



# Our Priority Plan

PROUD to progress



NOTTINGHAMSHIRE  
**POLICE**

## Introduction from the Chief Constable

Since joining Nottinghamshire Police, I have seen the work our officers, staff and volunteers do every day in helping to make our county a safe, secure place to live, work and visit.

At the heart of everything Nottinghamshire Police does are our 'PROUD' values, and it is one of those values – 'doing it differently' – which will be key as we go about our everyday work in the future.

Right now, our Force is dealing with a complex mix of the current demand we face, while investigating previously unreported offences and, at the same time, trying to prepare itself to deal with new and emerging threats, such as the crimes which use technology to target the most vulnerable in our communities.

Our Priority Plan is the first step on the journey to ensuring we are ready to face those challenges – today and tomorrow.

By setting clear priorities, our people will know where we will focus our efforts to enable us to understand and address the issues that matter most to our communities.

With a clear direction, each department will design their service and ways of working to deliver against those priorities, with our people being supported as experts in their areas of business. Each year, those plans will be reviewed to ensure they continue to evolve, remain fit for purpose and are aligned to the local Police and Crime Plan and the national Policing Vision 2025.

Again, our people will be key to how we deliver those priorities and I am convinced we will rise to that challenge. This is why I am committed to ensuring our people are involved in shaping the future of our police service as the people who will be supporting victims, protecting the most vulnerable, engaging with our communities and working alongside our partners every day.

This is the start of a journey that truly will create a service that works for the communities we serve.



**Chief Constable Craig Guildford,  
Nottinghamshire Police**

## **Our mission statement**

“Working with partners and the communities we serve  
to make Nottinghamshire a safe, secure place  
to live, work and visit.”

## **Our priorities**

- Engage our communities
- Create a service that works for local people
- Become an employer of choice

## About Our Priority Plan

**Our Priority Plan will change the way Nottinghamshire Police plans its business for 2018/19 and beyond, as part of an ongoing programme of continuous improvement.**

The Plan is about creating a service that works by improving our everyday 'business as usual' activities, with the aim of removing inefficiencies and ensuring we are spending public money wisely by investing our resources where they are needed most.

Our Priority Plan will set a clear vision for the Force by focusing on a number of strategic priorities, with each internal department designing their own services to support those priorities.

By designing individual service offerings and reviewing them on an annual basis, Our Priority Plan will become the way we approach business change in the future to deliver the most efficient model for policing and prepare us for the financial and demand challenges that lie ahead.

In preparing the proposals for your area of business, you – our officers and staff – will be empowered as experts in your fields to shape how we design our services to ensure they meet the needs of Nottinghamshire Police and the communities we serve.

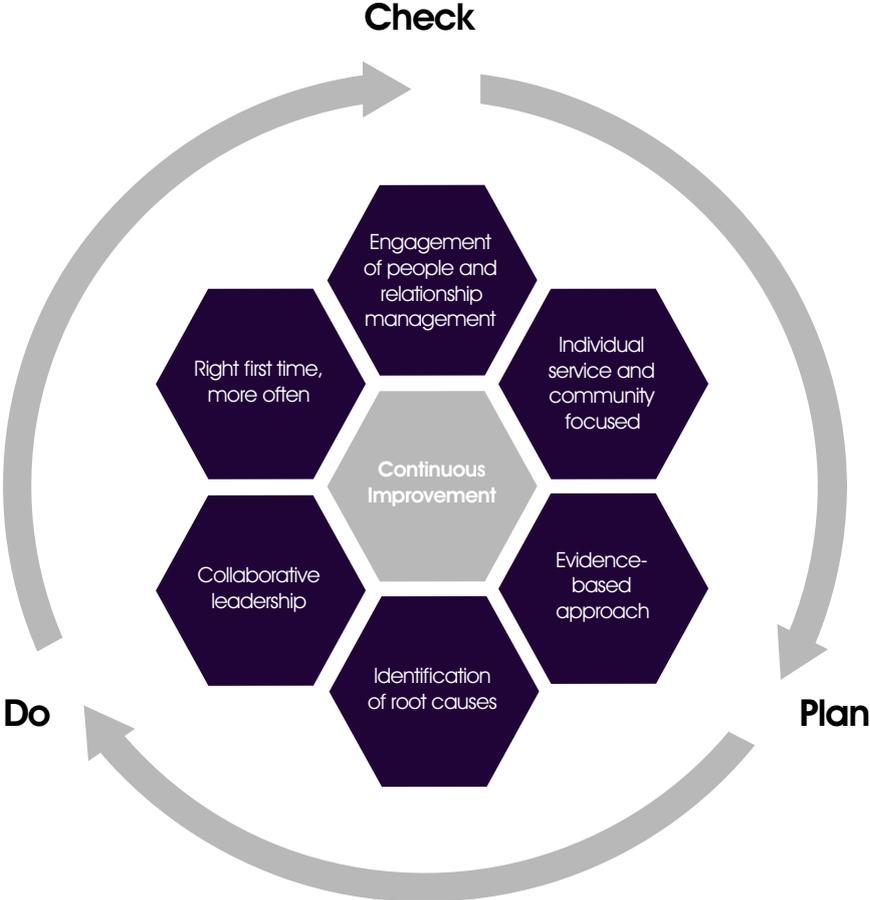
**With Our Priority Plan, we will be a Force that is 'PROUD' to progress.**

