Accenture’s Capacity Planning for Policing Tool

Video Transcript

With increasing expectations on police departments and continuous pressure on budgets, never before has public safety and police resources been so under scrutiny by government, citizens and the media.

But, knowing the resources required is often not enough and without independent calculations that can demonstrate the optimum use, level and allocation of police officers, resourcing the operation can become more a matter of opinion, than fact.

Now and for the first time, Accenture’s Capacity Planning for Policing tool has been devised to do just that, to act as a capacity planning tool for police departments, helping them assess, monitor and deploy the optimal level of resources.

More than the allocation of police resources against a predetermined budget, Accenture’s CPP tool helps determine the required resources based on evidence gained and outcomes required and is customised to the department's unique characteristics.

Using core operational data from each Department’s Command & Control, Records and Case Management Systems, as well as criminal databases, and based on current Governance & Policy, the CPP tool reveals the key information in that data, providing a clear and transparent view of the resources required to meet the present demand, helping determine where they should be located, across the organization.

And through analysing this same core data, the CPP tool also provides the means to conduct scenario planning, what if simulations, to test and validate the impact of policy decisions and
changes to demand forecast or ways of working – before the decisions have been taken.

It also helps address the ever-present questions, including:

How many police officers do we really need?

What level of support staff is required to enable readiness?

If policy changes are made – what happens to resource requirements?

What changes are required to improve organisational effectiveness?

And so when delivering efficiency gains is the priority, the CPP tool provides the means to examine the potential impact of different operational changes, which may include:

Aligning officer shift patterns more closely with demand
Changing target response times for non-critical call-outs
Using alternative crewing options
And reducing officer admin time

Also as technology advances swiftly forward organizations are faced with a plethora of choices and how do you judge which option will give you a return on your investment? And how will you pay for it?

The CPP Tool in scenario planning helps examine the interconnectedness of variables, identifies the proposed benefits of new technologies and then calibrates and re-checks the benefits delivered after implementation across the entire department.

Devised as web-based application and presented in a user-friendly Dashboard interface, the Capacity Planning for Policing Tool generates evidence-based calculations that provide critical input, helping Police Chiefs make more informed decisions that lead to a better allocation of resources and better business planning.

Accenture’s Capacity Planning for Policing Tool is a field-tested solution that has been developed in response to the growing pressure on policing resources and is already implemented in the UK, Australia and in Canada, where it was first developed with the collaboration of the Toronto Police Service.

With flexible implementation models, including full Implementation, where the CPP tool is integrated within your department and hosted on your servers, to the CPP Tool As A Service, with full time access and hosted on ours – Or even Analysis Only, where tool analysis is provided as required, the service comes complete with a knowledge transfer package developed for you and tailored to the precise needs of your organization.

The CPP tool is an operational lever to manage today’s resources and a strategic tool to plan tomorrows as well as an insightful, independent source that validates your resource planning requirements and decisions.

Accenture’s Capacity Planning for Policing Tool
Managing Your Resources Today
Planning Your Department Tomorrow