



ACPO Excellence in Policing Awards 2009

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Please use this form to submit your entry for the ACPO Excellence in Policing Awards 2009. Entries are invited from all UK police forces, multiple police organisations working collaboratively and in partnership.

The purpose of the Awards is to share effective practice to improve service to the public. By submitting this form you confirm your consent to it being published.

Submissions will be considered by a panel of representatives from at least two ACPO Business Areas, The Home Office, NPIA and the Awards sponsors who will be looking for evidence that the project or initiative:

- addresses an identified need
- is innovative
- enhances service delivery (e.g. quality of service, efficiency, cost-effectiveness, productivity, performance)
- achieves results that are measurable and sustainable

Submissions are limited to a total of 1,000 words and must be forwarded by email to awards@eip-conference.co.uk by no later than 12 noon on Wednesday 12th August 2009. The organisers regret that late entries cannot be considered. The panel will choose four winning entries that best meet the above criteria. The winners will then be invited to showcase their initiative at the ACPO Excellence in Policing Conference on Tuesday 22 September 2009. Conference delegates will vote for the initiative that they consider most deserving of the overall Excellence in Policing Award 2009.

Please complete all fields

SYNOPSIS OF PROJECT

PROJECT TITLE:

Building Community Confidence with iR3

POLICE FORCE, ORGANISATION OR PARTNERSHIP:

Leicestershire Constabulary

INTRODUCTION

Please describe in no more than 200 words why the project was undertaken, how the need for it was identified and the results it was intended to achieve

Leicestershire Constabulary wanted to enhance public confidence by ensuring its officers were more keenly focused on the issues that matter most to local people - through Neighbourhood Policing (NHP) and the National Intelligence Model (NIM).

The Force recognised the benefits from using innovative mapping technology to help deliver a new level of transparency in the policing services it provides.

The aim was to ensure the right resources were in the right places at the right times in order to deliver increased confidence, whilst reducing crimes and incidents by increasing police patrolling activity to achieve NHP priorities and NIM Tasking. This was at a time when there was also a need to achieve faster response times, make efficiency savings and work towards delivering The Policing Pledge.

WHAT WE DID

Please describe in no more than 200 words how working practices have changed or developed to achieve the intended results

The Force introduced a satellite mapping and tracking system (iR3). This plots incidents, crime statistics and NIM data on an interactive map. It also tracks where police vehicles and foot officers have patrolled.

Vehicles and officers leave “snail trails” on iR3 maps, displaying how many visits and how long officers have spent in neighbourhoods and priority locations. It enables Local Commanders to draw “waymarkers” on a map, which record when a resource has passed through. Managers and analysts use the system to evidence at the click of a button the adherence to NIM and NHP tasking and the efficient utilisation of resources.

iR3 easily provides users with a visual representation of what incidents, crimes and patrol activity have occurred within a pre-defined period. This enables officers to self brief using one system, rather than rely on Command & Control, Crime and other disparate data systems. They quickly gain an understanding of NIM and NHP tasking as well as being able to view the patrol performance of their peers within priority locations over the preceding period.

Public perception surveys are layered onto the map in a way that enables the viewer to contextualise it with crime, incident and patrol data.

WHAT IT INVOLVED

Please describe the key elements of the project in no more than 200 words. Where new investment was required an indication of the cost or other resources used should be included

The web-based system was designed to harvest data from other Force systems in ways that brought clarity to what had been a confusing picture.

Prior to its introduction, data from Automatic Vehicle Location Systems (AVLS) delivered fleet efficiencies but little or no operational benefit. Managers who were focused on delivering NIM and Neighbourhood Policing performance had no method of measuring the delivery of patrol strategies or other operational deployments.

The creation of a web-based interface to map vehicle movements and provide analytical data of patrol activity within geocoded areas enabled the North BCU to demonstrate dramatic performance improvements during the pilot.

This has resulted in a forcewide implementation of a system that tracks police vehicles as well as foot patrols

WHAT IMPACT IT HAD

Please describe in no more than 200 words the measures used to assess the impact of the programme, the results obtained and how it will be sustained

During the pilot phase the North Area BCU achieved the following results in support of The Policing Pledge, NHP and the Confidence Agenda :

Police visits to priority locations	-	up 286%.
Time spent in priority locations	-	up 545%
Public confidence	-	ASB down 50%
	-	Crime down 50%
Emergency response times	-	Increase from 85% to 94% (< 15 mins)
Efficiency savings	-	fuel used in incident response down 21%.

The contribution of HQ based / forcewide resources towards Neighbourhood Policing and Level 1 NIM is now measured, valued and celebrated. Similarly, community groups, Partners and key stakeholders can evidence patrol activity alongside crime statistics.

The culture of patrolling officers has now changed with the knowledge that patrol performance is subject of daily briefings.

The Flanagan Report 2008 mentioned Leicestershire's iR3. It stated: "...there has been a dramatic reduction in self-deployment, substantially reducing multiple deployment and improving response times through automatic identification and deployment of the nearest available unit. Officer time spent in priority areas has significantly increased, and there are sizable savings in mileage and through the disposal of underused vehicles. Focus group findings suggest that, in addition to managers and supervisors, officers are convinced by the system.... workloads are more evenly shared, and safety is improved."

LESSONS LEARNED

Please describe in no more than 200 words any lessons learned by implementing the project and any factors which are critical to its success

The introduction of the AVLS system graphically identified the operational and efficiency benefits to be gained from mapping current and historical locations of resources (see above).

It enabled the Force to identify the untapped potential from achieving similar visibility for Neighbourhood Staff, i.e. It currently employs 229 PCSOs and 197 PBOs but they only attend 5.5% of incidents but represent something like 39% of the BCU patrolling resource.

It also enables the Force to evidence delivery of the Policing Pledge (e.g. 80% of time to be within the NH). The reporting tool is currently being amended to provide performance data to evidence time in the station, time in the Neighbourhood and time at "waymarkers" or priority locations within neighbourhoods.

We learned that the cultural issues that abound within any organisation need to be identified and addressed e.g. just because there's a new and easier process for despatching staff or monitoring trends in incidents, does not mean that staff will readily migrate away from traditional approaches and computerised systems.

We learned that benefits can only be realised with the active participation and support of Managers from BCUs, Command & Control, Fleet Management and IT. Chief Officer support to achieve such benefits across a broad range of portfolios is crucial.

CONTACT

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Please check this box to confirm that you agree to your entry being published or featured in Police Professional Magazine, on the EIP Website and by any other means deemed appropriate by the EIP planning team for the overall benefit of policing.

Please check this box if you would like to enter this project for the ACPO Excellence in Policing Awards 2009. NB. This box should only be checked if you are agreeable to making a short presentation about the project at the ACPO Excellence in Policing Conference on Tuesday 22 September 2009.

Entries for the Excellence in Policing Awards must be authorised by an officer of ACPO rank or police staff equivalent. Please enter the name of the authorising officer below:

Entry authorised by:
Mike Goodwin ACC(O)

Date:
11.08.09