Delivering the Future
Our guiding principles

- Preventing crime in partnership comes first
- Quality of service to the public is paramount
- We will take the best bits of what we do and further improve our service to you
- Our future delivery model has been developed by our people, with the public’s needs at the centre of everything we do
- We will remain embedded in communities and offer a local policing service that means we will be there when you need us
Delivering the future of your local policing service

IMPROVING SERVICE WITH OUR PARTNERS

“We all have a role to play to prevent, intervene early, and halt the deterioration of problems in our local communities.”
Chief Constable Chris Eyre

“First point of contact”
Callers will receive a quicker and more efficient service. We will endeavour to resolve your call at the first point of contact.
The right person will be there when you need them, at a time and place convenient to you.

“Supporting you through investigations”
What matters to you as a victim of crime is how we treat you as an individual.
Keeping you updated on the progress of an investigation and supporting you throughout the inquiry and court process.

If... I’m a member of the public
Giving you confidence that we will be there when you need us 24/7 by;
- Phone
- Website
- Police station
- Shared service counter
- Visible patrols
- Local events

If... I’m a victim
Dedicated officer assigned to your case to provide ongoing care and support.
Specialist support available for you.

If... I’m vulnerable
We work with partner agencies to provide care and support to keep you safe and prevent you from becoming a victim of crime, and get you specialist support.

If... I’m an offender
Prisoner handling teams to deal with your case from start to finish.
Effective custody suites with state-of-the-art technology.

“Supporting you through investigations”
We are modernising the way in which we work.
We are investing in a mix of specialist staff and officers in investigation teams such as statement takers, civilian investigators, case builders, telephone liaison officers and office support.
## Prevention in action

| Education in schools on bullying, drug and alcohol abuse, dangers of knives, sign of abuse and violence, road safety. | ‘In Our Hands’ project in Manton, Worksop is a multi-agency programme led by the Holocaust Centre in schools to raise aspirations among pupils and parents. |
| Training front line workers to intervene early. | Training Co-ordinator employed to train front line workers i.e. postal workers, bin men, security guards, community nurses to spot signs of potential crime or vulnerability. |
| Enlist the help and support of people across Notts that have direct face-to-face contact with the public. | More than 200 Prevent Ambassadors will be appointed in organisations such as councils, health service, sports centres, children’s centres, youth clubs. |
| Maximise opportunities and investment that businesses can bring to preventing crime. | Recruit more businesses to the Retail Crime Initiative which through business investment funds diversionary activities for vulnerable young people. |
| Share knowledge, data and best practice with our partners to solve problems quickly | Give front line workers immediate access to police and health data where mental illness could be a key factor in someone’s safety. |
| Work more closely with building planners to ‘design out’ crime in housing estates and shopping precincts. | Working with building companies to ensure high standards of windows, doors and locks on new builds. Increasing use of CCTV in public areas. |
First point of contact

Contact Resolution Incident Management (CRIM) is a new way of working in the control room.

More than 30% of all crime will be dealt with by trained investigators over the telephone.

Telephone Investigators can call upon other resources to assist with investigations.

Based on the experience of other forces; 80,000 callers will receive a swifter and more effective service.

Staff fully trained in the use of the National Decision Making Model to effectively resolve calls swiftly.

Response teams focusing on responding to emergencies and high priority calls.

Reduce demand on front line officers and staff by resolving calls at first point of contact.

Working with key partners to establish a “Multi Agency Hub”.

Based on the experience of other forces; 80,000 callers will receive a swifter and more effective service.
Investigations

What matters to a victim of crime is how we treat them as an individual, keep them updated on the progress of an investigation and support them throughout the inquiry and court process.

We are modernising the way in which we work.

We will have a mix of specialist staff and officers in investigation teams such as statement takers, civilian investigators, case builders, telephone liaison officers and office support.

