

Nottinghamshire Police “Highly Commended” for Best Improvement Strategy at CCF European Call Centre Awards 2009

press release



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Nottinghamshire Police “Highly Commended” for its Improvement Strategy at CCF European Call Centre Awards 2009

23 September, 2009 – At the European Call Centre Awards last night, Nottinghamshire Police was awarded “Highly Commended” status in the category of Best Improvement Strategy. The judges were impressed by the Force’s plans and achievements in improving the efficiency of the call centre.

They were shortlisted for the demand management project which included a review of systems and working practices to ultimately enable staff and police officers to spend more time with victims, witnesses and proactively dealing with offenders.

One of the key improvements is the streamlining of the crime recording process through the Crime Wizard system from criminal intelligence specialist, ABM. This has played an important role in Nottinghamshire Police’s improvement strategy with regard to reducing response times and the time taken to record crime details. Having used ABM’s Information Management System (IMS), for the past six years, Nottinghamshire Police was one of the first services to implement the Crime Wizard module.

Providing a simple and flexible interface, Crime Wizard guides crime desk operatives through the information entry process when recording a crime. Additional functionality enables operatives to follow the ‘Lean Principles’ approach recommended in Jan Berry’s report, ‘Reducing Bureaucracy in Policing’, by creating input processes which are proportionate to the severity of individual crimes. As a result, Nottinghamshire Police has seen a saving of up to 60% of the time previously taken to record crime details.

Chief Superintendent David Walker, head of department said: “The benefits of this change have already been felt. Throughout this period of change, we have maintained our high level of service, something which is difficult to achieve and that is a credit to all our staff. We are looking forward to hearing the outcome at the awards ceremony on September 22.”

Alastair Luff, managing director of ABM UK Limited, added: “We are delighted that Nottinghamshire Police’s improvement strategy has been recognised in this way. Their strategy clearly stood out among the other shortlisted candidates – and I am pleased that ABM’s IT system is helping to achieve the Force’s goals.”

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