

# **Blueprint 2020 Wigston Residents Forum**

The Leicestershire Police transformation model designed to meet the demand and funding challenges facing policing today.

### Performance and success...

- Satisfaction remains stable at 81%
- Crime 26% lower than 5 years ago, and has fallen by 3% in the last year
- Saved more than £36 million since 2010
- Frontline police officers have increased from 91% to 93% since 2010
- Burglary from dwellings down by 26%, vehicle thefts down by 23%, robberies down by 31%
- Delivering the best possible service with funding available
- Listening, consulting and engaging to help prioritise our service on what's most important



# **Changing demands...**

- Cyber-crime.
- Missing persons.
- Child sexual exploitation.
- · Counter terrorism.
- Financial challenges.
- Designing and implementing changes when everything is important!



#### **PCC Strategic Priorities...**

- 4 key themes
- 1. Reducing Offending and Reoffending
- 2. Supporting Victims and Witnesses
- 3. Making Communities and Neighbourhoods Safer
- 4. Protecting the Vulnerable



# Leicestershire Police – the recent comprehensive spending review...

- Since 2010 we have saved more than £36 million.
- The recent CSR announcement will mean changes to local police funding!
- Changes likely to be seen...
  - National firearms capability increased.
  - · Counter terrorism capability increased.
  - Local workforce reform.
  - Increased blue light integration and collaboration.
  - How the police work with Mental Health services.
  - Increased shared procurement.
  - Reducing demand through crime prevention.
  - Improved mobile working and remote access to systems and data.



# A developing programme

Blueprint 2020 🎎 🏥 🗇

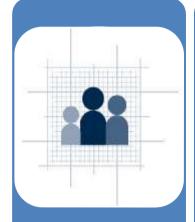




















People work stream

Enabling work stream Demand work stream

Partnership & Collaboration work stream

Services, **Functions** and Processes work stream

Governance, Outcome Based Budgeting, Continuous Improvement

**Cultural transformation** 



### **Programmes to projects**

People

- Enabling
- Demand
- Partnership
  - SF&P

- · Agile working
- · Cultural change
- · Workforce Blueprint
- Workforce modernisation
- Vacancy control & resource management
- Building capacity in our workforce
- Improving skills & capacity
- Job evaluation

- · Channel shift
- IVR
- Retailer self recording
- Video appointments
- Customer portal
- Customer Apps
- IT Blueprint
- Niche & IT rationalisation
- Emergency Services Network
- Property rationalisation
- Asset management
- · Social media

- Improved mapping and information
- Making best use of existing tools
- Making best use of existing data
- Predicting demand
- · Improved despatch
- · Frequent callers
- Regional demand opportunities

- Regional working with police partners
- Blue light opportunities
- Local teams
- MASH
- Shared front office
- Strategic Alliance

- Outcome Based Budgeting
- Tighter budget control
- CMD review
- Corporate services review
- Regional opportunities for shared services and collaboration



## Key areas of focus for change with Blueprint 2020...

- Public contact & channel shift leading to increased self service.
- Working with Strategic Alliance to identify regional opportunities.
- Utilising technology to do things efficiently and effectively.
- Changing our workforce mix to meet the needs of modern policing.
- Working in partnership to maintain services within available budgets.
- Prioritise what's most important via consultation and engagement.
- Focus on what causes most harm in our communities.



### **Strategic Alliance**

- Looking at three force Strategic Alliance could be viable operationally, financially and politically
- Leicestershire, Nottinghamshire, Northamptonshire.
- Opportunities to collaborate and regionalise
- Potential for the creation of a single policing model for all three forces
- Uniformity in leadership, systems, training, policy and procedures to ensure a consistently high quality standard of service across the three forces.
- First phase of the Strategic Alliance will look at early alignment across the Contact Management Departments by June 2017.

