



## Driving Change, Protecting the Frontline July 2011

### Cutting Costs, Delivering improvement

The need to meet the challenging funding cuts, which amount to around £19m before 2015, at the same time as improving police performance has led to a restructuring and streamlining process designed to deliver both these objectives.

The changes mainly relate to how we organise our staff.

In October, some areas of police work will be centralised to increase capacity and capability when it's most needed while the number of officers devoted to local policing will increase.

To ensure that the new style police service will meet local expectations, we consulted local residents who confirmed that as long as crime is cut and they receive an appropriate response when they call for assistance, the actual structure of the Force is not a concern.

The Authority will check with further consultation, what impact, if any, the new ways of working have had.

### What's Happening...

#### Structural Change

There will be no divisions for specific areas. There will be two Chief Superintendents, one responsible for Local Policing and the other for tackling Crime.

#### Local Policing – number of officers doubled

The number of officers dedicated to local policing is doubling from 92 to 185. Policing, under the direction of a Chief Inspector, will be organised into three districts linking in to the local authority areas.

PCSOs, under the direction of a Sergeant, will carry out local patrols, leaving a larger number of police officers available to tackle local crime, anti-social behaviour and problem hotspots. Look out for contact details nearer to October.

#### Faster Response

A new centralised team will respond to incidents, saving money and speeding up response times.

In addition, telephone resolutions will aim to reduce demand using a new appointment system for non-emergency issues where necessary. This also ensures that an officer arrives at a time convenient to you.

To make this more efficient, the Force is currently piloting a triage system of dealing with general calls. A recent survey showed that people accepted that this was a good way to deal with non-urgent matters.

### Right place, right time

There will be more officers available to deal with incidents, thanks to better management of our resources. Better management of all our staff and officers will put the right people in the right place at the right time, making communities safer and cutting crime.

To ensure we can attend and resolve incidents immediately, skills, shift patterns and flexible working arrangements are being looked at to decide where officers can make the most contribution.

### Collaboration – Keeping local policing really local

The provision of a local police service for local people is our top priority. Collaboration, including the three Force Strategic Alliance with Cambridgeshire and Hertfordshire, is saving enough money to enable us maintain our independence, with more people in our policing teams dealing with local issues.

Joint ventures also increase the Force's ability to deal with other aspects of policing and bolster frontline services.

Our collaboration work includes organisation support services such as financial and human resources processes and also operational policing functions such as a shared control room, major incident investigation and roads policing. It is expected that soon over 50% of non-local policing functions will be carried out in collaboration in some form and we are continually looking at new ways in which we can share our services.

Collaboration means that we are working with other forces, we are not merging with them.

### Assurance from the Police Authority

The new ways of working will ensure that you can access police services appropriately when you need to. They will take into account advances in technology, new ways of communicating and more effective use of officers and staff.

We will concentrate on policing, cutting crime, and keeping people safe, and refer people with issues which are not our responsibility to the appropriate local authority or organisation. We will ensure that everyone has access to and receives the same level of service.

We will continue to keep you informed through regular updates and to listen to your concerns.

Finally, our transformational work now will provide the new Police and Crime Commissioner with firm foundations for the future, designed with you and for you.