

Innermetrix UK Ltd

The Leader in Professional
Consulting Tools & Development

Case Study – Public Sector



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Police Join Forces - I.C.T

SCOTTISH POLICE SERVICES AUTHORITY

The Police, Public Order and Criminal Justice (Scotland) Act 2006, defined the services that SPSA has a duty to provide. They were extensive and included the development, provision, procurement and delivery of training and education to police forces and key stakeholders. Maintenance, support and oversight of National Data Systems, Information Technology Systems and Equipment and records. The development, provision and maintenance of a national system for the collection, identification and verification of physical data, samples and other things which can be used to identify a person, and the development and maintenance of a strategy for the acquisition and use of information technology systems by police forces and the development and provision of a Scottish national forensic service.

Innermetrix was invited to help develop a strategy, which would identify the strengths of the Heads Of Service within SPSA. The task of delivering the new SPSA model was complex, and had certain unique challenges due to its placement within such a traditional led environment. After a very in-depth Discovery Process™, a design phase was adopted to create strategies that allowed the heads of service to leverage not only their own expertise that they brought to the programme, but also that collectively as a cohesive team, to tackle the required change that was mission critical to the programme's success. This understanding of the roles & responsibilities as well as the talent of the team allowed focused, dedicated responses to strategic elements of the programme that enabled change and to market the new system and the benefits that could be realised to its members.

The strategy culminated in the SPSA Heads Of Service being able to enact the change due to having a unified approach which remained true to its values and purpose, and was a great testament to its Leadership. Several key areas were instrumental in its delivery:

Leadership	– Directive, decisive, consistent and resilient
Performance Improvement	– Effective & efficient processes in procurement
Communication	– Improved strategies that created effective messaging
Collaboration	– Between SPSA, Police Forces & suppliers
Service Delivery	– Consistent and higher levels of internal and external service

As a direct result of embracing the Innermetrix Methodologies, SPSA was in a strong position to drive the programme forward in a very focused and decisive way. This was critical in ensuring that the substantial investment in both monetary and strategic terms made to achieve this change, was protected and the benefits realised on a long term basis would be achievable.

A Head Of Service Wrote:

"Their passion, knowledge and belief in the Innermetrix system come's across loud and clear and contributed greatly to what has been a very successful exercise."

United Kingdom USA Ireland Australia Latin America France Egypt China South Africa

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