



Leicestershire
Police

Protecting our communities

Appendix 2

Enhanced Triage

Project Darwin

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What is Enhanced Triage?

The purpose of the Enhanced Triage function is to:

1. Effectively manage demand
2. Correctly route incidents to the most appropriate department/resource.
3. To 'live-time' quality check incidents, giving immediate feedback to staff where appropriate.
4. To potentially front-end crime data quality assurance.

What is our Demand?

For every 100 CMD 'contacts' 40 incidents are created.

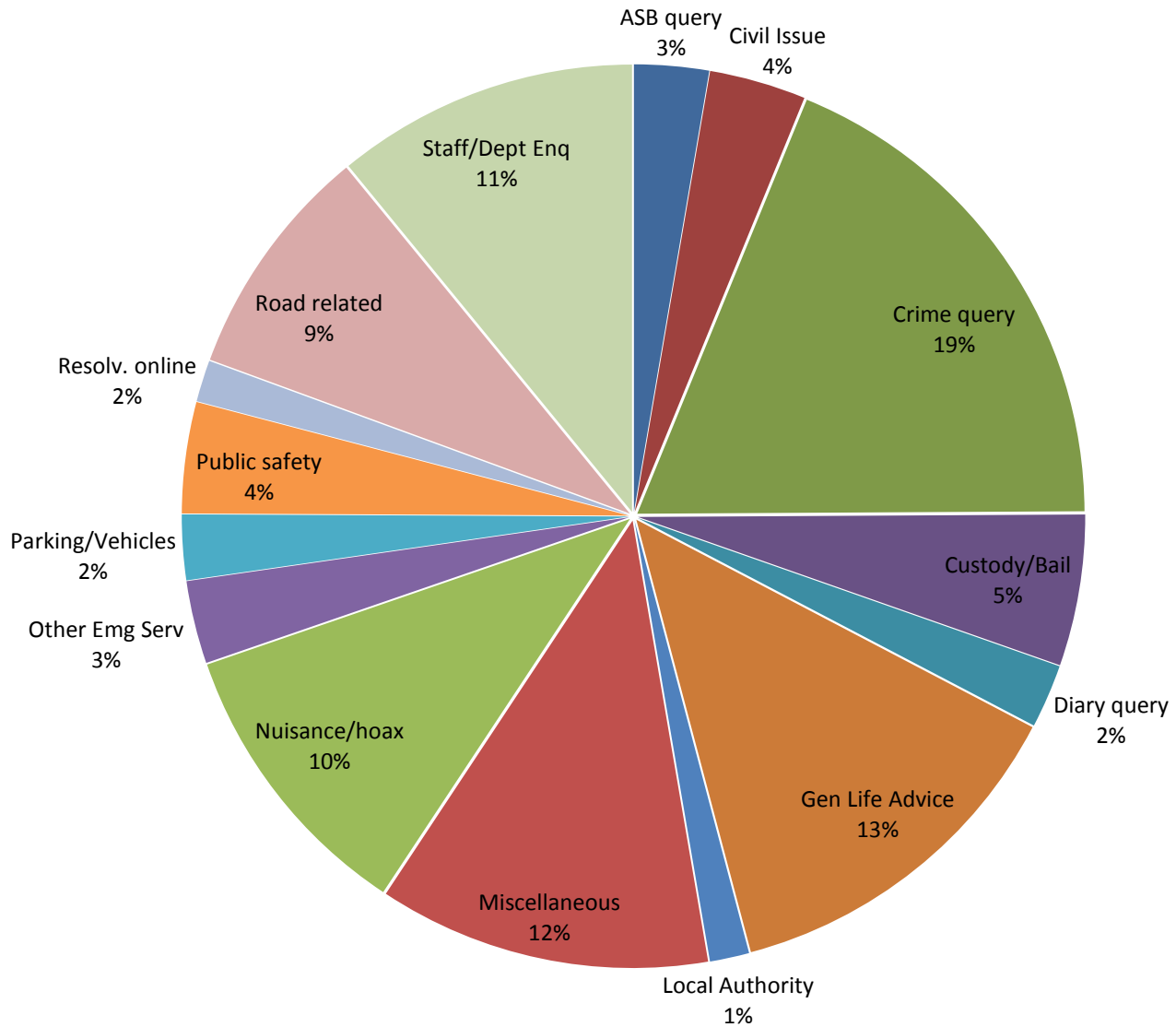
16 of those are converted into grade 1 and 2 incidents and currently attended by PRT.

