



Nottinghamshire Police

Understanding Demand



NOTTINGHAMSHIRE
POLICE
PROUD TO SERVE

HMICFRS AFI/Recommendation

- PEEL Assessment 2018-19 – Efficiency
- “The force should develop its workforce plans to identify more fully what future capabilities its workforce will need, and improve its analysis of future demand. This will ensure that the force’s medium to long-term plan is aligned effectively and efficiently with future demand”
- The next few slides will focus on the requirement to improve analysis of future demand, and aligning the medium and long-term plans to that analysis



Previous capability

- All previous future demand analysis was undertaken using SPSS software
- All SPSS trained personnel had left the force, leaving a capability gap with regard to forecasting demand
- The SPSS forecasts were purely volumetric in nature, therefore not affording any analysis around workforce requirements



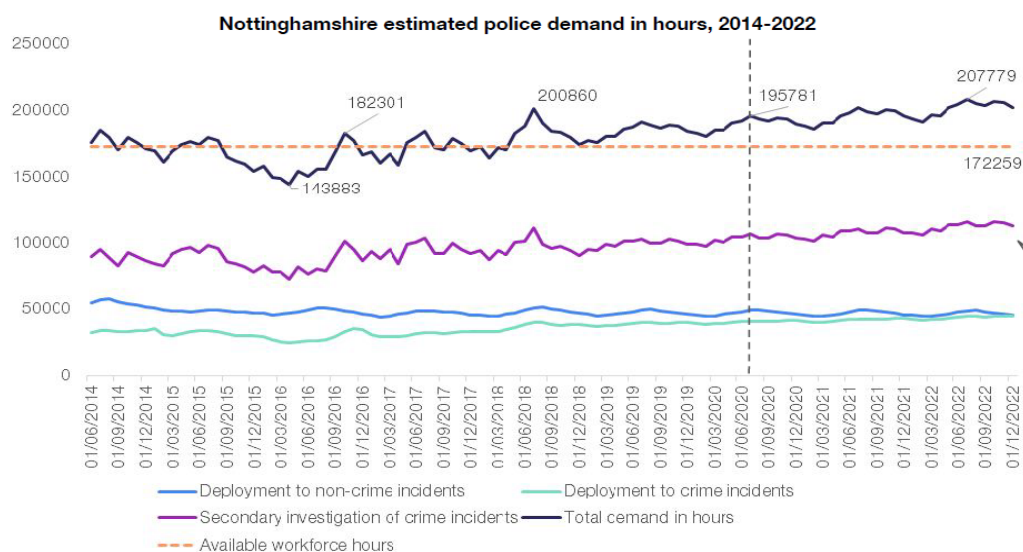
Initial Crest Project

- In early 2019 Crest Advisory were commissioned to undertake demand analysis and modelling work to help the force better understand demand, in respect of volumes of work and resource hours required, both now and in the future
- Crest created a demand tool/model designed to account for levels of demand from 'call to completion' by considering proportionate outcomes against;
 - Volumes of incidents and crimes, including deployment data
 - Estimates on activity based timings – gathered via focus groups and a staff survey. Estimates included time associated with
 - Investigation, arrest, charge and trial stages

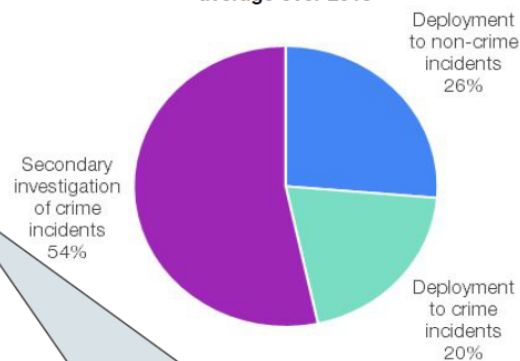


Initial Crest Workload Forecast

The number of workforce hours available is already being outstripped by the hours required to meet the demand on Nottinghamshire Police. Total demand on Police is expected to continue to increase



Proportionate (%) contribution to demand hours, average over 2018



The greatest demand comes from the investigation of crime

Assuming all of the model inputs are correct, and the available workforce hours remains constant, **Nottinghamshire Police will not be able to meet demand over the next four years**

