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POLICING IN YOUR NEIGHBOURHOOD PROJECT

1. Purpose

- 1.1 The purpose of this paper is to brief the Office of Police and Crime Commissioner on the 'Policing in Your Neighbourhood' (PiYN) project.

2. Overview

- 2.1 The primary objectives of the PiYN project are to develop a sustainable and scalable policing model that responds better to changing demands for service, improves customer experience and simplifies the delivery of policing services for officers and staff.
- 2.2 The principles of the project aim to protect the core strengths of Surrey Police's neighbourhood policing approach, whilst improving the way we respond to new threats and risks. Moreover they complement the continued development of joint enforcement and problem solving with key local stakeholders. The project will also clarify statutory and operational responsibilities with strategic partners in a manner that ensures clear lines of accountability and resourcing.
- 2.3 The project will also address the learning and development needs of the workforce to ensure that they have the necessary skills to tackle these new threats. It will also broaden the skills base of the core policing teams to ensure flexibility of deployment and a less fragmented policing service. This is sometimes referred to as omni-competence, with more officers able to complete a broader range of tasks.
- 2.4 The project commenced in December and is led by a Chief Superintendent who is supported by 5 officers / staff seconded from the business. The Senior Responsible Officer is Assistant Chief Constable Gavin Stephens. The project is scheduled to deliver change and benefits throughout 2015 - 2019 and it is

anticipated that the team will remain in place until September 2016. The project is currently in the data collection and design stage, with options due to be presented to the Chief Officer Group in September 2015.

3. Progress to date

- 3.1 Work has commenced on developing a detailed understanding of prevailing operating conditions, inhibitors, enablers and constraints through a range of engagement methods with operational staff. Alongside this large scale data collection is in progress.
- 3.2 The engagement activity has included over forty focus groups, thirty 'one to one' meetings, four 'Drop In' sessions in addition to staff utilising an online forum and dedicated email box to share views.
- 3.3 The options for future design, and specifically the configuration and deployment of resources will be informed by this engagement activity together with a detailed analysis of demand data. This will be used to prioritise police resources to our statutory obligations and operational requirements within financial constraints.
- 3.4 The detailed analysis of quantitative demand will be supported by professional consultants experienced in this field, resulting in a comprehensive assessment of demand and capacity. The procurement process is underway to select and appoint consultants.
- 3.5 Work has also commenced to identify the capability of our workforce, skills gaps and required actions to re-equip our workforce. There will be a structured programme of training and staff development to achieve the level of corporate competence in general policing duties that is necessary for a sustainable and flexible organisation. The early stages of this work have been welcomed by staff with over 1000 people completing a training needs analysis survey.
- 3.6 Parallel to this activity is the ongoing development of new approaches to demand management in the Contact Centre to provide an earlier resolution to calls for service. In addition, greater use is being made of mobile digital technology to reduce bureaucracy and improve efficiency. Another programme of work on public facing digital services will introduce more ways for people to

access policing services online. A test version of a new online reporting tool through www.police.uk went live at the end of April 2015.

- 3.7 The greater use of demand data will not only inform the design of a revised policing model, it will also lead to new day to day operational policing practices. The project will aim to create a 'live time' demand management report to inform resource allocation and deployment decisions. Also, it is intended to complete a more comprehensive annual review of demand, capacity and capability. This is to ensure that structures and processes remain sustainable and are adapted to the prevailing operational requirements, including those generated nationally and regionally.
- 3.8 Any operating model will be scalable and informed by the Medium Term Financial Plan.

4. Conclusions

- 4.1 The Policing in Your Neighbourhood project demonstrates Surrey Police's commitment to respond to new and challenging threats whilst maintaining a local policing focus much valued by our communities. It provides the opportunity to simplify the delivery of policing in Surrey and provide a better experience for those who need our services.
- 4.2 Through detailed demand analysis it will enable us to better understand and define police responsibilities and prioritise policing activity accordingly.
- 4.3 Furthermore it will equip our officers and staff with the necessary skills, access to information and supporting technology, so that they can be more efficient and sustain excellent service levels through challenging financial conditions.