



KEY BENEFITS

- Provided Dorset Police with a detailed understanding of its workforce, workload and utilisation rates
- Illustrated how a new Operating Model would provide greater benefits
- Identified areas where improvements in health and wellbeing could be made

“ *Process Evolution provided a number of evidence-based options, helping us to manage demand differently and improve performance through efficient use of our resources.* ”

Chief Superintendent,
Dean O'Connor

Improving the efficiency, effectiveness and performance of Dorset Police

KEY FACTS

Population served: 800,000

Area covered: 1,024 square miles

Calls for service: records over 174,000 incidents and more than 51,000 crimes per year

ABOUT DORSET POLICE

Dorset Police covers approximately 1,024 square miles of land and a similar body of water around its coastline. Over 25 million people take day trips in Dorset to visit beaches and other beauty spots, with four million visitors staying overnight for short breaks or holidays. Although mainly a rural area, Dorset has an airport and seaports that serve domestic and international freight and passenger travel.

THE CHALLENGE

Dorset Police recognised the need for a holistic review of its operating model to ensure:

- Consistency in approach
- Improved efficiency and effectiveness in demand management so that funding to the Force is used to best effect
- Continued performance improvement
- Staffing and utilisation in each area is commensurate with workload

PROCESS EVOLUTION'S APPROACH

Our analysis was informed by data from the Force's systems that record calls, incidents and crimes. We also held practitioner workshops with officers and staff representing all the in-scope functions, including Response, Neighbourhood Policing, Investigations, Specialist Operations and Contact Management.

RESULTS

This wide-ranging review resulted in several detailed recommendations for each department. The Dorset Police Executive was provided with a comprehensive report that explained all the review findings and made specific evidence-based recommendations, as outlined below.

- Contact Management – A blended Operator Model to enhance the service and make improved use of technology to support call handling rates; an increase in resolution at first point of contact to support demand across the wider organisation; changes to shift patterns to improve demand management.
- Patrol – Change of use in specific estate locations to support response times, as benchmarking revealed higher levels of double crewing.
- Neighbourhood Policing – Realignment of PCSOs and Officers to balance the

requirements of each policing area's demographic requirement against the Force's emerging risk.

- Investigations and Public Protection – Address the gap between actual strength and design, together with some process re-mapping to improve efficiency.
- Specialist Operations – Identification of the proportion of incidents being attended by the ARV and RPU, and benchmarked against other Forces.

Our modelling approach also illustrated to the Force alternative methods of operating, including;

- Allocation of Grade 3 and tasked incidents to Neighbourhood Policing
- Routing of crime-related Grade 3 and tasked incidents to the IRC
- Provision of a triage function as part of the FCC

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