8 calls are grade 3s (6 become crime reports and 2 are neighbourhood issues)

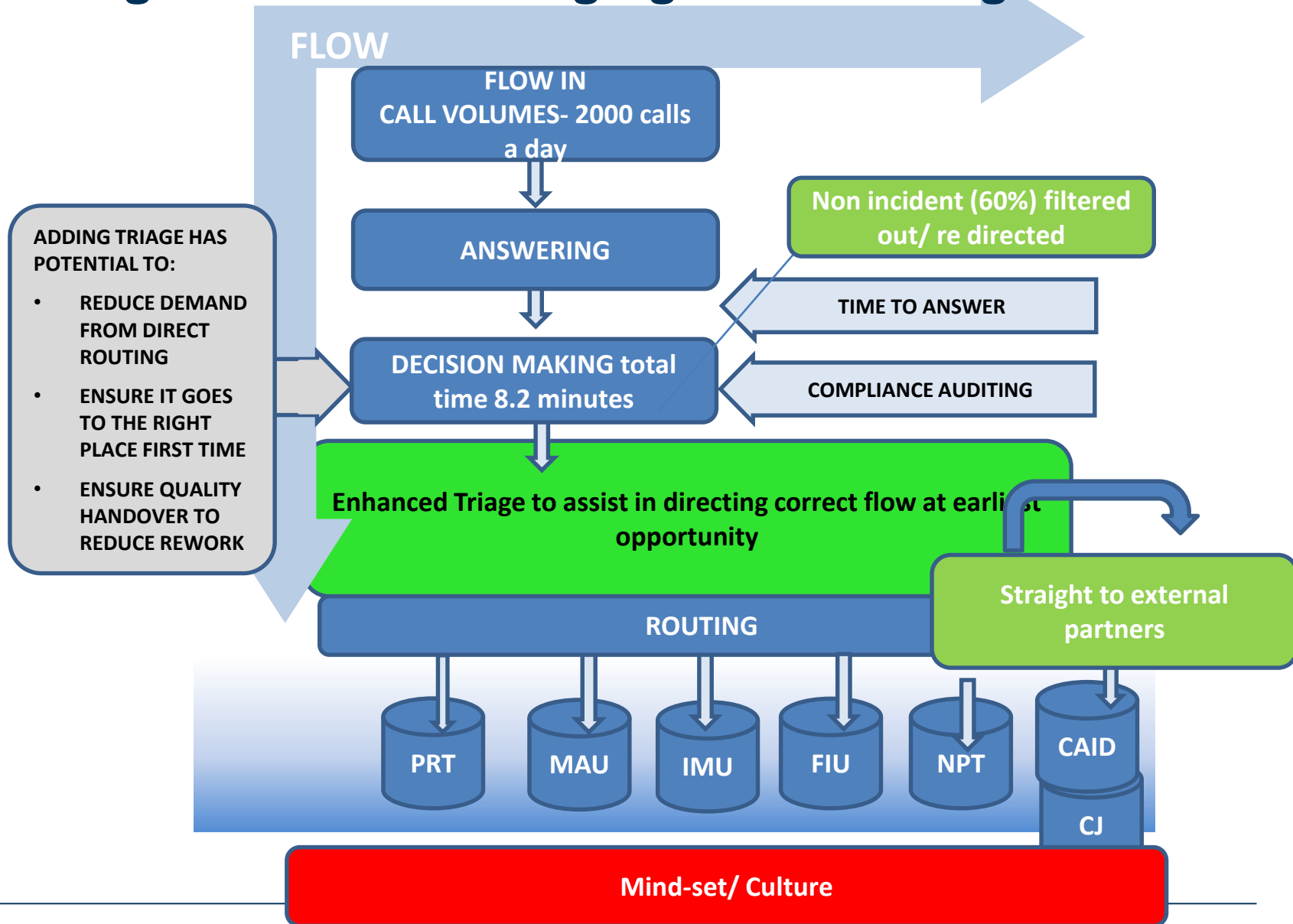
16 calls are grade 4

So what are the other 60 contacts about?

