



CASE STUDY | SERVOCA RESOURCING SOLUTIONS

Delivering Resource Solutions to the Blue Light Sector

Servoca Resourcing Solutions provides contract, fixed term and permanent resource and outsourced services to the criminal and civil justice sectors. Through the NEPRO³ framework, Servoca worked with one of the UK's leading police forces to deliver support in secondary investigations into specific crime types. The historical model of buying in contingent labour has no data on outcomes, which means there is very little evidence of success. This model is also resource-intensive in terms of management of people as well as tasks, and so dilutes the potential benefits that can be achieved, highlighting a need to explore innovative delivery models. Servoca identified an opportunity to implement a system of employing civilian investigators to build capacity and deliver efficiencies.



Working in partnership



The Challenge

The primary key objectives outlined by the client were:

- To increase resource capacity, allowing police officers to focus on more complex tasks and/or return to frontline duty.
- To test collaboration between frontline policing and the provider.
- To improve outcomes for victims and witnesses in terms of reducing the backlog of outstanding investigations and, in turn, improve the force's relationship with the public.



Increase resource capacity



Test collaboration



Improve outcomes



Our Solution

The NEPRO³ framework allows us to source appropriate suppliers for our customers through our delivery partner Bloom.

Our managed approach to procurement also minimises internal resource requirements for the customer. It addresses each aspect of the procurement process, rapidly identifying suitable suppliers in a compliant manner.

This allowed us to compliantly procure Servoca through Bloom to achieve the agreed objectives and deliver a fully managed service to the client.



Introducing Servoca

The civilian investigators were recruited, trained and deployed and their vetting applications were fully supported. All aspects of their employment were managed by Servoca throughout the project lifecycle, including pay, welfare, leave and performance management, allowing the client to manage work allocation more effectively.

Servoca provided weekly deployment availability to inform tasking and a weekly work return detailing tasks undertaken and outcomes achieved. They also provided a monthly collated performance report which included details of spend to date and predicted future costings,

with Bloom also scheduling and chairing a monthly performance review meeting to open up communication.

By choosing Bloom and Servoca, the client benefited from a strategic partnership rather than a customer /

supplier relationship, as well as teamworking, a fully managed service, timely intervention when performance issues were raised, joint problem solving, a foreshortened procurement process and a straightforward online process for managing payment approvals processes.

Servoca were also able to deliver significant cost savings for the client: on the basis of like-for-like competent experienced investigators, 4 civilian investigators under a managed service model could be deployed for the cost of three senior police officer investigators.

The project generated positive feedback from the customer, victims and witnesses regarding their interactions with CIs. Servoca received reports of CIs rebuilding relationships between the police and the public. The additional resource allowed employees to spend more time with vulnerable people than would otherwise have been possible.

The Outcome

The following outputs were delivered over the course of six months:

Service Total Outputs:

2,234 statements taken

2,748 CCTV retrieved

3,396 premises through local directed enquiries

3,348 other tasks

Overtime:

For each of the strands operating within Civilian Investigators, overtime rates improved comparatively between January to June 2019 and January to June 2020.

74% decrease in Safeguarding

51% decrease in ERPT

41% decrease in CID

Personal Robbery:

10% improvement in charged / summonsed cases

8% reduction in no further action (NFA) cases

17% reduction in open crimes

Assault with Injury:

3% improvement in charged / summonsed cases

7% reduction in NFA cases

20% reduction in open crimes

Serious Wounding:

6% improvement in charged / summonsed cases

12% reduction in NFA cases

7% reduction in open crimes

Burglary Residential:

11% improvement in charged / summonsed cases

13% reduction in NFA cases

14% reduction in open crimes



11,726
tasks completed



2,234
statements taken



2,748
CCTV retrieved



3,396
local directed enquiries



NEPRO³ offers UK public sector organisations a compliant and efficient route to appointing specialist professional services and consultancy. Since its inception in 2012, over 370 public sector organisations have used NEPRO³ to appoint professional service requirements. NEPO has appointed Bloom as delivery partner for the solution, bringing a wealth of experience and expertise to the partnership.

To find out more, or to discuss your requirement in more detail, please contact us at nepro@nepo.org

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