



KEY BENEFITS

- Savings of £3m realised
- Backlogs of incidents removed
- Released capacity for officer health and wellbeing

“ Process Evolution’s work informed a number of fundamental changes to our policing model which continue to serve us and our communities well. They’re very professional, comprehensive and thorough. ”

Alexander Franklin-Smith,
Assistant Chief Constable

£3m saved and response times improved

KEY FACTS

Population served: 570,000
999 calls received per annum: 80,000
Crimes recorded per annum: 43,000
Annual budget: £105m

THE CHALLENGE

Warwickshire Police needed to make savings of £3m from its annual budget. At the same time, Response Policing was under pressure with reports of rising demand, work overflowing to Neighbourhood Teams and concern for officer wellbeing.

Process Evolution was commissioned to identify options for financial savings while alleviating the pressure on Response Policing.

PROCESS EVOLUTION’S APPROACH

Process Evolution undertook a robust baselining of the demand placed on Response Policing. This involved analysis of data from incident and crime systems together with a series of practitioner workshops to identify hidden demand. Comparing the outputs with our benchmarking data enabled us to identify potential improvements that were tested using our Response Profiler simulation model.

FINDINGS

We presented a menu of options to Warwickshire Police and worked with the Force to combine these into a preferred solution. The recommendations included:

- Reviewing incident grading policy
- Implementing an office-based demand reduction unit to resolve incidents without deployment
- Increasing the contribution of Roads Policing to local incident response
- Adjusting the Response shift pattern to better match resource availability to when incidents are reported
- Better exploitation of mobile technology

OUTCOME

Warwickshire Police implemented Process Evolution’s recommendations in full, enabling the required savings to be realised and backlogs of outstanding incidents to be removed, therefore releasing time for health and wellbeing activities.

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

