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ACPO Excellence in Policing Conference

Active service design: contemporary approaches

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The Drivers

- Recession
- VFM / Productivity
- Ever Widening Mission (RISK)
- Expectations
- Citizen Focus Agenda
- Change in Culture
- Sustainability



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Understanding Processes

- Deconstruct current business processes
- Identify opportunities for improved quality
- Improve efficiency and effectiveness
- Remove waste
- Reduce unnecessary bureaucracy
- Realise benefits
- Reinvest into new threats



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Understanding Culture

- Understanding the people who will deliver change
- Buy in at all levels
- Improve morale
- Long term commitment
- Citizen Focus Friendly



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Blockers

- Can be embarrassing
- All about cost cutting
- Speed of implementation
- At odds with performance culture
- Finding space to manage change
- Building BPR capability



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Outcomes / Benefits

- Connectivity
- Organisational understanding
- Police by knowledge
- Citizen focus friendly
i.e. Clear links to the hallmarks



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The Future



- National development plan
- Good Practice sharing across all forces
- Increased role of the NPIA
- Body of knowledge
- Key element of successful organisations



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Breakouts



- Bureaucracy reduction
- Redesign services to embrace RJ
- Changing Organisational culture
- Prevent serious harm: CONTEST
- Building relationships, getting results, achieving change through conversation.
- Local problem solving
- Using surveys to influence local delivery