These roles will conduct the investigations allowing more officers to be in the community following active lines of enquiry.
Delivering the future of your local policing

Advice and support 24 hours a day by website, e-portal, phone, email, local officer, social media

You will see and hear about prevention work in partnership

Your area will have a named officer

You can visit a police station front counter, a Shared Service front counter or use e-portal

Visible policing in a one team approach with partners i.e. environmental health, licensing, DVLA, housing, Trading Standards

You will see more volunteers working with the police in your local area and have the opportunity to get involved yourself

Reassurance that highly skilled officers and specialist teams are dealing with serious crime to keep you safe

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If I’m a victim

Officers ready to respond when you need them either in person or over the phone

In an emergency, an immediate response by specialist officers including response, firearms, public order, violence teams, mental health triage

Non-emergency, a scheduled appointment at a time to suit you at your home or at a station

Your call could be dealt with over the telephone by a trained investigator if it is appropriate

Your call may be better dealt with by one of our partner agencies
Support for victims

For serious, complex offences we have specialist teams working county-wide i.e. domestic violence safety planners, Independent Domestic Violence Advisors, family liaison officers

Dedicated point of contact throughout your case

Support and witness care throughout for you and your family

Under the Victims’ Code enhanced support for vulnerable victims including children, victims of sexual offences, serious crime and persistent and targeted victims

Support throughout the entire court process provided by our officers and staff, Victim Support and other charities
If I’m vulnerable

People may be vulnerable through age (children and the elderly), drug and alcohol abuse, disability, physical and mental illness, repeat victim, through difference i.e. hate crime.

We will work together with partners to safeguard vulnerable people to reduce their chances of becoming a victim of crime.

Mental Health Triage Cars

The street triage pilot scheme has already ensured that vulnerable people receive the right care by mental health specialists, avoiding unnecessary detention and associated anxiety.

This is being done by triage nurses and police officers conducting an immediate joint assessment so that decisive action can be taken.
If I’m an offender

Prisoner handling teams will deal with prisoners from start to finish, freeing up response officers.

Where appropriate, you can volunteer to attend a station and meet an officer.

Officers will use restorative justice in the community where appropriate.

Preventative partnership schemes to stop re-offending i.e. alcohol and drug diversion scheme, driving courses.

Speeding up the process…….

Officers with the IT capability to share information directly with custody suites i.e. witness statements for handover packages.

Custody staff available at high peaks of demand to deal with prisoner processing.

PCSOs and CPOs may give warnings and on-the-spot fines.
If I’m a partner

Encourage and promote ways in which the public can become involved in policing and preventing crime

Support multi-agency initiatives such as ‘In Our Hands’, ‘Priority Plus Areas’ and the ‘Retail Crime Initiative’

Have partnership staff integrated in local policing teams to strengthen partnership working

Support and provide preventative partnership schemes to stop re-offending i.e. alcohol and drug diversion scheme, driving courses

Support the creation of a multi-agency hub within the force control room to help resolve customer issues quicker at first point of contact

Help us to enlist the support of 200 Prevent Ambassadors within organisations to help prevent crime and spot early warning signs of vulnerability

Improve the sharing of data to protect and safeguard vulnerable people
Delivering an excellent public service and the financial implications….

Over the next comprehensive spending review (CSR) period (2014-2020) we expect a funding shortfall of over £30m (16% reduction in funding)…

……by delivering the new policing model and effective financial management, we will deliver a balanced budget over this period (2014-2020)

Today it costs £193.8m to deliver a service

If everything stays the same, and adding inflation, the cost to provide the same service would be £211.7m by 2020

However we anticipate funding over the same time period to reduce to £181.3m,
Therefore leaving a £30.4m gap.

The new policing model will deliver an improved quality of service as well as addressing the funding gap
……By delivering the new policing model and effective financial management, we will deliver a balanced budget over this period (2014-2020)

Over the next comprehensive spending review Period (2014-20) we expect underlying funding to reduce.

In the short term, to deliver the new policing model will utilise £12.0m of MTFP Reserves
To deliver the new local policing service, will require a different shape workforce……

We will change the workforce mix to meet our new requirements,

1) We plan to continue to recruit police officers over the next 5 years

2) We will employ fewer people – exact numbers will depend on the outcome of the General Election and the 2015 CSR settlement

3) We will redeploy officers and police staff to deliver the new policing service

4) The percentage of our staff in operational roles will increase.
Any Questions