



PRISM - The Virtual Police Force

Lanner Newsletter for Policing and Criminal Justice - Autumn 2009
- improving process understanding, identifying savings and resulting in superior decisions.

“ Forces are establishing a successful track record in using PRISM and we would like to share some of this success with you through this newsletter.

”

Following last years introduction, PRISM (the next phase in the evolution of process simulation modelling) is already being successfully deployed in nearly a quarter of forces in England and Wales. Forces are establishing a successful track record in using PRISM and we would like to share some of this success with you through this newsletter.

In addition, through our close relationship with NPIA and numerous police forces, we are currently working on exciting plans and continuing with our aims to create the 'virtual' police force. These plans include the introduction of new PRISM modules, enhancing of existing modules and working more closely with other programmes such as Quest,

Workforce Modernisation, Forensics21 and lean and six sigma. The aim is to provide tools to the front line that enable the testing of scenarios and potential process, demand, staffing and shift pattern changes in a safe simulation environment.

As ever, we are only too eager to hear from police forces about the challenges they currently face – so get in touch. It is only by listening to you that we can ensure that our PRISM simulation modules meet your needs exactly.

Kevin Sheehy
Practice Leader
Police and Criminal Justice
ksheehy@lanner.co.uk

Read on for...

Call Handling - Nottinghamshire Police
Recent articles in the Police Press
Free 'hands on' with PRISM at NPIA Ryton
Incident Response - Derbyshire's story
Update on the next module
Activity in other areas of Criminal Justice
Custody Management module – in demand

PRISM

Lanner's PRISM® is a process simulation application, developed for the needs of policing, providing 'best outcome' answers to complex operational questions.

PRISM currently has modules covering Call Handling, Incident Response and Custody; with Forensics to be delivered soon. For more information visit www.lanner.com/en/prism.cfm

Call Handling Nottinghamshire Police

Nottinghamshire Police were faced with a complete revision of call handling due to process changes. The timescales were pressing requiring a decision to be made quickly.

Rather than taking the traditional simulation approach, Lanner recommended they considered the new PRISM Call Handling Module which would enable them to populate and run a simulation of their call handling processes in a fraction of the time previous exercises had taken.

Ernie Brummitt, Nottingham Police, "In a sector which is subject to stringent financial and service targets it was imperative that we deployed the right tools to help us maximise the ROI of this project. Having worked with Lanner on a number of other projects over the years, we had absolute confidence that PRISM would be the best solution for the task.

PRISM from Lanner presented a solution that built upon current knowledge and expertise. While a bespoke simulation project would have delivered the information we needed, it would have taken up to six months to implement. PRISM went live in just two weeks using existing data and equipped us with the functionality we needed to examine business processes and develop recommendations that are evidence-based"

Read more about Nottinghamshire Police's story > <http://www.lanner.com/en/case-study.cfm?theCaseStudyID=C9690737-15C5-F4C0-99BD3FF4D3024000>

Links to recent white papers and articles

Crunch Time for Forces > http://www.lanner.com/en/media/prism/pdfs/police_professional_crunch_time_for_forces.pdf

The Virtual Police Force > http://www.lanner.com/en/files/servefilecfm?theFileName=virtual_police_force.pdf

Get 'hands on' with PRISM at the NPIA Ryton on 27th October 2009

Lanner is running a free 'hands on' workshop covering all PRISM modules at the NPIA Ryton on Tuesday 27th October 2009.

If you are considering using PRISM or an existing user keen to acquire more knowledge, please join us. We recommend you book a place now - we have around 30 spaces with 'hands on' computers.

Email jdabney@lanner.com for booking and joining instructions.

Incident Response Derbyshire's story

During a recent NPIA PRISM seminar Paul Bates and Lesley Blackham of Derbyshire Constabulary showed how using an 'off the shelf' PRISM module compared with building a bespoke model using a specialist consultant. Then went on to show how they were able to configure their Incident Response module using a simple step-by-step process.

Although 'off the shelf', the Incident Response model is powerful and flexible enough to address local variables once configured, including the following factors:

- Command and control incident data
- Resource types
- Incident grades
- Average scene attendance times
- Arrival profiles

Paul Bates explained that Derbyshire's latest area of focus is in investigating staffing levels within B division following a recent restructure. Similar projects across other divisions are also planned.

For more information contact ksheehy@lanner.co.uk

“
Nottinghamshire Police drive improvements in Calling Handling and incident Response after just two weeks with PRISM
”

Update on the next module and PRISM Steering committee

Having an annual subscription to PRISM delivers many benefits including discounts on and your say as to what goes into new releases and modules of PRISM.

The PRISM steering group is made up of users and it is highly influential in shaping the path of development. It was during the last meeting the decision was made to develop the new Forensics module, due out soon.

If you are or planning to be a PRISM user; want to know more about the next module or shape development priorities, we recommend you attend the next Steering Committee meeting on Tuesday November 10th.

To attend, email ksheehy@lanner.co.uk

Activity in other areas of Criminal Justice

Simulation has also been successfully applied in other criminal justice organisations. As a result of Lanner Group's collaboration with the Ministry of Justice and Local Criminal Justice Boards (LCJBs), simulation is helping to realise significant benefits in the wider Criminal Justice System in areas covering:-

- Crime to Detection
- Detection to Charge
- Court Process to Verdict
- Offender Management

Models have been developed within the arrest to sentence area including the wider custody process, magistrate and crown courts and youth offender processes and also post sentence areas such as Licence Recalls.

Working closely with the central agencies and the local areas, the long term aim is to provide simulation modules to cover the whole criminal justice system enabling the impact of policy changes, structural changes and staff changes to be evaluated quickly and easily in this risk-free simulation environment.

If you would like to know more or you would like to contribute to the ongoing discussion, please get in touch. ksheehy@lanner.co.uk

Custody Management module – in demand

PRISM Custody was the third of the PRISM modules introduced and has proved to be very popular. West Mercia Police were the first to use PRISM in this area to experiment with resource strategies following a HMIC report.

“We had a requirement to model our Custody resourcing in West Mercia and, having reviewed a number of options, saw that PRISM could meet not only our needs in Custody but also the wider needs of the force in the most cost effective way.”

*Adam Thomas
West Mercia Constabulary*

Subsequently, a number of forces (including West Midlands Police, Kent Constabulary and Thames Valley Police) have gone on to select PRISM Custody to address a number of issues within this area. Benefits already being realised include increased efficiency and better resource utilisation. The Custody module has also been able to address other more strategic issues including supporting business cases for the building of new custody facilities within force or the closing down of lower utilised sites.

With the need for even greater efficiencies likely to be the order of the day in the coming year, PRISM Custody can help to ensure that your force meets these pressures whilst still providing a the best possible service.

Lanner Group Limited

The Oaks
Clews Road
Redditch
Worcestershire
B98 7ST , UK

info@lanner.co.uk
www.lanner.co.uk

Telephone

+44 (0) 1527 403400

“Simulation has been successfully applied in the other criminal justice organisations.”

“West Mercia Police were the first to use PRISM in this area to experiment with resource strategies following a HMIC report.”