

Constabulary saves £2 million

During roll-out of new systems and mandatory training



There are many challenges to be faced when policing the modern world; often these conflict with the day to day delivery of police services. Two such challenges are the introduction of new IT systems and ensuring compliance with an ever increasing number of directives such as disability, diversity and security policy.

In both cases huge demands are placed on resources that are already stretched to the limit. Further difficulties are the on-costs of implementing these initiatives and the direct conflict with the governments desire to keep police officers on the beat.

After an open tender Knowledge Solutions was selected to provide a software solution to allow the Constabulary to develop and manage their own rapidly developed lesson content, deliver online training, and for the systems rollouts link the lessons directly to the system to provide context sensitive business support. All of these capabilities are delivered through a web based system that allows comprehensive tracking of progress and a detailed reporting regime for operational managers.

But there were lessons to be learned from the initial implementation of CARM, the resource management system which was used as a pilot exercise. These included senior sponsorship, now provided at Chief Constable level, the introduction of protected learning time (15 minutes per month per officer for mandatory lessons) and the use of detailed performance management reports for inclusion in the monthly performance management reports.

With this success the force is extending use to other mandatory areas and new systems such as the force-wide implementation of RMS Niche. RMS has presented a further series of challenges because phase 2 involves training virtually the entire uniformed and civilian headcount running queries. Classroom based events are not an option because the lessons only last around 3 hours and to train everyone would take months. Knowledge

Solutions has accelerated the delivery programme, ensures that everyone receives consistent training and the lessons remain available for anytime any place refresher and new starter training.

In all the programme generated around £2m of savings over a two year period based on extraction and travel costs. In addition:

- Abstraction has been significantly reduced.
- Systems training is taking around 40% less time.
- Training and support for Resource Management (CARM), Case and Custody (RMS) are now available on a 24x7 basis for refresher and new user training.
- Mandatory training (such as DDA and Information Security) is delivered without the need to travel.
- All training is tracked at a detailed auditable level and senior officers can report on progress at a variety of levels from force wide to individual.
- Easy to use by trainers or business process experts to capture skill and knowledge.
- Web or intranet delivered so extremely rapid implementation.

Allows the development of one hour of lessons content per day.

Knowledge Solutions can be delivering these benefits to your force in less than 30 days, even less if you opt for the managed service model.

Knowledge Solutions also help with services to ensure that your trainers or business experts can develop an hour of material after just a few minutes training.

Summary

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| Need: | Implementation and support of mandatory knowledge and new systems. |
| Solution: | Internally developed, task specific system simulations and online lessons. |
| Benefits: | Reduced extraction and major savings on knowledge transfer costs. |

For more information call Knowledge Solutions on +44 (0)1763 257100 or visit www.knowledgeuk.com

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