

THE FUTURE IS COMING

#1 AS IS
The state we're in



OUR OPERATING MODEL IS TRANSFORMING

**THE OPERATING MODEL PROGRAMME
IS RESHAPING THE WAY WE DO THINGS.
WE'LL IMPROVE HOW WE ORGANISE
OUR PEOPLE, PROCESSES AND SYSTEMS
TO ENSURE THE PUBLIC RECEIVES
THE BEST POSSIBLE SERVICE.**

Over the past few months, we've mapped out the service we provide, from first point-of-contact to how we manage offenders and bring them to justice. This includes how we organise ourselves and takes into account the crime intelligence, custody and case management processes we follow and the systems we use.

We've travelled the length and breadth of the constabulary, asking for your help to invent what the future looks like. We've engaged with officers and staff and read nearly 1,500 'If I Were Chief' or Room 101 suggestion cards. And we've shared our findings and our proposals for change through the Future Is Coming events.

**Here's what all of our work to-date has found.
And here's what happens next.**



WHAT YOU'VE TOLD US...

“WE DON'T
HAVE THE RIGHT
TOOLS OR KIT TO
DO THE JOB”

“OUR PROCESSES ARE
INEFFICIENT, DUPLICATE,
ARE INCONSISTENT
AND MUST BE
WORKED AROUND”

TRUST
US!

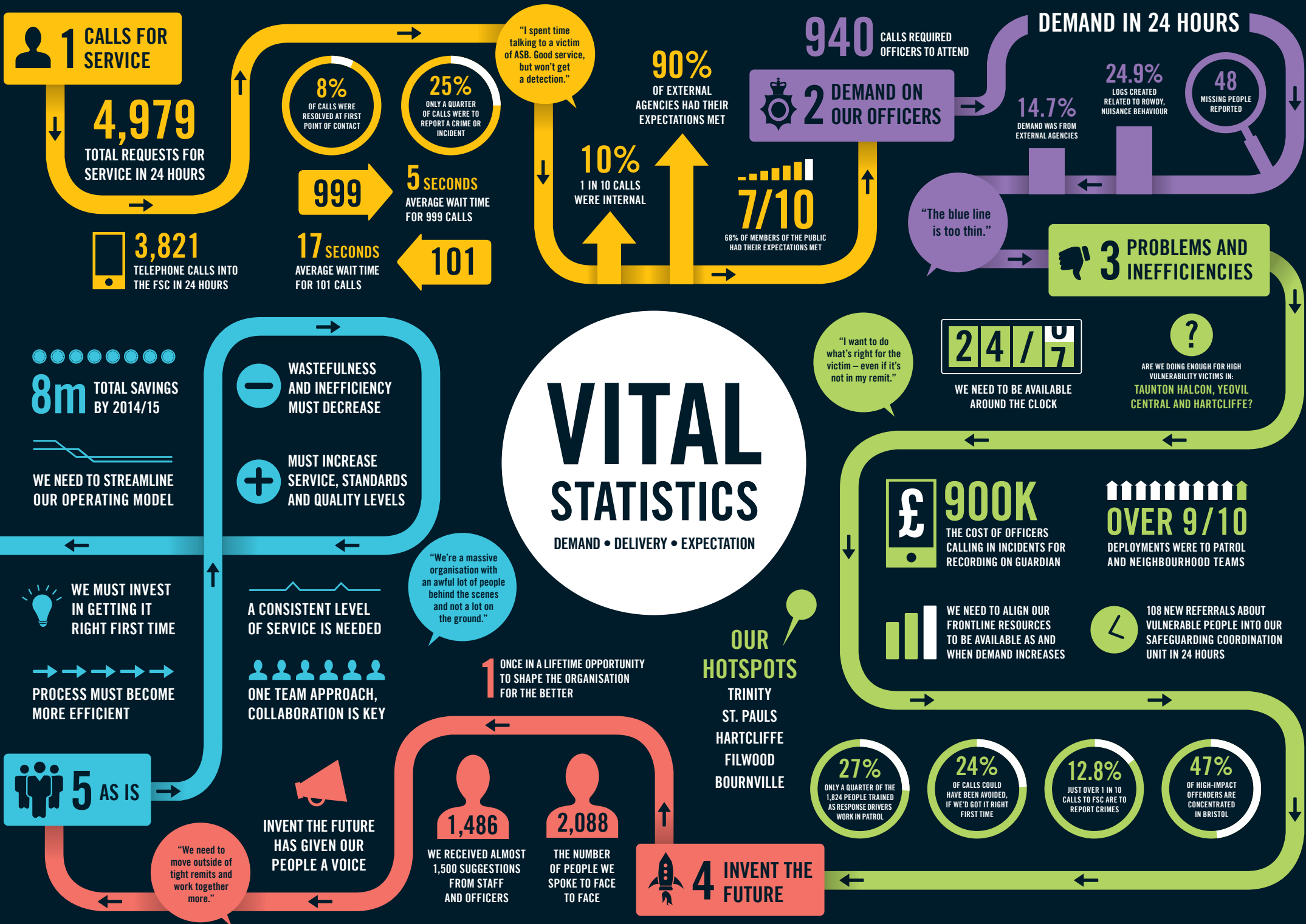
“TARGETS ARE DRIVING
THE WRONG BEHAVIOUR.
THEY AREN'T WHAT THE
PUBLIC WANT”

