



## CASE STUDY

### Suffolk Police

Suffolk police authority invited **sigma** to help it prepare the business benefits case for implementation of NPIS Custody & Case preparation.

#### The Approach

**sigma** demonstrated to the Force the approach to be taken to identifying business benefits by teaching the specific tools and methodologies to be used in a number of workshops.

#### Benefits and Success

The Force was able to develop an agreed business change plan, which had the enthusiasm and commitment of stakeholders, showing how the benefits identified could be achieved through a co-ordinated set of activities and tasks and how those tasks could be passed directly to individuals to action. Without the formal approach adopted through the **sigma** BRM methodology, the Force may not have been able to establish the appropriate starting point for this work programme, stakeholder accountability would have been weak and the subsequent benefits identified may not have been qualified and tracked.

### Cambridgeshire

The Cambridgeshire Force wanted to establish whether it might gain more benefits from its implementation of the national Case and Custody programme than had been identified for the police service nationally.

- **sigma**'s work involved running workshops to ensure that the many stakeholders, who included officers from custody offices and CJUs, plus external stakeholders such as the courts and CPS, agreed the objectives of the change and the scope of the benefits to be realised.
- Using the outputs of the workshop, **sigma** worked with the Case and Custody team to map the benefits and develop a simple Benefit Realisation plan, which would be easy to communicate.
- **sigma** taught the team how to track and measure benefits.

#### Benefits and Success

As a result of undertaking this work:

- All the interested parties understood what the changes were and why they needed to happen leading to a greater appreciation of the significance of the business change in realising benefits, when the emphasis had been very much on the technical implementation.
- The benefit maps helped the team to see the likely impact of other future programmes on the organisation.
- The Case and Custody programme team were able to identify a number of longer-term benefits from the implementation of the programme, some of which were not financial.