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...







SERVICE IN 24 HOURS -

THE FSC IN 24 HOURS

OF CALLS WERE RESOLVED AT FIRST POINT OF CONTACT

999

ONLY A QUARTER OF CALLS WERE TO REPORT A CRIME OR INCIDENT

5 SECONDS **AVERAGE WAIT TIME** FOR 999 CALLS

17 SECONDS 101 AVERAGE WAIT TIME FOR 101 CALLS

-

"I spent time talking to a victim of ASB. Good service. but won't get a detection."

90% OF FXTERNAL AGENCIES HAD THEIR **EXPECTATIONS MET**

1 IN 10 CALLS WERE INTERNAL _---

-

CALLS REQUIRED OFFICERS TO ATTEND

DEMAND ON **OUR OFFICERS**

"I want to do

what's right for the

victim - even if it's

not in my remit."

24.9% LOGS CREATED RELATED TO ROWDY, 14.7% **NUISANCE BEHAVIOUR**

DEMAND WAS FROM

EXTERNAL AGENCIES

DEMAND IN 24 HOURS

MISSING PEOPLE REPORTED

68% OF MEMBERS OF THE PUBLIC

"The blue line is too thin."

PROBLEMS AND

TOTAL SAVINGS BY 2014/15

WE NEED TO STREAMLINE OUR OPERATING MODEL

WE MUST INVEST IN GETTING IT RIGHT FIRST TIME

 $\rightarrow \rightarrow \rightarrow \rightarrow \rightarrow$ PROCESS MUST BECOME MORE EFFICIENT

←

"We need to move outside of tight remits and work together more.'



 \rightarrow

MUST INCREASE SERVICE. STANDARDS AND QUALITY LEVELS

A CONSISTENT LEVEL

OF SERVICE IS NEEDED

ONE TEAM APPROACH.

COLLABORATION IS KEY

VITAL **STATISTICS**

DEMAND • DELIVERY • EXPECTATION

organisation with an awful lot of people behind the scenes and not a lot on the ground."

'We're a massive

ONCE IN A LIFETIME OPPORTUNITY TO SHAPE THE ORGANISATION FOR THE BETTER

OUR **HOTSPOTS**

TRINITY ST. PAULS **FILWOOD** BOURNVILLE

HARTCLIFFE

WE NEED TO BE AVAILABLE

AROUND THE CLOCK

CALLING IN INCIDENTS FOR

RECORDING ON GUARDIAN

WE NEED TO ALIGN OUR FRONTLINE RESOURCES TO BE AVAILABLE AS AND ******

ARE WE DOING ENOUGH FOR HIGH

TAUNTON HALCON, YEOVIL

CENTRAL AND HARTCLIFFE?

DEPLOYMENTS WERE TO PATROL AND NEIGHBOURHOOD TEAMS

108 NEW REFERRALS ABOUT VULNERABLE PEOPLE INTO OUR SAFEGUARDING COORDINATION **UNIT IN 24 HOURS**



INVENT THE FUTURE HAS GIVEN OUR **PEOPLE A VOICE**

←

.486 WE RECEIVED ALMOST

1,500 SUGGESTIONS

FROM STAFF

AND OFFICERS

←

THE NUMBER **OF PEOPLE WE SPOKE TO FACE** TO FACE

2.088

INVENT THE

27% ONLY A QUARTER OF THE 1,824 PEOPLE TRAINED AS RESPONSE DRIVERS WORK IN PATROL

OF CALLS COULD HAVE BEEN AVOIDED, IF WE'D GOT IT RIGHT FIRST TIME

JUST OVER 1 IN 10 CALLS TO FSC ARE TO REPORT CRIMES

OF HIGH-IMPACT OFFENDERS ARE CONCENTRATED IN BRISTOL

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.

