



Effective Practice in Engaging and Consulting with staff



The Organisation

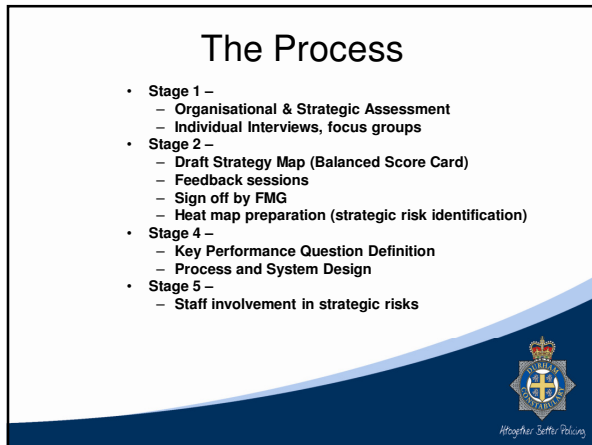
- Budget £123M
 - £30M from council tax precept
 - £93M Central Government funding
- Spend
 - 70% : 30% split on 'Staff' and 'Stuff'
- Over 2500 staff
 - 1500 Police Officers
 - 1000 Police Staff (including PCSOs)
- Demand
 - 200,000 incidents per year
 - 37,500 Crimes per year



Our Historical Priorities










Engaging and Consulting

- Redundancy process
 - Obtained feedback from staff – confidentially
 - Executive responded directly to the group
 - Learned from process
- New operating model
 - Visits to four forces
 - How it felt for their staff
 - Identified problems and good practice
 - Presented findings



Altogether Better Policing

Altogether Forward Commanders




	Crime and Justice - D/Chief Supt Jane Spraggon "Problem solving through effective & efficient investigation"
	Response - Chief Supt John Bell "Getting the right resource to the right place at the right time, first time"
	Neighbourhood - Chief Supts Andy Reddick & Ian Macdonald "Delivering excellent policing to inspire confidence in the people we serve by protecting neighbourhoods tackling criminals and solving problems"
	Tasking and Coordination - Chief Supt Dave Orford "Driving the force vision through effectively co-ordinating all force activities"
	Support Services - ACO Gary Ridley "Professional support and advice for the benefit of the Constabulary"



Altogether Better Policing

Altogether Different

- Empowerment
- Change management
- Experiential learning
- Moving and understanding comfort zones
- Problem solving
- Action learning
- Project 'me' and 360



Altogether Better Policing

Our people – the good news

- 81% of respondents enjoy working for the police service
- 92% feel confident about using their own judgement at work
- 79% agree they would go the extra mile at work if it helps Durham Constabulary
- 71% of respondents are satisfied with their current role.
- 82% feel part of a team in their area of the force.
- 75.5% of people think Durham Constabulary is a good place to work



Some areas for further work...

- 80% disagree that the force deals effectively with people who consistently under-perform
- Only 60% of respondents feel clear what the force vision is.
- 80% think their supervisors perform their role well but only 50% think Snr managers are doing a good job (issues around decision making and perceived fairness)
- Results are equally split that they are satisfied with opportunities for learning and development compared to others in the force.
- Results are equally split that respondent's feel appreciated and valued at work.
- Results are equally split that decisions are made fairly



The Performance

- New operating model live (July 2011)
- ASB down 23% (13% adjusted)
- Crime down 3% (against circa 30% reduction over 4 years)
- Detections 39% and 2% RD
- Immediate Arrival – 90%plus
- Satisfaction with whole experience up from 84% to 87%
 - Updates 68% to 74%
- Confidence stable.
- £13M savings
 - £7.5 Staff £5.5 Stuff

Driven by a team with 30% reduction in resource