

Workforce management software for the force control room – Verint i360

Optimisation products to understand current demand and forecast future demand – matching resources to demand in the most efficient way possible.

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Key details

Stage of practice	Untested
Purpose	Organisational
Topic	Contact management Leadership, development and learning Productivity
Organisation	Humberside Police
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Region	North East
Partners	Police Private sector
Stage of implementation	The practice is implemented.
Start date	June 2019

Key details

Scale of initiative	Local
Target group	Communities Workforce

Aim

The aim of the workforce management software is to ensure resources are matched to demands in the force control room, leading to positive operational outcomes.

Intended outcome

The intended outcomes of the workforce management software for the force control room are:

- improved performance
- efficiencies in process
- reduced costings
- improved public satisfaction with the police

Description

Humberside Police engaged with various workforce management (WFM) providers and settled on using Verint Workforce Management. Once the system was purchased, the force created an implementation project team to set up the system to match their unique requirements. The implementation team included an information systems administrator, four logistics officers (who would be using the system) and a logistics manager. The implementation process took three months.

The WFM system uses historical data and trends to predict future demand in the force control room (FCR). The system reviews historical data in 15-minute periods, running this each week to understand and predict demand and times of calls. The force is able to use this forecasting to ensure that FCR resources are spread according to demand levels across the day. This ensures that the FCR answers calls efficiently – which improves public satisfaction – and meets key

performance indicators such as Calls Abandoned After Threshold (CAAT) and Average Speed of Answer (ASA).

The system will produce an initial forecast which is formulated automatically through historical data. An FCR analyst then reviews the forecast and manually adjusts this based on seasonality trends or specific events such as the World Cup. The training required for the analyst was simple and completed through i360 learner guides.

The WFM systems includes different sections for staff and management. While staff members can see their own shifts and request leave, management can see the service level predictions, whole staff view and forecasting. Previously manual processes such as leave approvals, overtime and shift swaps are now automated processes within the system.

The platform also gives staff flexibility in their start and finish times (but still working within regulations). It does this through staff giving their start/finish preferences in advance, and management matching those preferences to predicted periods of higher demand.

Management are able to use the platform to understand in detail exactly how long each task takes, including answering calls and taking breaks.

Evaluation

Monitoring is ongoing and was led by the police.

The evaluation included measurement of the FCR key performance indicators (KPIs), budget and forecasting accuracy. The evaluation suggested that performance had improved, and that forecasting accuracy was above industry standard.

Overall impact

The WFM system is completely embedded and used on a daily basis across all areas of the FCR.

As managers are now able to match staff working arrangement preferences with predicted periods of higher demand, overtime costings have fallen.

The force can now measure the impact of flexible working patterns, training or any other abstractions before the activity. They are able to use 'what if' planning scenarios to reduce this

impact.

Learning

The force recommend ensuring you have an experienced logistics team, dedicated to the FCR who are involved in the implementation of the system.

This is not a product you can simply purchase and implement. Investment needs to be made at the front end so that the system can be tailored to the workings of your FCR and your specific needs.

To ensure a successful operation in Humberside, the force set up an implementation project team. This project team included members of staff who would use the system when implemented.

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Tags

Force control rooms