# The principles of Our Priority Plan

At the heart of Our Priority Plan will be a clearly defined set of principles which will be the strategic drivers for business change.

These principles will become a key part of the Force’s strategy in delivering the best possible policing service to the communities we serve. The principles will build on learning from a range of organisations and will draw upon the expertise of our own officers and staff.

Our Priority Plan will create a culture of continuous improvement, which will review the services we provide each year, to ensure we are continuing to deliver the best possible service for Nottinghamshire.



# The principles of Our Priority Plan



## Engagement of people and relationship management

**Engaging with our officers, staff and volunteers to ensure:**

- **Wellbeing is at the heart of our working environment**
- **We have the right skills to deliver an outstanding service to the communities we serve**

We will create a service that works by engaging our people throughout the organisation, focusing specifically on front-line officers, staff and volunteers who are absolutely essential in helping Nottinghamshire Police to fully understand how it can handle the challenges we face.

It is absolutely essential that everyone throughout the organisation understands their own role in helping Nottinghamshire Police to realise its vision.



## Individual service and community focused

**Engaging our communities to ensure we understand their needs, in order to deliver the best possible service and secure their trust.**

Putting the communities we serve at the heart of everything we do will be central to delivering a service that works for Nottinghamshire. When people come into contact with Nottinghamshire Police, we will understand why they have come into contact with us and will consider how we design our services through the eyes of individuals and the wider community.

Where it isn't possible to meet everyone's expectations with limited resources, we will prioritise the needs of the most vulnerable and the collective needs of the wider community to help us to understand where we should focus our attention.



**Evidence-based approach**

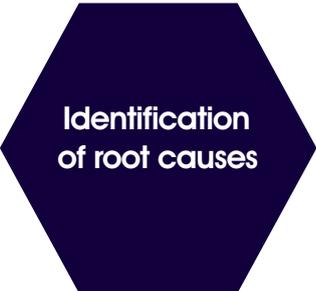
**Understand and improve our management of all aspects of demand to:**

- **Create organisational capacity**
- **Inform the most effective and efficient organisational structures to deliver the best possible service that works for all of our communities**

As we look at how we deliver the services we provide, we will pull together the evidence we need to establish where a problem exists, the scale of the problem and its causes.

Evidence is more than just facts and figures, however, and we must focus on engaging our people to fully understand the demand we face.

Pilots and trial periods may be used to see how effective a solution may be, prior to the change being made permanently.



**Identification of root causes**

- **Understand the true causes of problems**
- **Identify and eliminate waste, failure and unnecessary bureaucracy, focusing on prevention and efficient process design to deliver value for money**

Problems tend to be identified when a symptom or multiple symptoms are discovered but it is important that we work to identify and tackle the root cause of an issue, rather than simply picking-off individual 'symptoms' that may not address the original concern.

Ultimately, only when the root causes of an issue are understood can effective, sustainable solutions be developed.

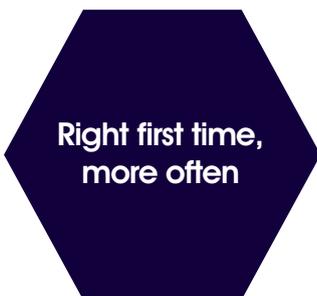


**Working together to create a sustainable service where our leaders inspire, care, embrace responsibility and manage risk appropriately.**

Collaborative leadership means working to ensure that everyone involved in delivering a service has a say in shaping its future.

Nottinghamshire Police will draw on the knowledge and experience from a range of teams across the Force – from operational officers to support staff and volunteers – to deliver the best possible service for the communities we serve.

This approach works by assuming no one person or team has all the answers and instead focuses on bringing people together to draw on their expertise and see how they can add value when redesigning a service to create more effective, sustainable solutions.



**Eliminate unnecessary handovers and incomplete processes, allocating the right resource to ensure that we do the right thing first time.**

Focusing on 'getting it right first time' will reduce the likelihood of problems occurring in the first place, which is more cost effective than not properly anticipating where problems may arise and having to address them further down the line.

