

PNLD finalists in the UK e-Government National Awards 2005



The Police National Legal Database (PNLD) have reached the finals of the e-Government National Awards 2005 for their successful and innovative 'Ask the Police' project www.askthe.police.uk.

The awards, sponsored by the Cabinet's e-Government Unit and the Office of the Deputy Prime Minister, highlight those services which make the greatest improvement to citizens' and business' transaction with councils, central government departments and other public sector organisations. Finalists include a great diversity and spread of achievement in e-Government right across the UK - Councils, central government departments, non-departmental public bodies and voluntary organisations are all represented in this 'best of the best'.

The 'Ask the Police' project has reached the finals in the category 'e-Government excellence: voluntary sector or other intermediary' that seeks to recognise the successful delivery of e-Government services by not for profit organisations. The winners will be announced at a prize awards dinner taking place at the Savoy in London on 25th January 2006.

The 'Ask the Police' website and database, delivered by PNLD using technology developed by PDMS, provides answers to Frequently Asked Questions regarding everyday police and legal matters. The site, which was launched last year, aims to reduce the amount of non urgent calls received by each Force's call handlers, allowing them to concentrate on the urgent calls. The national police database of FAQs will generate savings in both time and money for each Force and so free up more resources for operational policing. The 'Ask the Police' project has already received a commendation in the Information Age Effective IT Awards.