

# Learning and networking

British APCO talks to Ian Thompson Bursary recipient Georgie Green about her main takeaways from this year's Critical Communications World, which took place in Dubai

**I**an Thompson Bursary recipient Georgie Green is a programme management office analyst supporting the Ambulance Radio Programme's Mobile Data & Vehicle Solution (MDVS) project. The project provides replacement comms equipment within all English and Welsh NHS Ambulance Service Trusts. The new solutions possess voice-activation functionality, enabling interaction with the device while the vehicle is mobile, in conformance with the Road Traffic Act.

She is also supporting the delivery of 40-plus mental health response vehicles into a number of English Ambulance Trusts, while also supporting the co-ordination of MDVS kit being installed into these vehicles.

Georgie possesses an immense passion for the public safety technology sector. Increasing her technical knowledge is therefore key to assisting her in continuing to grow into current and future roles. She aims to gain this additional knowledge through the Ian Thompson Bursary – which she was a recipient of this year – and take the findings back to share with her team for the benefit of the Ambulance Radio Programme.

## Impact of legislation

Georgie primarily aims to use the Ian Thompson Bursary to study and understand in greater depth how current and future critical communications technology is – and will be – deployed into emergency services vehicles globally.

This includes understanding what legislation organisations have to adhere to, and how they meet requirements through liaising and working with both end-users and commercial organisations. (Such legislation could include the UK's Road Traffic Act, mentioned above).

This interaction with users would result in identifying future collaboration and commonality, which in turn could be applied into future roadmaps for ARP and other UK public safety organisations.

To further her research, British APCO arranged for Georgie to attend Critical Communications World 2024 in Dubai as part of her Ian Thompson Bursary Award.

Summing up the experience, Georgie described it as an absolute career highlight. She said: "During CCW I learned so much about new and upcoming technologies and systems. How the future of critical communications is anticipated to progress and develop, and therefore how this could pave the future for the Ambulance Radio Programme.

"I was able to attend several talks, seminars and panels at CCW.



Georgie Green





This gave me the opportunity to understand how different countries have different demands, requirements, infrastructure, as well as different technological advances to suit the operational needs of their people.

“This was such a fantastic insight when looking at what we do across England, Scotland and Wales at the ARP.”

She continued: “At CCW, there was a lot of debate around the procurement of new technologies, as well as the future landscape,

and the safety and security of implementing those technologies. This was fascinating.

“Similar to ARP/TCCA – who put on CCW – have a vision and mission for their organisation. I’m keen to share this with our SLT to improve ARP’s ongoing drive to deliver crucial technology to the Ambulance Trusts we get to work with every day. I also want to share it with the people in our team, who are behind all the delivery, implementation and success.

“One of the most enjoyable parts of the trip was learning about the change in technology trends in the short period from 2023 to 2024. And following this, considering how technology will



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CCW 2024 was held in Dubai



continue to evolve, allowing us to consider how future activities and implementations will differ as we go forward."

### Networking opportunities

Having had the chance to make new connections within the field at CCW, Georgie was impressed to meet some inspiring women working in senior positions. This included Monica Million, who is past National Emergency Number Association (NENA) president, and Tracy Pemberton, a retired senior officer in Hertfordshire Constabulary and now a British APCO Trustee.

Discussing this, Georgie said: "It was wonderful to learn so much about how Tracy and Monica have upskilled, developed and progressed. They spent a huge amount of time with me across CCW, sharing insights into their careers and how they were able to be so successful.

"They even recommended information and books for me to read to increase my learning and softer skills, as well as my technological understanding. They are both connections I would never have made without the award."

Georgie was also able to spend considerable time discussing her thoughts with other vital contacts made at the event. "I was able to meet several other young professionals working in technology," she said. "We've arranged to stay in touch post-CCW, to support each other and champion ourselves as we progress with our careers. We plan to meet at other events later in the year.

"I also met colleagues from new and existing ARP suppliers including Sepura, following the global launch of its new SCL3 broadband hand-portable device. This was a great networking opportunity, particularly following the announcement of the company's contract to supply the Department of Health and Social Care, via the ARP. It will be delivering this fantastic device for frontline ambulance staff across England."

As well as networking, Georgie made the most of the trip by taking in the demonstrations, products and information available on the exhibition floor. She spent time with many suppliers to understand their technologies.

She said: "It's great to be able to look into integration. Not just from an ambulance perspective, but also from a police, fire, Coastguard, sea, air and military perspective as well.

"There were also a huge number of governmental authorities supporting the event. This provided the opportunity to meet with people from different nations and learn about their work and emergency services critical communications."

Looking to the future, Georgie is set to be extremely busy with delivery at the Ambulance Radio Programme. She is also looking forward to attending the British APCO event in Leeds in November.

At this event, she will be sharing more insights from her learning and discussing the future of her work in the realm of critical communications technology. Georgie will also be talking about how the award has already been of benefit, while at the same time catching up with many of the contacts made at CCW in Dubai.

In addition, she will be spending time with her British APCO mentor Becca Jones. "Becca Jones has been a huge support to me," said Georgie. "I look forward to spending more time with and learning from another fabulous woman in technology.

"I also look forward to spending time with her programme management office team, seeing how I can bring dynamics, processes

and information to the ARP programme management office team, which I'm hugely grateful to be part of."

Discussing her contact with Georgie, Becca said: "It's fantastic to see Georgie making the most of the opportunities that the Ian Thompson Bursary offers to her. She clearly had a great time in Dubai, made a lot of connections and learned a huge amount about how mission-critical technology is being used and deployed around the world.

"Now that Georgie is back from the event, I'm going to be helping her to understand more about how different PMOs are structured and run in other public sector technology programmes through some shadowing opportunity. I'm looking forward to supporting her learning and helping her get the most out of the bursary."

Another BAPCO Trustee and inspiration for Georgie is Tracy Pemberton. She said: "Georgie Green is enthusiastically embracing the opportunities afforded by the Ian Thompson bursary. She is focusing on her research to assist her in advancing the Ambulance Radio Project.

"Georgie believes this bursary not only acknowledges her hard work, but it also motivates her to continue striving for meaningful change. She is eager to make a positive impact with the resources and opportunities now available to her and the contacts she has made whilst on this journey."

"Well done, Georgie! I look forward to working and collaborating with you more in the future."

Georgie continued: "I want to say the biggest thank you to everyone at BAPCO – what an incredible team of people! I'm indebted to you all for choosing me as a 2024 Ian Thompson Bursary Award winner. Special thanks also to Duncan Swan and Chris Lucas for all their support, advice and guidance.

"I can't wait to make the most of the Ian Thompson Bursary Award for the rest of 2024 and share my knowledge with other members in the ARP team.

"I very much fulfilled the intent of my application for the award. I've learned so much about technologies across the world and have massively increased my technical understanding."



**Georgie would welcome making more connections with members of British APCO, holding discussions that would further her research. She can be contacted on LinkedIn, [here](#).**