



Benefits of Agile & Flexible Working



March 2014

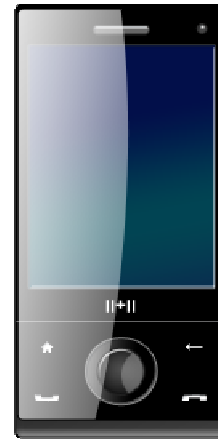


Transforming Wiltshire through innovation

Wiltshire Council
Where everybody matters

Purpose

- To describe agile and flexible ways of working and the benefit it is having in the Police



Strategic Partnership

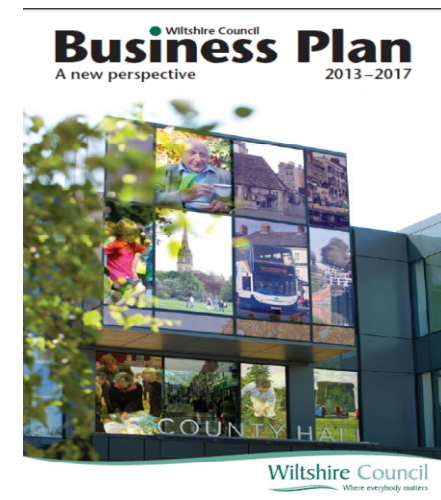
Why?

- Provide Shared Accommodation
- Design accommodation
- Enhance Service Delivery
- Reduced costs
- Sharing skills and knowledge









Wiltshire and Swindon
Police and Crime Plan

2013-2017



Wiltshire Council
Where everybody matters

Police and Crime Plan

-  Reduce crime and anti-social behaviour
-  Protect the most vulnerable in society
-  Put victims and witnesses first
-  Reduce offending and re-offending
-  Drive up standards of customer service
-  Ensure unfailing and timely response to calls for assistance





Wiltshire and Swindon Police and Crime Plan 2013-2017



Partnership, pro-activity



WILTSHIRE POLICE Delivery Plan 2013-2017

Delivery

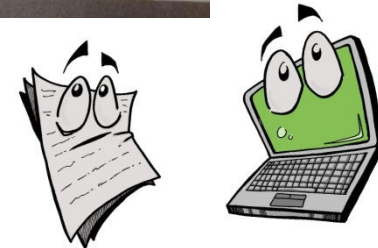
Activity

Priority	Objective	Initiatives on	Strategic Owner	Tactical Owner	Delivery Phase	1	2	3	4	5	6	7	8	9	10	11	12	Activities Planned (limited to 10000 characters)	
101	1. Reduce Crime and ASB	Greater community involvement and use of volunteers	Develop and implement volunteer strategy	Durrant, Zoe	Douma, Devalar	Year 1		2	3									12	02: The Van However, no order for will
102	1. Reduce Crime and ASB	Greater community involvement and use of volunteers	Develop police cost scheme	Durrant, Zoe	Jacobs, Helen	Year 1													02: To build recall
103	1. Reduce Crime and ASB	Greater community involvement and use of volunteers	Implement neighbourhood watch and other watch initiatives	Mills, Paul (C/Capt)	Jacobs, Helen	Year 1	1	2	3									6	02: To build recall Chief Inspector Jace
104	1. Reduce Crime and ASB	Greater sharing of specialist resources	Protective Services Collaboration - enhanced	Pritchard, Nier	John, Nicholas	Year 1	3	2	2									12	The initial Pilot is being followed the pilot on 19th Nov - Closing date 20th/21st Nov - Report Winter 2014 - Launch 18 w
105	1. Reduce Crime and ASB	Greater sharing of specialist resources	Protective Services Collaboration - to be reformed	Pritchard, Nier	John, Nicholas	Year 2	2	2	2									9	03: Neighbourhood Alert to be rolled out to other forces such as TYP in
106	1. Reduce Crime and ASB	Greater use of restorative practices (not of court disposals)	Implement restorative programmes - p. Neighbourhood Justice Panels & ASB	Loford, Sue		Year 4	3	4	2									24	03: Regional Collaboration Centre forward on all business cases and submitted and agreed. These two or from the National ACPG group and is
						Year 1	2	3	3									12	03: Elements of M4 wider Protective Services Visioning Day to discuss the



New ways of working and Cultural change

- Monkton Park – Response and NPT now work from 15 desks, 6:1
- Clear desk policy
- Reduced storage - Response and NPT now working from 8 tambours
- Shared use of briefing room
- Officers now utilising public spaces
- Trialling Enquiry Front Desk