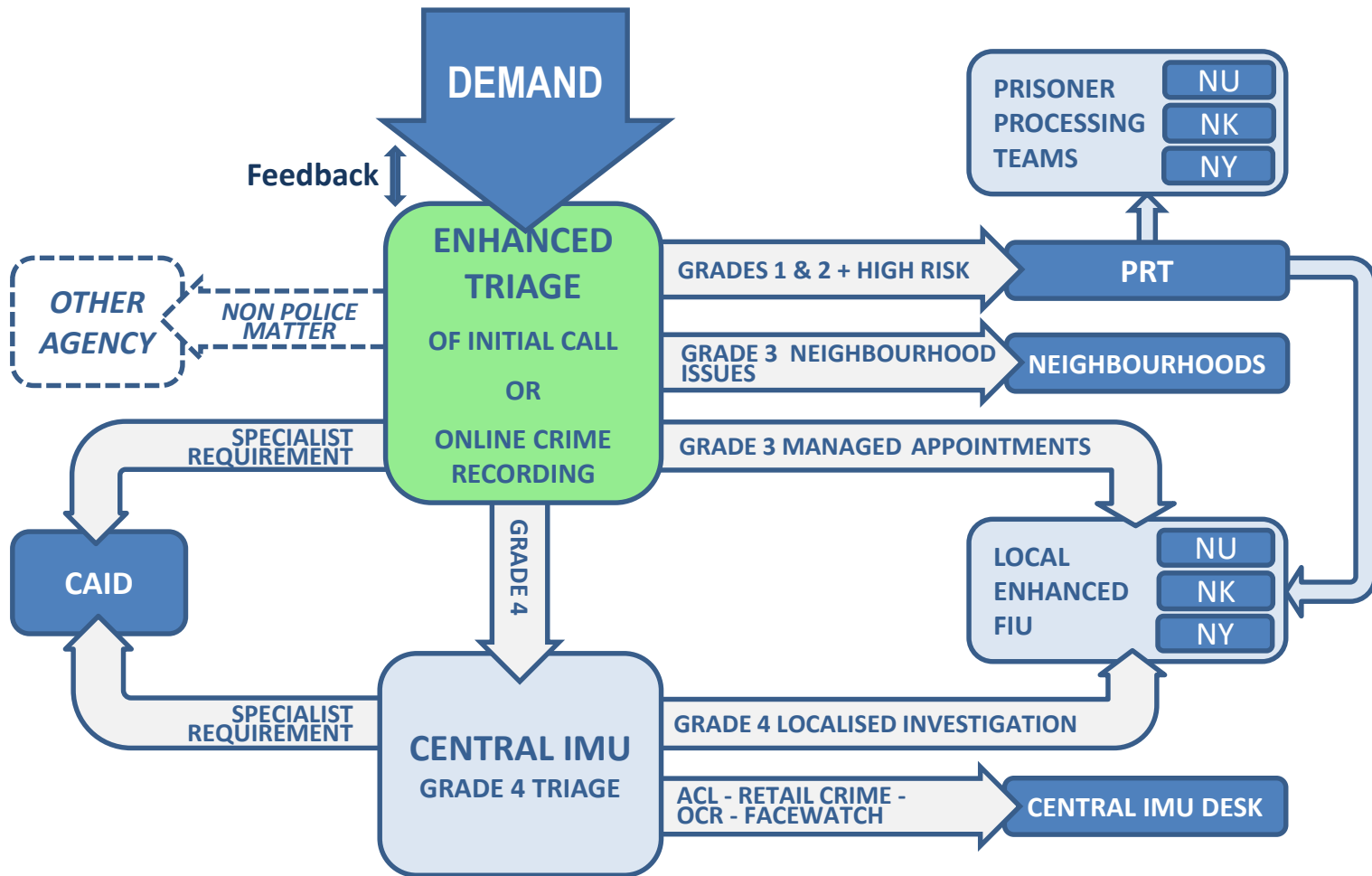
Details of the other 60 non attendant calls



How triage will assist changing these findings?

