

Appendix B

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Overview of STRA Project Benefits

COMMAND CELLS

New Capability

Benefit

- Introduction of Divisional Command Cells

- Quicker identification of crime and incident series
- Quicker identification of offenders
- Reduction in time spent researching
- Improved tasking completion rate
- Improved outcomes from weekly tasking
- Quicker resolution of issues identified at TTCG
- Improvement in local area performance KPIs
- Improvement in public confidence and satisfaction
- Improved support for Officers and Staff who are off sick.
- Improved supervisory knowledge of how to manage sickness issues
- More accurate data recording
- Increased ability to manage major/critical incidents.
- Increase officer engagement with briefing documents
- More positive outcomes (e.g. arrests)
- Officers report improved understanding and knowledge of crime issues in their area

CPDU

New Capability

Benefit

- Introduction of CPDU

- Reduction in the number of complaints against student officers.
- Reduction in the number of resignations of officers with less than two years service.
- Increased and timely completion of OneFile.
- Officers feel more confident about their policing knowledge
- Every officer has a CPD plan highlighting their strengths and explaining how their weaknesses will be improved .
- An increase in the number detectives.
- An increase in detective skills.
- An improvement in positive outcomes.

Demand Hub

New Capability

- Streamlined QA and Linking Process.

- Improved levels of supervision and productivity with Operators knowing what is expected of them and what good looks like.

- Refresher training for Frontline officers

- Improved consistency between Call Handlers and Dispatchers.

- Introduction of Demand Planning software

Benefit

- Increase in the number of QALs carried out overall
- An increase in QALs completed within the IMU.
Reduction in the number carried out outside of the IMU.
- Increase in Operators time to focus on core practices

- Improved performance management framework

- Reduction in the number of crimes being sent back to Officers for corrections.
- Increase in Operators time to focus on core practices

- Reduction in the number of incorrect Immediate response gradings.
- Reduction in the number of graded responses being re-Thrived by Dispatchers and Supervisors.

- Improved ability to deal with current and future demand
- Improved staff wellbeing due to staffing numbers and their ability to take leave when required
- Reduction in sickness

Demand Hub

New Capability

- Introduction of a new online crime reporting form.

- Increase in Call Handler staffing model

- The introduction of the Priority Grade

- Transferring responsibility for Scheduled Contact to Local Policing.

Benefit

- Reduction in time taken to process the online crime report.

- Deal more efficiently with current and estimated future demand

- Transfer some of the Immediate demand to other response grades enabling the FCR to better meet those requirements. Increase in Prompt response attendance within the agreed timeframes.

- Increase in Dispatcher time to enable them to better deal with core processes
- More efficient process for Schedule Contact through a reduction in current processes.

Digital and Cyber Unit

New Capability

- Introduction of Dedicated DMI service assisting frontline officers

Benefit

- Upskilling of frontline officer knowledge of digital forensics
- Increased number of DMI attendance at scenes
- Reduction in time taken to speak to a DMI
- Improved quality of investigations
- Increase in sanctioned detections.
- Increase in confidence in police's ability to deal with digital crime
- Reduction in abstraction of officers for kiosk use and training freeing up time to deal with reactive workloads.
- More effective, efficient and appropriate use of kiosks
- Reduction in the kiosk backlog
- Reduction in 'failed' demand
- Reduction in training costs

- Improved shared knowledge base between DMIs and the DFU.

- Increased use of field triage
- Increase in seizures and submissions
- Reduction in the time taken to investigate a digital crime
- Decrease in time taken to submit investigation to CPS
- Reduction in bail/RIU times
- More effective use of the DFU

- Meet MOPI requirements in the Kiosk - not currently being met.

- No data breaches reported

Missing Persons - YPEIO

New Capability

Benefit

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- Introduction of YPEIO – Dedicated resource to interview and harvest intelligence.

- Increased ability to identify children vulnerable to exploitation
- Improved method for identifying warning signals for potential exploitation
- Improved methods for preventing exploitation
- Improved knowledge of vulnerable locations
- Improved understanding of route into exploitation
- Increased opportunities to work with stakeholders (internal and external) to prevent exploitation.
- Improved safety of vulnerable children
- Improved engagement/understanding of vulnerable children
- Reduced risk of exploitation
- Improved education and opportunities for young people

Neighbourhood Support Team

New Capability

Benefit

- Improved response to serious and organised crime

- Increase in the number of OCG disruptions
- Reduction in the number of identified OCGs

- Improved response to high harm/risk offenders

- Increase in arrests of high harm offenders
- Increase in disruptions of high harm offenders

- Improved response to Neighbourhood issues

- Conversion of intelligence opportunities to effective outcomes

- Increase in positive outcomes

- Actively participate in the Constabulary's statutory contribution to formally agreed Community Safety Partnership/Crime and Disorder Reduction Partnerships priorities, projects and initiatives, supporting Neighbourhood Policing Constable colleagues.

- Closer alignment of police and partner priorities

- Select and implement proportionate and effective remedies – criminal and civil both in a preventative and responsive context.

- Increase on the use of out of court disposals
- Reduction in offending