

# Police improvement that releases capacity for frontline service

The supplied policing results show a practical route to better triage, fewer handoffs, clearer ownership and measurable savings.

**200,000**

recorded events a year in the Suffolk analysis

**25%+**

response calls identified as potentially avoidable

**GBP 5m**

structural savings potential

**GBP 610k**

explicit Kent contact and deployment savings

## What the evidence says

Police processes can become complex quickly. Better filtering, local ownership and visible control can reduce waste while protecting outcomes for citizens and victims.

## What this means for leaders

A focused programme can begin with one service challenge and build a credible route to better response, released capacity and sustainable change.

# Demand and response: filter earlier and resolve more effectively

The Suffolk analysis highlighted the scale of demand entering the system and the opportunity to match response more closely to need.



**Prevent avoidable work entering the system**

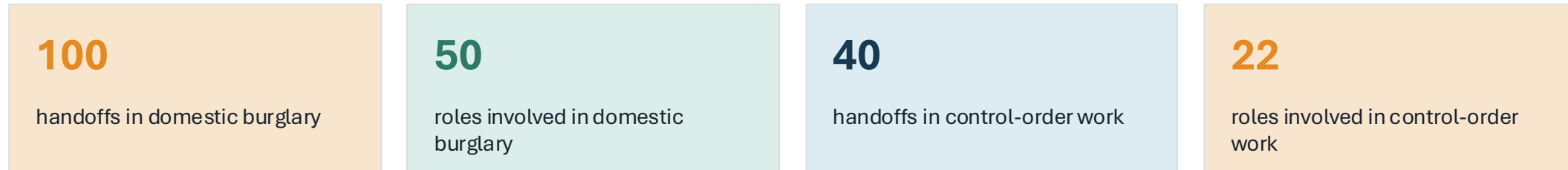
The future-state model places skilled initial triage at the front door: refuse where justified, resolve immediately where possible and route only the work that needs further action.

**Match skills to demand**

The aim is simple: deal with as much as possible early, get it right first time and use the right skills for the work.

# Process complexity: reduce handoffs, waiting and rework

The supplied report shows how organisational complexity increases flow time and consumes capacity without improving outcomes.



**Make ownership visible**

The proposed local-resolution model reduces handoffs by giving teams the skills and resources to own work from initial contact to final outcome wherever possible.

**Control the flow**

Visual management, standard work and daily performance routines allow teams to see delay and improve the process continuously.

# Custody and case progression: focus effort where it adds value

Custody and case progression are resource-intensive. Better decisions upstream can reduce avoidable work and improve flow.

**18,740**

events reaching custody

**46%**

custody events leading to bail

**30%**

offenders recorded as NFA

**65%**

ASB cases recorded as NFA

## Reduce rework

The report identifies bail as a potential source of rework and calls for better filtering and early decisions before work enters complex downstream processes.

## Improve outcomes

A stronger end-to-end model focuses on resolution: fewer unnecessary arrests, earlier legal input and a higher success rate where cases proceed.

# Contact and deployment: simplify call handling and improve visibility

The Kent Police case study targeted excessive call-handling steps, duplicated supervisory touch time and avoidable cost.

**GBP 382k**

crime-audit saving

**GBP 228k**

overtime reduction

**1 view**

visual management for resource  
visibility

**999 + public**

call resources brought together

## Improve operational control

Visual management of resource visibility and compliance supports better response times and clearer day-to-day control.

## Remove duplicated work

The case study devolved crime audit activity, introduced controlled overtime management and simplified handling during call spikes.

# Blueprint for change: redesign the operating model around outcomes

The Suffolk work developed a future state that connected demand management, local resolution, specialist support and continuous improvement.



### Savings target

Three of the five models considered were assessed as capable of delivering the required GBP 5m saving.

### Commercial message

Structure matters, but structure alone is not enough. The strongest model combines a clear blueprint with frontline involvement, process control and disciplined benefits tracking.

# A focused route from operational pressure to stronger policing

Show ME Improvement helps leadership teams expose the real constraint, redesign work with frontline teams and build capability that lasts.

## 1. Diagnose

Map the end-to-end service, identify delay and dependency, and quantify the impact on response, capacity and cost.

## 2. Prove

Transform one high-value operational stream and deliver visible, measurable improvement with the people closest to the work.

## 3. Scale

Embed leadership routines, visual control and capability-building so results spread through the organisation.

### The conversation to start:

**Where is avoidable demand, delay or duplicated work having the greatest impact on frontline service today?**