Ensuring that internal departments work together to complement one another will also help to fully understand any interdependencies between one team and another, which will ultimately bring together more knowledge and expertise to deliver a better policing service.

## Check, plan, do: Encouraging continuous improvement

There are three simple steps that will help us to create a culture of continuous improvement:

### Check

Take time to stop and think to gain a thorough understanding of the services we provide, focusing on:

- The purpose of the services we provide
- The nature and volume of the demand we face
- Our capacity and capability to manage that demand
- The processes we use to understand where we are adding value, to identify what's not working and to identify waste
- What internal and external factors create waste and prevent us from focusing on our priorities
- Organisational culture and ethos

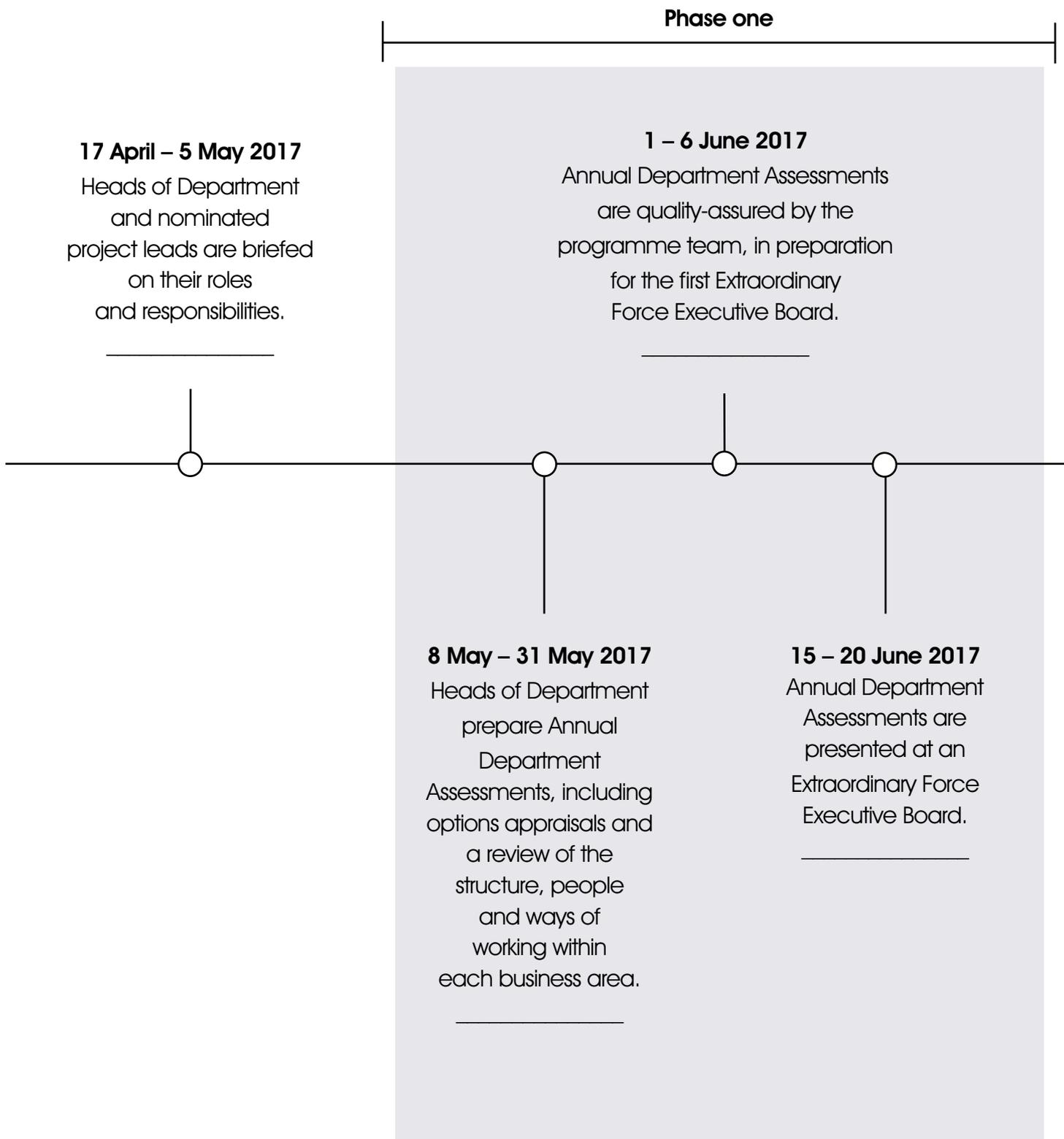
### Plan

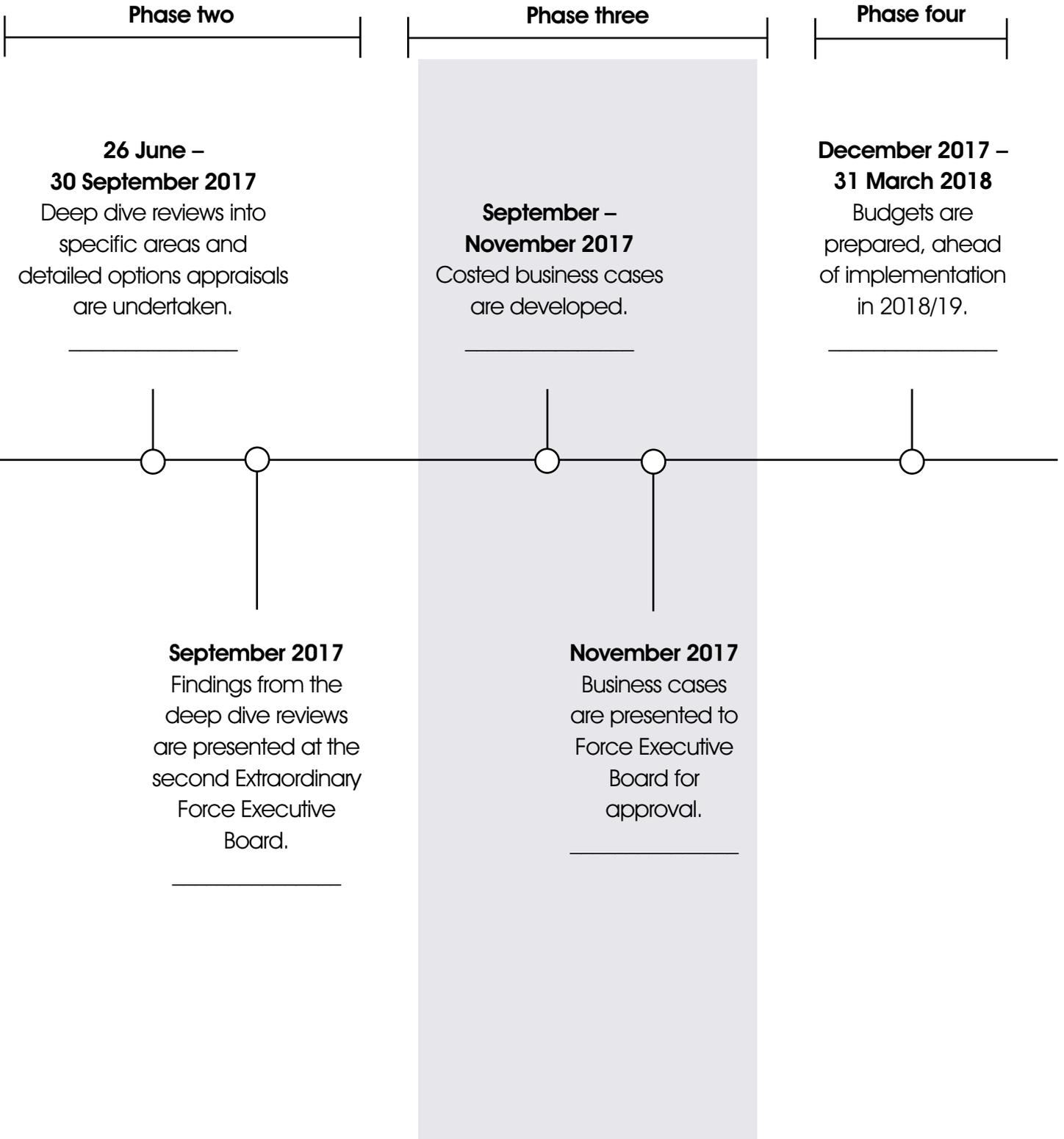
Designing and improving our services, based on our knowledge and understanding from the 'check' phase.

### Do

The point at which changes are introduced and tested, in order to determine their effectiveness.

# Timeline





## Support

**Extensive support and feedback will be available to all Heads of Department throughout the process to help them to understand what is expected of them as leaders within their own business areas.**

Each department head and their project lead will be nominated a member of the Business Improvement Team who will offer them more detailed support throughout the process.

### **Feedback**

Throughout Our Priority Plan, we will encourage your feedback and ideas to help Nottinghamshire Police to deliver the best possible service to the communities it serves.

If you have an idea you'd like to discuss about your department specifically, you should discuss this with your department head or the nominated project lead in your department in the first instance, as they will likely be able to give an informed answer.

**If you have any ideas, feedback or something you'd like to discuss with the Programme Team about the overall project, you can contact them by email at [our.priority@nottinghamshire.pnn.police.uk](mailto:our.priority@nottinghamshire.pnn.police.uk)**

