology and artificial intelligence

At its last meeting, the Panel requested an update report from the Commissioner on the Constabulary's use of technology and artificial intelligence.

Hertfordshire Constabulary is actively embracing technology to improve efficiency and effectiveness and modernise how it protects the public and catches criminals.

The Commissioner is supportive of the Constabulary's approach and scrutinises it regularly to test effectiveness, ethics and legitimacy, especially in view of the learning from the case involving West Midlands Police.

Live Facial Recognition

Elsewhere on the agenda, the Commissioner has provided an update to the Panel on LFR. The Commissioner is satisfied with the Constabulary's use of this technology.

It is based on a clear policing purpose, senior officer approvals and oversight and judgements by police officers based on any alerts provided.

Since the introduction of the technology in Hertfordshire there have been no false activations. Research undertaken by the OPCC showed high public confidence in the technology and support for its use.

Nectar

Nectar is a data integration tool built by Palentir. It delivers AI supported applications to help officers and staff automate administrative tasks and draw insights from existing data to enhance operational efficiency.

Bedfordshire, Cambridgeshire & Hertfordshire police forces have been piloting the Nectar platform to bring together data from existing police systems and provide operational, analytical, safeguarding and workforce-support capabilities. There are upwards of 40 applications.

Following these pilots, the forces have agreed a five year contract with Nectar subject to a break clause to continue to progress this work.

The Commissioner has met with the team in Hertfordshire managing roll out and seen a demonstration of the technology to inform his scrutiny.

The principal benefits are faster review and disclosure, earlier recognition of risk and vulnerability, improved identification of links across data, reduced backlogs and the release of investigative and safeguarding capacity.

Nectar is currently in use across several areas of the Constabulary, with more functions due to be activated in the new year.

Operational use cases include:

Operational search and intelligence

Area	Current use	Benefit and reported evidence
Integrated POLE search	Searches across people, objects, locations and events, drawing on Athena, COMPACT, STORM and other Hertfordshire police systems. AI-assisted review consolidates and summarises source information into a more accessible format.	**Less time reviewing and synthesising records.** Generic POLE use is increasing month on month, with **2,630 outputs in September**, the highest monthly total at the time of reporting producing a monthly saving of **951 hours**
Risk and vulnerability snapshot	A snapshot within POLE gives the Force Control Room a rapid view of risk and vulnerability.	**Supports officer safety** and earlier identification of safeguarding concerns.
Probation checks	All probation checks are conducted within the platform, supported by POLE.	**Approximately seven minutes saved per check.** The historical backlog of **200 to 300 reviews** had reduced to **0** as of October
Non-firearms subject profiles	A Hertfordshire subject profile supports arrest enquiries, handovers and manhunts.	**Estimated two hours saved per output**, with around **100 outputs each month** equating to **200 officer hours** saved each month. This gives officers time back to conduct enquiries rather than complete administration.
Device analytics	DFIU places phone-download data into an operational folder for Nectar to review. The platform identifies potential criminality and connections, translates messages, including WhatsApp text, analyses geolocation data and highlights findings to the officer.	**Average review time reduced from 96 hours to two hours**, releasing capacity to investigating teams. This remains at an early stage of development but a recent case of 100k messages, many of which were in different languages was **analysed in 4 hours** – currently there is a 12 week wait for these types of services.

Intelligence and safeguarding

Area	Current use	Benefit and reported evidence
Thematic scanning	Analysts can map crimes and incidents over defined periods, display STORM logs, investigations, stop searches, crime activity and intelligence, and identify links across logs and custody	**A richer picture of linked activity.** Supports analysts in identifying organised crime groups, grooming-related harm,

	records. Repeat searches can be saved and shared, with association charts and network analysis generated. Device locations, including victim or suspect phone data, can be plotted and overlaid with ANPR.	county lines activity and other linked threats.
Clare's Law	Nectar continually reviews opportunities for Clare's Law notifications. The module also supports "right to know" disclosures.	**Notification opportunities increased from around 40 to 140 per month.** Separately, the supplied information reports support for **more than 140 "right to know" disclosures each month**. These are different measures.
Chronology production	Bespoke chronology outputs have been created. Child-referral outputs are at the training stage.	**70% time saving** reported in Section 17 and Section 47 child-referral work. An estimated saving of around **two full-time equivalents (FTE)** is also reported for child-referral outputs.

Safeguards

There are important safeguards in place:

- Nectar is not machine learning or adding any information or detail itself. It is analysing and summarising information spread across multiple police systems.
- All risk assessment judgements continue to be made by a police officer or police staff and are not made by the technology. However the evidence is that officers and staff have a more complete picture to make the judgement.
- Data remains controlled by the police forces. Nectar interrogates existing systems rather than transferring data.

Overall, the reported benefits show Nectar reducing the time needed to review information, releasing operational capacity and supporting safeguarding, intelligence and workforce activity.