

**SMART PROJECTS** North Wales Police adopts employee management software

## Duty rostering program helps Welsh police force put more bobbies on the beat

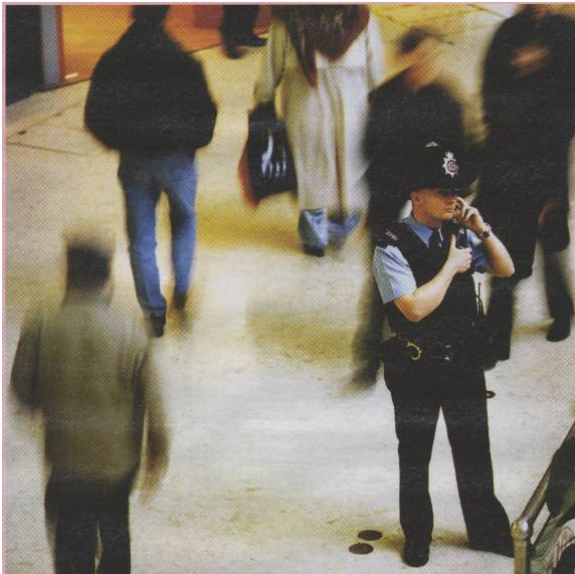
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North Wales Police has rolled out employee management software that it said will improve its service to the community by helping to increase the number of officers out on the beat. The force also hopes to save up to £400,000 from the implementation in the next two years.

Open Options from Crown Computing replaces the manual scheduling system previously used by the police force, which was time-consuming and prone to error.

Now, a centralised IT system ensures that police officers and specialists are consistently available where and when they are needed. By reducing its administrative burden, the force expects to save hundreds of thousands of pounds a year.

The technology will provide an efficient and accurate way of scheduling staff and ensure they



spend as much time as possible working in the community.

A police presence is becoming increasingly difficult to maintain with roles such as attending court, policing football matches and investigating crime, as well as training days, absences and holidays, keeping officers off the streets.

Ruth Purdie, acting superintendent at North Wales Police, said, "Open Options can interface with existing systems, either locally or nationally, to provide the police force with real-time information. This should be more efficient in the management of absence, improve performance, and provide a better quality of service to the public.

"Open Options can deal with police regulations while reducing paperwork levels. This equates to more time in the community for police officers. We estimate saving at least £400,000 worth of administration time over the next two years."

The duty management project has been rolled out to 1,500 police officers and 1,000 police staff in North Wales since last July, and will now go live full-time as part of the Aquarius project, which aims to ensure effective policing through the use of modern technology.

Open Options can also link directly to the payroll, making payments more timely and the allocation of overtime fairer. The system will help organise and administer flexible working schemes for staff, ensuring the force complies with the European Working Time Directive.

Purdie said, "We certainly did not want officers spending unnecessary time in front of computers, rather than being out in the community tackling crime.

"Open Options allows us to handle time and attendance quickly and easily, which will help reduce the administrative burden and get more 'feet on the beat'."