“OUR SYSTEMS AREN'T
INTEGRATED AND HAMPER
– NOT HELP US”

“WE ARE NOT
OPERATING AS
ONE TEAM”

“GOVERNANCE IS
MAKING FOR LOTS OF
ARGUING OVER REMIT”





WHAT THE FUTURE LOOKS LIKE

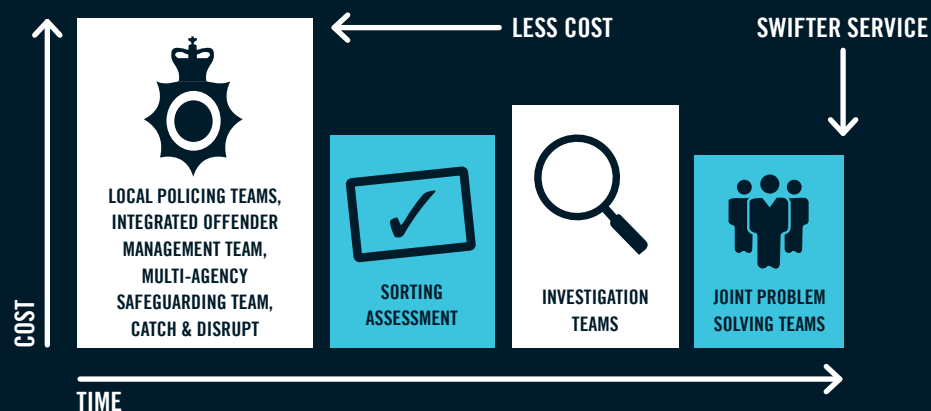
WE WILL HAVE MORE PEOPLE, NOT LESS, ON THE FRONT LINE AND OUR PROCESSES WILL BE SLICKER TO GIVE A SWIFTER MORE EFFICIENT SERVICE TO THE PUBLIC.

WE WILL LEARN FROM THE GOOD IDEAS AND GREAT WORK THAT'S GOING ON IN SOME PARTS OF THE FORCE AND MAKE SURE EVERYONE BENEFITS FROM IT.

LOCAL POLICING TEAMS WILL WORK IN A SMARTER WAY THAT WILL BE SIMPLER FOR STAFF AND BETTER FOR THE PUBLIC.

RESPONSE, NEIGHBOURHOOD AND TARGETED CRIME UNITS WILL WORK AS ONE TEAM TO CATCH CRIMINALS AND DISRUPT CRIME.

NEIGHBOURHOOD MANAGERS WILL BE THE GOLDEN THREAD THAT BRINGS EVERYONE, INCLUDING HOUSING, HEALTH, PROBATION AND DRUGS WORKERS, TOGETHER TO TACKLE CRIME AND CRIMINALITY, SUPPORT VICTIMS AND VULNERABLE PEOPLE, AND HELP OFFENDERS IN MOVING AWAY FROM A LIFE OF CRIME.



WHAT HAPPENS NEXT?

OUR PRELIMINARY SOLUTION IS OUR PROPOSED OPERATING MODEL. IT'S NOT FINAL. WE'RE WORKING WITH AVON AND SOMERSET CONSTABULARY'S WIDER CHANGE PROGRAMME AND INVITE EVERYONE TO TAKE THE OPPORTUNITY TO HAVE A SAY, TEST AND REFINE THE OPERATING MODEL INTO A VALIDATED SOLUTION.

BY CHRISTMAS WE'LL KNOW WHAT THE FUTURE HOLDS POST-APRIL 2014.

HELP US RESHAPE THE WAY WE DO THINGS. GET INVOLVED. THE FUTURE IS COMING.

**EMAIL US: #OPERATING MODEL
CALL US: #66092**

VISIT OUR INTRANET PAGE TO FIND OUT MORE AND TO KEEP UP-TO-DATE WITH OUR PROGRESS.