Initial Project Outcomes

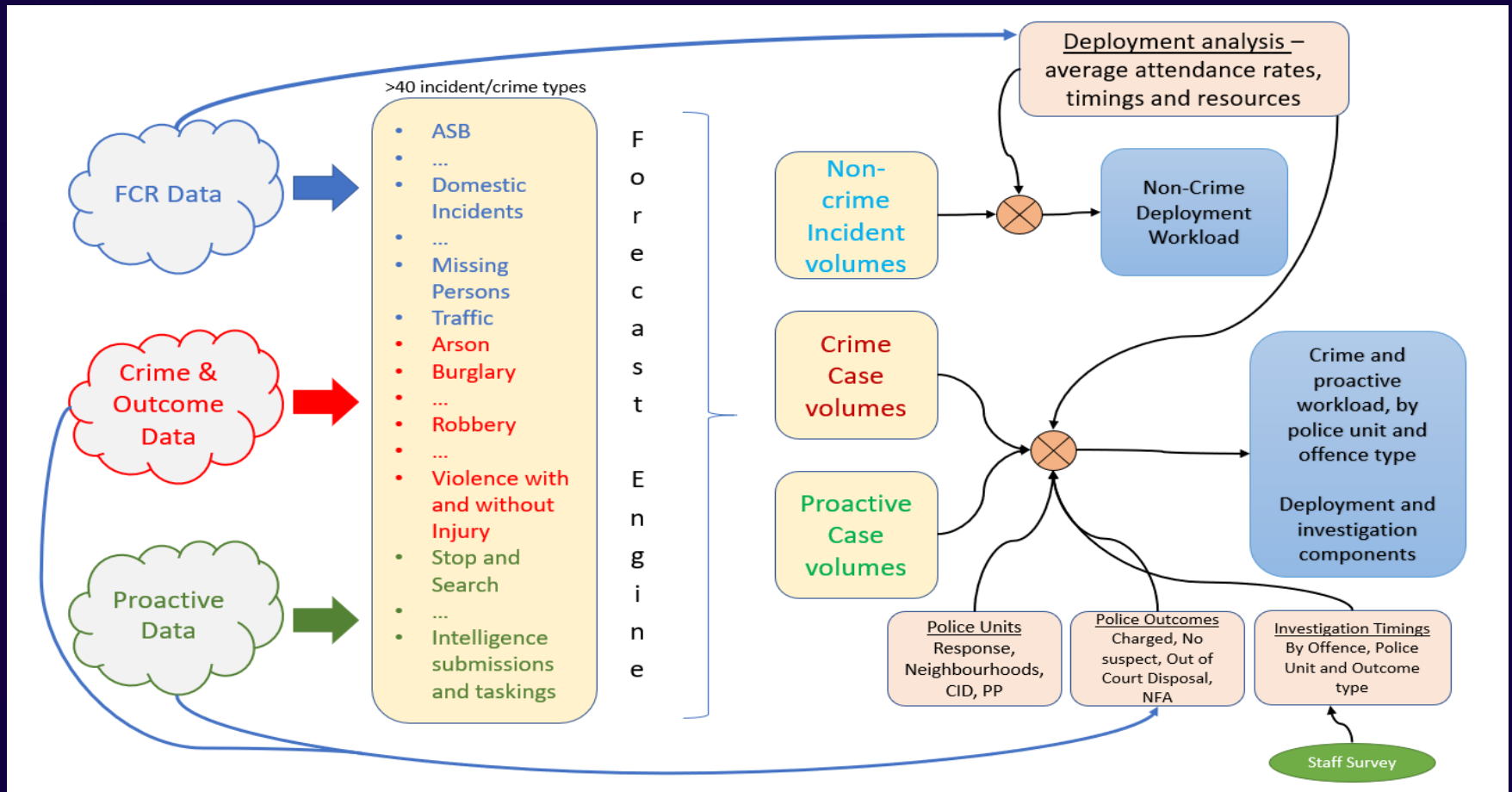
- This has not only allowed the force to become more sophisticated in its understanding of demand but also addresses concerns raised by the HMICFRS about our need to develop a better understanding of demand and use this improved understanding to make informed decisions to plan for the future
- The findings of the project informed various force activities including
 - The Annual Force Management Statement
 - The Annual Department Assessment process
 - CSR / Lobbying position in respect of police funding
 - Delivery against HMICFRS recommendations and assessment criteria
 - Operational understanding of demand and configuration of resources