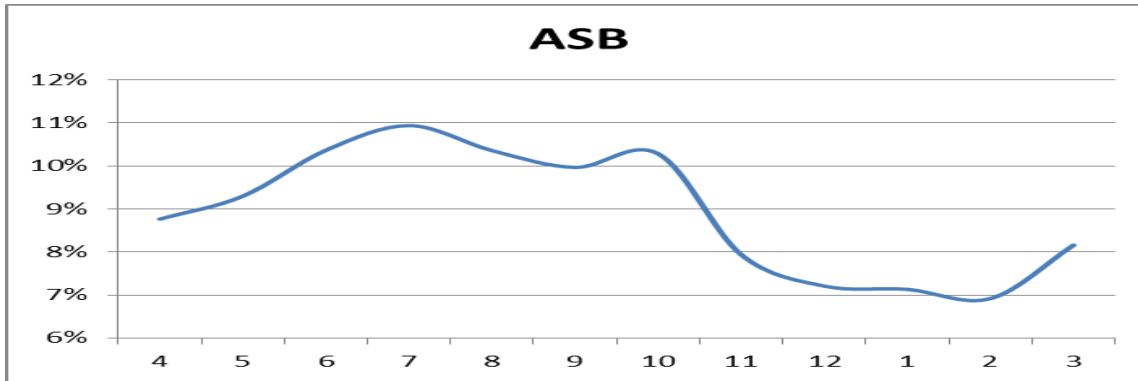


Triage & Allocation of Incoming Demand



Supporting Data the triage unit

Below is a visual representation of ASB incident's attended by PRT the rapid reduction in month 10 indicates the start of Op Tiger.



This demonstrates triage directed appropriate work to the correct resource.

Below is a visual representation of Crime incident's attended by PRT the rapid reduction in month 10 indicates the start of Op Tiger.

