

Trowbridge/Warminster Operational Policing Pilot



Briefing sheet

June 2015

An operational policing pilot will start in the Trowbridge and Warminster area in September 2015.

From Monday 14 September 2015 Wiltshire Police will undertake an operational policing pilot in the Trowbridge and Warminster area.

The pilot will give us an opportunity to test a new way of working within the community that will enhance local policing.

Why does Wiltshire Police need to change how they work?

We carried out a review of the current operational model and looked at how we deliver our service to the public, from the moment they contact us via a 101 or 999 call to the final outcome when the case is closed.

To do this review we use a method called systems thinking - a continuous way of aiming to improve services. The method uses knowledge and feedback from people who work in the area of business to inform how we currently work and suggest changes to improve them.

During this process the review team spoke to a number of people who work in operational and support departments to map processes, work flow and work demand. They also spoke to 500 members of the public.

The review has given us a detailed picture of how we police in Wiltshire, highlighting a number of areas where changes could be made, to improve the service members of the public receive.

The pilot location

The pilot will cover the towns of Trowbridge, Warminster, Bradford on Avon, Westbury, Tisbury and Mere. It will also cover the surrounding villages.

The pilot

The operating model to be tested is a 'Community Team' model providing a one team policing service to the area.

The review team recognised the importance of resolving reported incidents quickly. The pilot will test how embedding our officers and staff into a community based model will reduce the amount of time it takes to resolve a reported incident or crime.

The pilot aims to us to give a single point contact for a crime or incident so we can resolve the crime or incident in a more efficient manner.

The model is based on steps considered to be most valuable to the public - **Respond, Resolve, Record and Prevent**.

How long will the pilot run for?

The pilot will run for a minimum of 10 weeks.

How will policing be different in your community?

- Most of the changes are around our processes and our use of technology
- As part of the new team you will still find Community Beat Managers, officers and Police Community Support Officers (PCSOs)
- You will still have an allocated team working and based within your community
- PCSOs will continue to provide local policing services on their beat areas as they currently do

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Changes you might notice:

- That there are more officers and police staff based within your community
- Officers will take on a variety of roles. Some officers will be trained to provide emergency response to incidents when needed - this will be part of their role but not their only role you will also see them attending events with in the local community
- There will be Investigators based within the community

The team

- The pilot area will be run by Inspector Chris Chamblings
- Supported by a Sergeant Gill Hughes
- There will be five teams consisting of –
 - Police Sergeants
 - Police Constables
 - Community Beat Managers
 - Investigators
 - PCSOs

Monitoring and evaluation

Throughout the pilot we will be evaluating how it is working and ensuring that we are continuing to provide an effective policing service to the public.

How will the rest of the Force operate while the pilot takes place?

The rest of the Force will continue to work within the current operating model.

We understand that policing does not always stay within geographic boundaries so there will be times when staff and officers from the pilot area will help

colleagues in neighbouring areas using the existing operating model and vice versa.

Further information

For further information please contact project lead Rachel Kirby -

Rachel.Kirby@wiltshire.pnn.police.uk

Inspector Chris Chamblings will be presenting at local area board meetings:

Warminster Area Board - 02 July 2015

Westbury Area Board - 06 August 2015

Bradford on Avon Area Board – 15 July 2015

Trowbridge Area Board – 16 July 2015

South West Wiltshire Area Board - 29 July 2015

Between now and September more information about the operational policing pilot will be available on the Wiltshire Police website.