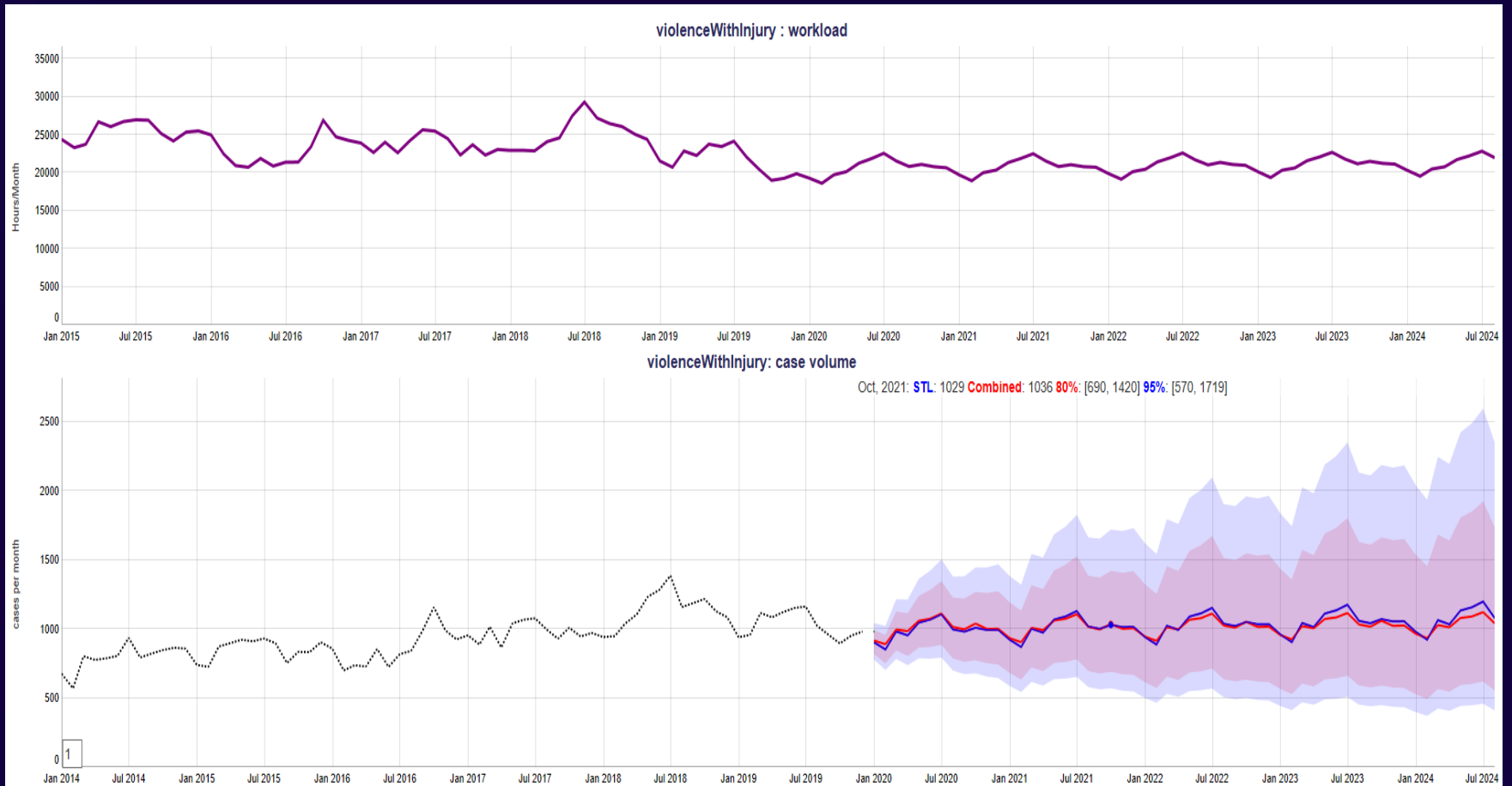
New and Developing Capability

- Based on the strength of the initial Crest Advisory product and the ongoing need and requirement to develop a clearer understanding of demand, the force has embarked on a 2-year partnership approach with Crest Advisory to continue developing the capabilities provided by the demand tool
- The demand tool has been expanded, and will continue to be expanded, to include a more granular level of data and analysis around reactive demand, and an emerging level of detail for proactive/preventative demand