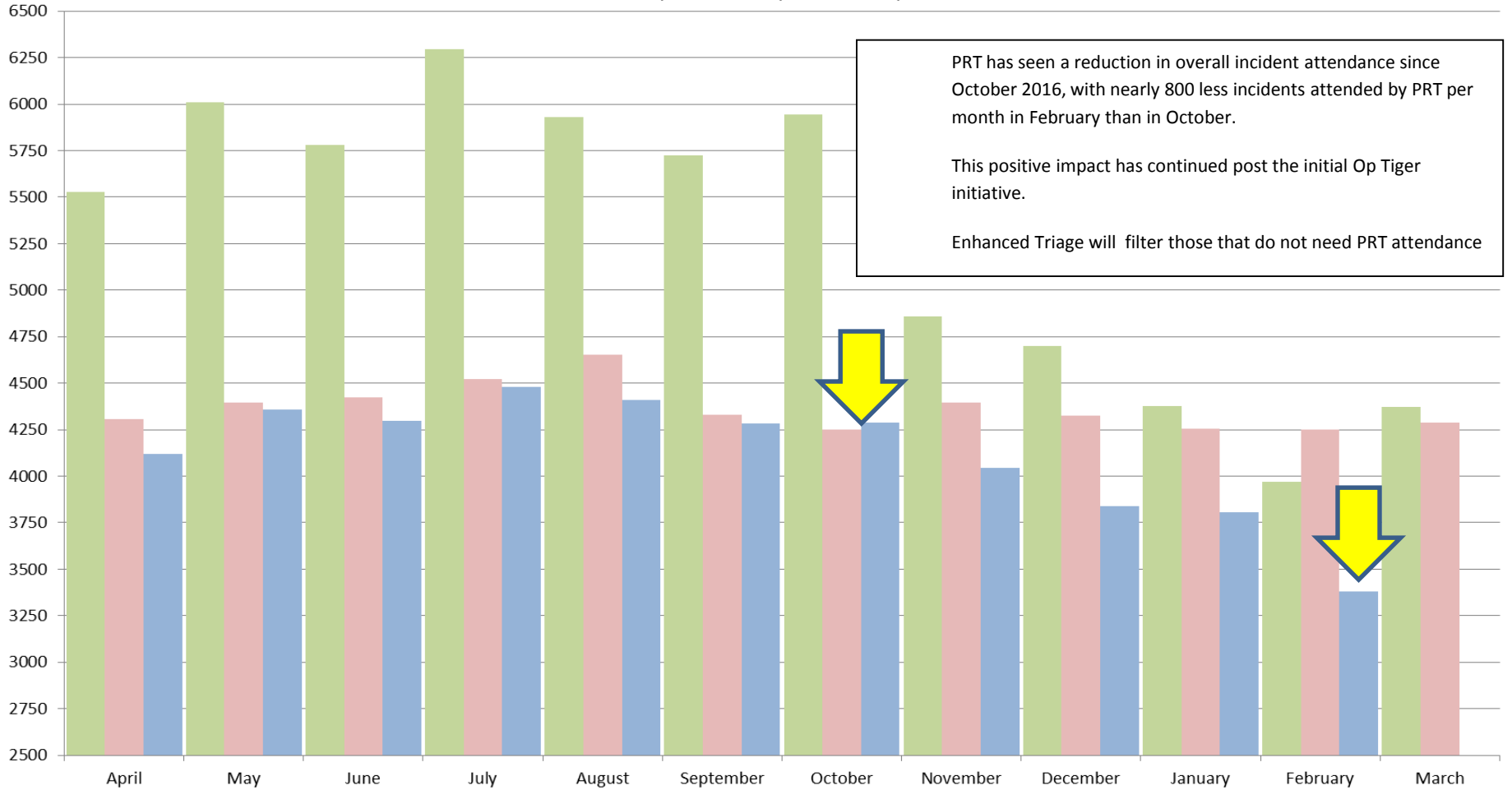


This demonstrates less hand offs and better victim service

Data Supporting the Triage desk

Priority response incidents demand

2014/15 2015/16 2016/17

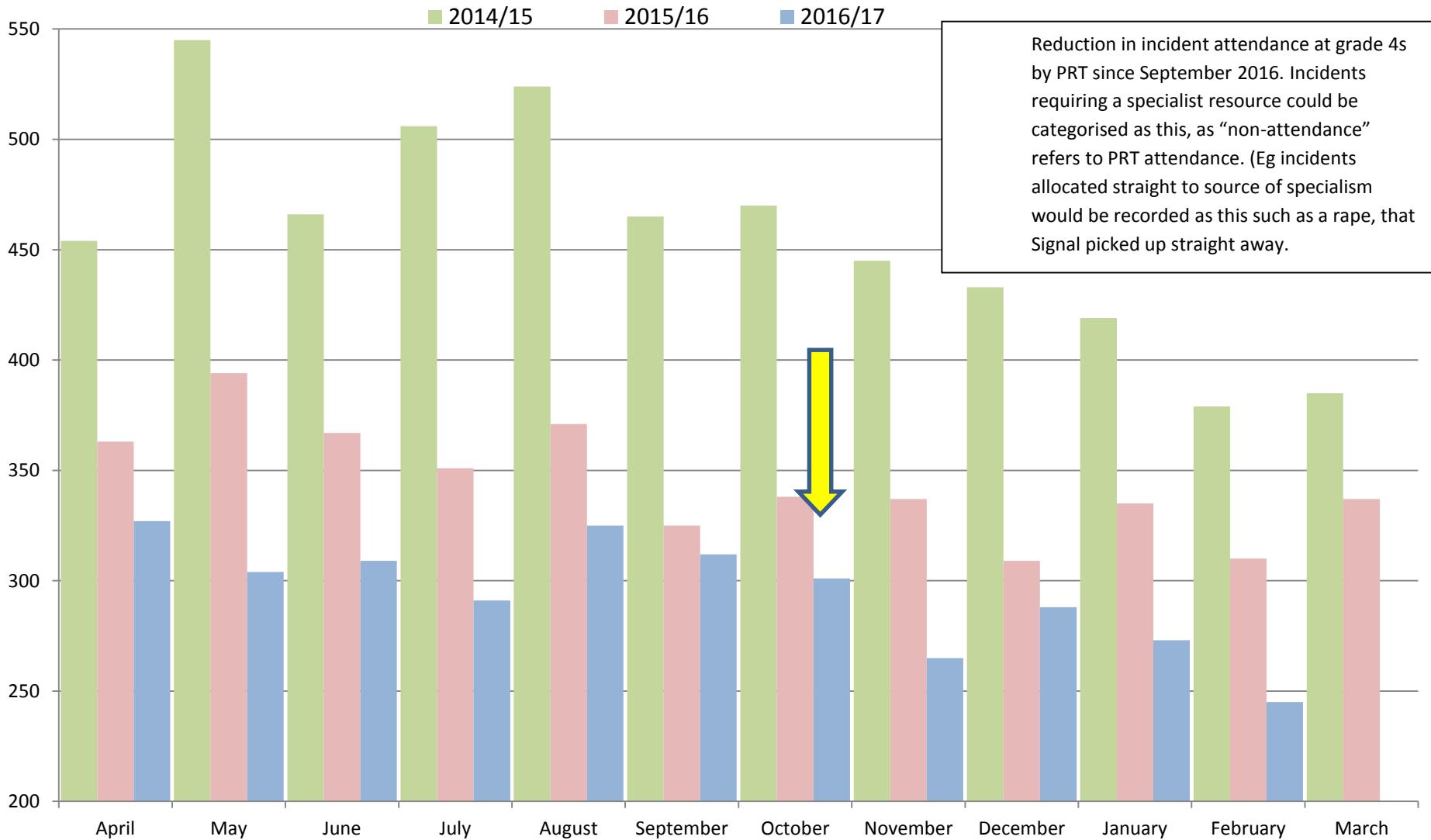


PRT has seen a reduction in overall incident attendance since October 2016, with nearly 800 less incidents attended by PRT per month in February than in October.

This positive impact has continued post the initial Op Tiger initiative.

