

Lincolnshire Police

Investment in Public Protection



KEY BENEFITS

- New four-hub model identified
- Business case for investment made
- New officers attracted into the department
- Improved officer health and wellbeing

“ There is a clear message that based on the evidence provided through Process Evolution the Force is investing resources into this area of PVP business. This has been recognised by staff working within the teams and we are starting to see improvements in supervision, morale and culture. ”

Liz Rogers, Head of Public Protection

Designing and sizing an improved Public Protection Unit in Lincolnshire

KEY FACTS

Population served: 760,000
999 calls received per annum: 100,000
Crimes recorded per annum: 58,000
Annual budget: £150m

THE CHALLENGE

Lincolnshire Police is one of the lowest funded Forces in terms of total funding per head of population in England and Wales. The budgeted headcount for detectives in its Public Protection department had remained unchanged for several years, despite increased demand and complexity of cases.

With all departments in the Force similarly experiencing rising demand, the Force needed to better understand the demand for Public Protection services and ensure that it was making best use of its existing capacity to enable the case for additional investment to be assessed.

PROCESS EVOLUTION'S APPROACH

Process Evolution undertook a robust baselining of the demand placed on Public Protection. This involved analysis of data from incident and crime systems together with a series of practitioner workshops to map the investigative processes for RASSO (Rape and Serious Sexual Offences) and Child Abuse cases. The outputs were fed into our Investigation Profiler modelling software to enable the resource requirements to be accurately calculated. We used our geographical optimisation software to assess the hub locations where officers were based.

FINDINGS

The key findings were that:

- Budgeted officer numbers were about right, but challenges were caused by high levels of vacancy
 - This was being compounded by increasing absence rates attributed to work pressures from the resource shortfall
- A hub-based model with officers investigating child abuse and RASSO cases was more efficient than centrally based specialist teams due to the large geography of Lincolnshire
- Adding a fourth hub to the existing three would make a saving in travel time of around 1.5 full time equivalent detectives
- Several process improvement options were identified, including the recruitment of case workers as a quick means of reducing the resourcing gaps

OUTCOME

Lincolnshire Police have subsequently implemented a fourth hub, aligning Public Protection resources with other investigative capability, including custody suites. This has been accompanied by an increase in supervision and additional headcount to bring resource levels closer to establishment.

As Uplift officers flow into the Force, further increase is planned from February 2024, and the establishment has been raised to cope with expected continued increases in demand.



About Process Evolution

ENABLING EVIDENCE-BASED DECISIONS



Process Evolution helps emergency services around the world to optimise resource use and respond in the most effective and efficient way.

We have set the benchmark for emergency service planning, with a proven approach combining rigorous scientific analysis with experienced, insightful consultancy. Our expert team uses sophisticated modelling techniques to identify opportunities for improvement and uncover hidden capacity. Simulating future scenarios ensures that solutions are objective, evidence-based and quantified.

Process Evolution's approach is always tailored to the needs of the client. Above all, we are committed to getting it right, for the good of our clients and the people who rely on their services.

WE HELP FORCES ACROSS MANY OPERATIONAL POLICING AREAS INCLUDING:

- Contact Management
- Local Policing
- Investigations
- Specialist Operations

BENEFITS OF OUR WORK INCLUDE:

- Informed sizing of teams based on an understanding of true demand
- Better timelines of service for calls, incidents and investigations
- Improved positive outcome rates for crimes
- Improved officer safety, health and wellbeing
- Efficient service design within budget constraints