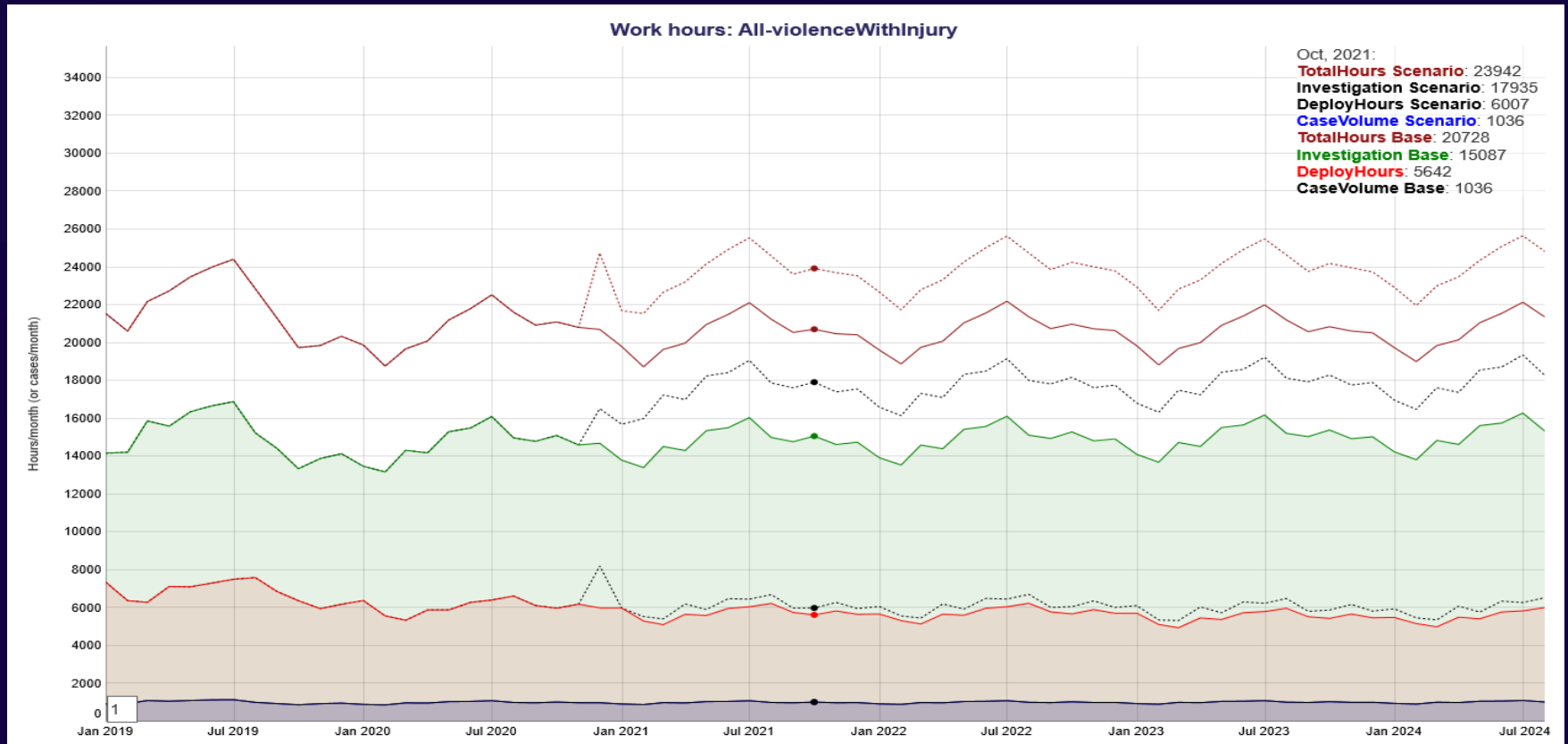
Crest Model Structure and Analysis



Crest Tool – Case Volume and Workload Forecasting



Crest Tool – Scenario Testing Capability



N.B - This scenario increase the deployment rate from 73% to 100% and the charge rate from 9% to 15%



NOTTINGHAMSHIRE
POLICE
PROUD TO SERVE

Partnership Objective

- At the end of the 2-year partnership, the aim is for the force to be self-sufficient in the use and continued development of the Crest tool
- The model will provide the capability for the force to continue to build its understanding of demand, both current and future, and develop and test various scenarios – culminating in a tool which enables the force to make evidence based decisions around resource capacity, but also capability/skill requirements