Enhanced Triage will filter those that do not need PRT attendance

Grade 4 demand

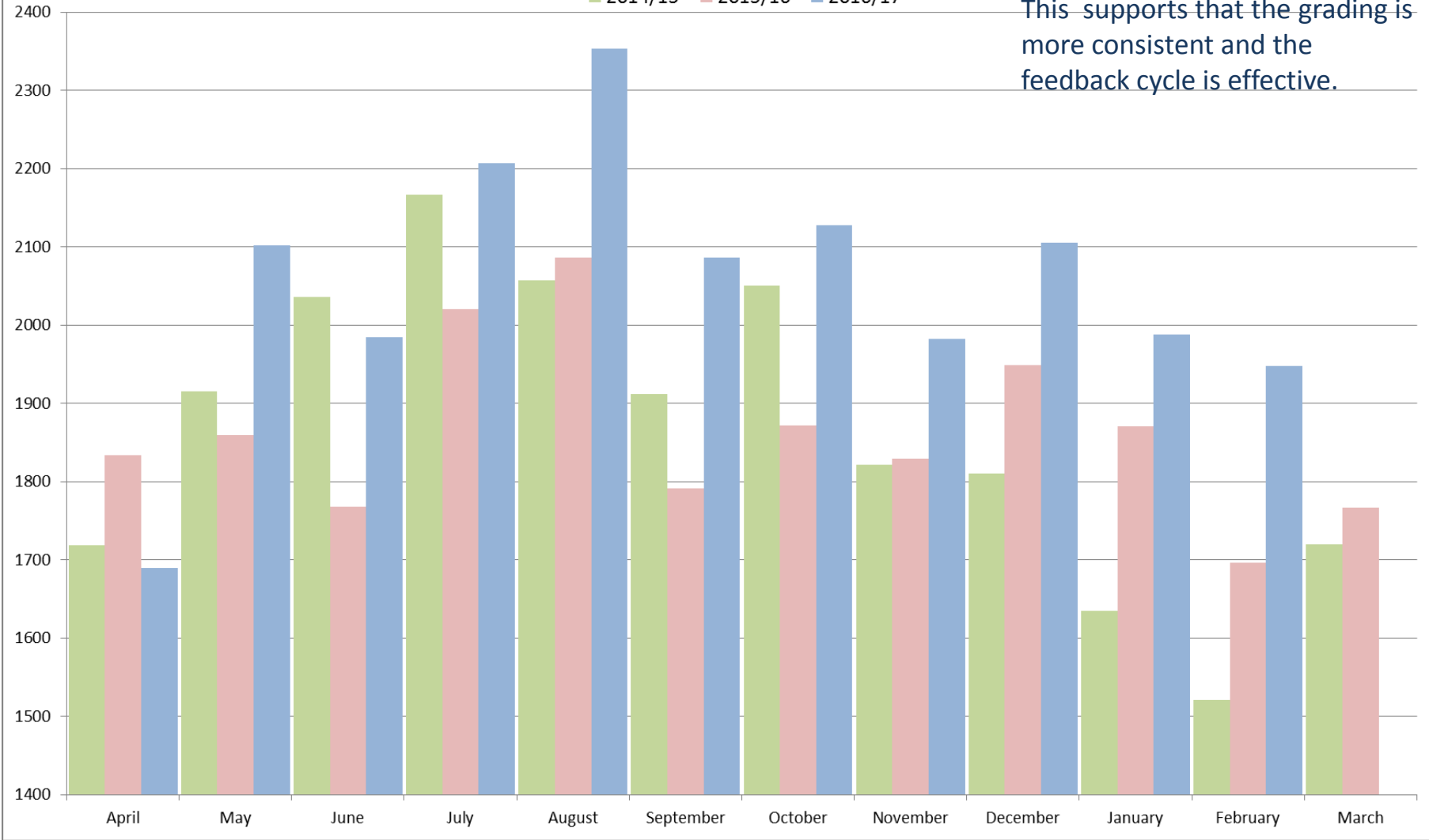


Reduction in incident attendance at grade 4s by PRT since September 2016. Incidents requiring a specialist resource could be categorised as this, as “non-attendance” refers to PRT attendance. (Eg incidents allocated straight to source of specialism would be recorded as this such as a rape, that Signal picked up straight away.)

Emergency response incidents demand

2014/15 2015/16 2016/17

This supports that the grading is more consistent and the feedback cycle is effective.



The “So What” question

- This is the equivalent of PRT not having to attend 214 incidents per month
- This is the 428 hours of PRT time
- Which is 47 complete tours of duty.

What is required to make this work?

Structure:

Owner:	Project Darwin Board
Overall Delivery:	Chief Insp Cordiner
Delivery Team:	Insp Steve Bunn (performance) Insp Aimee Ramm Dale Morgan

Proposal of staffing:

4 x FT sergeant posts for 2 years

All team leaders will rotate through this position as part of the Seating Plan – ensuring that all become fully competent at the role.

To maximise upon the investment of the Enhanced Triage Team, specialist levels of knowledge from the CAID and LPD Directorates is recommended.

It is proposed that the staff rotate from this position within 6 – 9 mths. (prevents skill fade from primary role). Potentially built into the WBA process.

It will be located within the Force Control Room near to the radio operators.

Training is initially assessed as 1 day IT day.

How will the Triage Unit be measured?

1. Using a newly created Storm tag representing Triage will enable the measurement of all incidents which have a triage footprint.
2. Using the existing measurement mechanisms for monitoring the number of graded incidents recorded and what resource attends.
3. Using the call wrap-up codes will enable measurement of all contacts and what their demand “type” is, assisting with broader demand work streams.
4. The above should be absorbed within the existing CMD performance framework.

Appendix 1 - Enhanced Triage Team – future developments...

The triage function will upskill the current knowledge of team leaders until the function becomes “business as usual”.

It is anticipated that there will be a gradual decline in the requirement for the triage sergeant to intervene.

This role will be continually reviewed with the opportunity to expand/remove the function. Expansion could incorporate:-

- Potentially development of structures and processes with our external partners such as the local authority.
- Data quality compliance work

The role will be fundamental in building effective working and lasting relationships between existing CMD team leaders and the broader organisation , ensuring that the knowledge and efficiencies are retained.

Appendix 2 - Proposed shift pattern

	Police Sergeant							
	MON	TUE	WED	THU	FRI	SAT	SUN	
WK 1	08X17	10X19	10X19	13X23	RD	RD	RD	37
WK 2	RD	08X17	08X17	08X17	13X23	13X23	13X23	57
WK 3	14X23	RD	RD	RD	08X18	08X18	08X18	39
WK 4	10X19	14X23	14X23	RD	RD	RD	RD	27
1 x 7 day runs								160
2 X 4 day long weekends								
1 Sgt starts each week of the Pattern								

This shift pattern provides the Enhanced Triage team function from 8am x 11pm, 7 days a week.

Appendix 3 - A note regarding data analysis

The three Force recording systems, STORM, NICHE and sentinel, are independent systems with no cross communication between them. There is therefore no unique identifier which allows records from all three to be tied together. There are optional fields for reference numbers in the systems which can be populated, but these are free text entries, which are populated in a variety of different ways, and are frequently left blank. Short of reading through and manually matching up each record, which would take a massive amount of time and effort, it is not possible to efficiently link the systems together.

Jonathan White

Threat Assessment Unit Manager
Force Intelligence Bureau