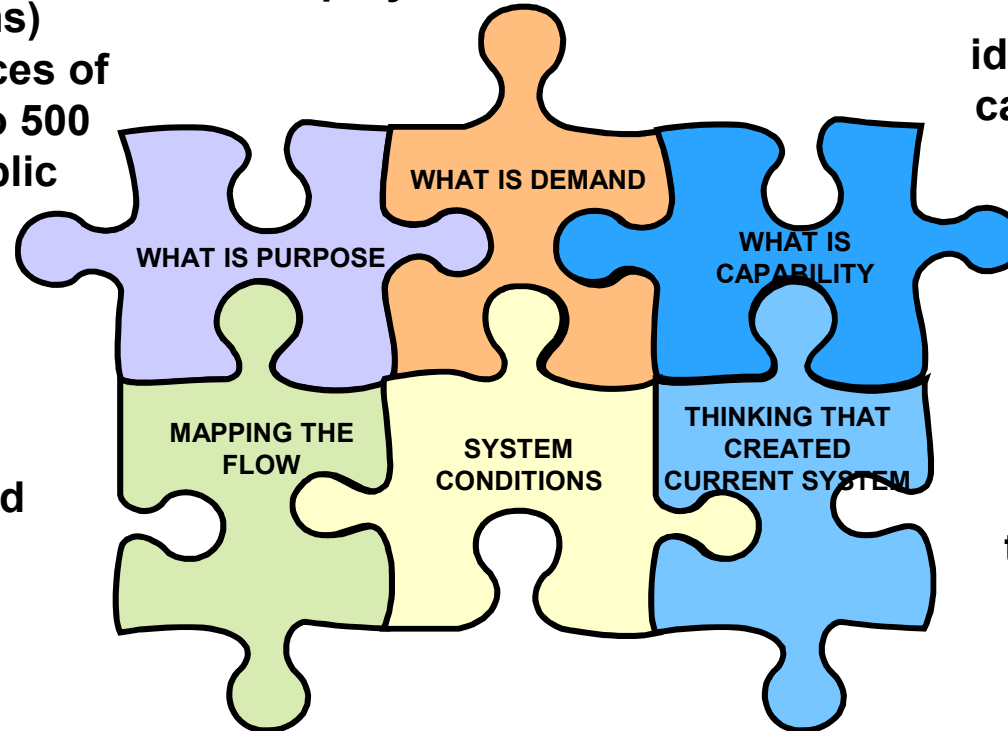


Customer Access

17,000 pieces of demand analysed through all customer access channels; phone, online, enquiry office, NPTs

Purpose of Wiltshire Police
(in customers terms)
Listened to 5000+ pieces of demand and spoke to 500 members of the public

End to end capability of the system
identifying how long cases took and how many handoffs



Mapped flow from end to end of theft (high volume demand)

Understand what thinking created the current system

Understand what conditions imposed on the system that have to be carried forward to redesign

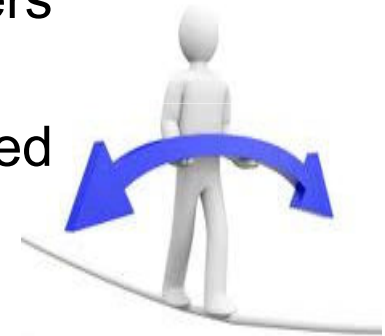




Wiltshire Council
Where everybody matters

Flexible working – what we've found

- 36% of staff work from home at least once a week – huge leap forward over past 12 months
- Opportunities – 64% of staff are not regular homeworkers
25% of staff never work from home
- Staff felt they could work from home but were not allowed by their manager
- Still working in a culture of managing by presenteeism rather than through delivery and outcomes
- Opportunity to build on this learning from experience



Technology

- Identified remediation with servers
- Rolling out laptop to all staff
-
- Trialling tablets
- Trialling mifi devices



Wi-fi

- Wi-Fi currently available in the following locations:
 - All Wiltshire Council Buildings
 - Devizes Police HQ
 - Devizes Borough Station,
 - Gable Cross, Swindon
 - Law Courts - Swindon, Chippenham & Salisbury
- Mi-Fi devices being trialled across Response, NPT and Investigation teams



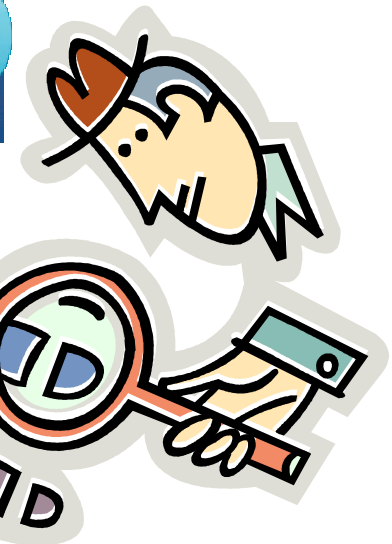
Mobile working

- CID testing Tablets - Lync video capability allows a *Live Crime Scene* back to station
- Camera has been enabled on the tablet emailing crime scenes live.
- Tablet has full functionality of the laptop
- CID carrying out vehicle checks and Niche lookups whilst on the go without calling the Control Room



Agile Working

- Further develop our Cloud solutions to underpin agile working
- Develop a more rounded mobile service
- Make better use of our information internally and externally
- Ensure the Council and Police deliver better outcomes for Wiltshire
- Help Wiltshire support the most vulnerable in our communities



Provide Shared Accommodation Multi Agency Safeguarding Hub

- Combined approach to managing all safeguarding referrals, sharing information and making joint decisions



researcher



Robbery Old ways of working



Robbery New ways of working

Images distributed in real time to response teams

Robbery Occurs at retail premises



**Two
hours**

CCTV downloaded by the officer on to MRW device

Call received by the control room



Police response

Wiltshire Council
Where everybody matters

Recommendation:

The committee is asked to acknowledge:

- ❖• the achievements to date towards collaborative working between the council and Wiltshire Police;
- ❖• how this work is successfully helping to deliver the council's Business Plan and the Police & Crime Plan
- ❖• the opportunities for further transformational improvements, led by new ways of working.

The committee is also asked to support this ongoing work to enable the police to 'unlock the resources' to continue to deliver more with less.

