Reducing Reoffending Partnership Saves £250,000 Annually using eg Operational Intelligence from Verint

Challenge

The Reducing Reoffending Partnership draws on years of combined experience across the public, voluntary, and private sectors to deliver probation services via two Community Rehabilitation Companies (CRCs): Derbyshire, Leicestershire, Nottinghamshire & Rutland (DLNR) which supervises around 6,800 offenders, and Staffordshire & West Midlands (SWM) which provides probation services for around 13,000 low and medium risk offenders.

The issues driving people into a destructive cycle of prison, disadvantage, and reoffending are complex and cannot be tackled in isolation. The Reducing Reoffending Partnership builds on the excellent work of the U.K. Government's probation service, and aims to deliver a step-change in the provision of offender rehabilitation services to help reduce reoffending rates in the U.K.

According to Ian Gibson, Director of Business Services, one of the key challenges for the organisation is to efficiently administer offender rehabilitation cases. "We needed to increase the efficiency of case management at our two centres in Birmingham and Nottingham," he explains. "A team of case managers and administrators handle the enquiries from a range of sources, including the police, the courts, and the National Probation Service. Our goal was to introduce a system that automated the allocation of work and allowed us to understand the throughput of work between case managers and administrators. We also wanted clarity on performance, improved forecasting, and increased quality and compliance management."

Solution

In response, the Reducing Reoffending Partnership implemented eg Operational Intelligence® technology from Verint to control, optimise, and continually improve the back office processes in real-time. Around 70 staff rely on eg work manager® for capacity planning and performance management in the case and business administrations areas. These cases range from the setting up of new offender rehabilitation cases and the administration of Community Payback programs, to the enforcement of court orders and even recalls to prison.

Five Team Managers and their Centre Managers are now trained to set daily work plans and forecast both the expected level of supply of resource and the demand for workload for their teams. The goal being to improve service and throughput, whilst enabling capacity to be created to support skills and service improvement.

The eg data connector® suite is also used to capture work requests and provide team managers with a single, unified view of all the work required of their teams – automatically prioritised according to service standard. Moreover, work is now allocated to team members according to their availability and skill levels.

Solutions

eg Operational Intelligence®
- eg work manager®
- eg data connector®
- eg operational management® methodology

Industry

Public Services

Region

United Kingdom

Results

The Reducing Reoffending Partnership has experienced a number of benefits from the eg Operational Intelligence technology.

- **£250,000 saved annually**
- **1 year return on investment**
- **Facilitated multi-skilled staff**

VERINT

eg

" Reducing Reoffending Partnership has a mission to improve the lives of some of the most disadvantaged people in our communities and move them away from the margins of society. By doing so we will create safer communities and reduce the number of future victims of crime with all the human consequences this brings. We see our partnership with Verint as helping us in this mission."

– Ian Gibson, Director of Business Services, Ingeus

The program is named "Project Clearview", an appropriate name given that it unifies all the sources of work – emails, system requests, spreadsheet work, and calls – and provides a clear view of the priorities. On a daily basis, the Customer Service Centre support teams (one named called 'Case Admin', the other 'Business Admin') receive up to 2,100 work requests.

"We have a mission to improve the lives of some of the most disadvantaged people in our communities and help them to put things in place that will better their life chances and create brighter futures. This also creates safer communities and reduces the number of future victims, with all the human consequences this brings. Our partnership with Verint certainly helps us with this important work."

The eg operational management® methodology is also used to complete back office operations transformation and help achieve the operational efficiency improvements. "This proven approach to training transfers industry best practice to all our team members," Ian continues. "Alongside the classroom-based training modules, we also use side-by-side mentoring – a 'buddy'-type system to embed knowledge quickly and effectively. The managers genuinely love the eg application."

Benefits

Since going live on the eg Operational Intelligence technology from Verint, the Reducing Reoffending Partnership has achieved a number of significant benefits.

- Increased efficiency is expected to save £250,000 annually, comfortably delivering a complete return on investment within one year.

- The RRP has been able to adhere to all agreed service level agreements. They have also gained 20% administrative capacity, which have been released to assist Customer Support teams.

- By releasing capacity to Customer Support teams, call abandon rates have been reduced by 50%.

- By releasing capacity to Customer Support teams, the historical backlog of non-priority cases has been eliminated.

More broadly, the RRP has achieved its objective to provide a clear view of all work and utilise capacity to clear backlogs, improve service, and so enable a wider program of transformation to optimise performance with reduced cost overhead. "This isn't just a story of reducing headcount. We're upskilling staff and giving them to knowledge to multi-task across a range of workloads," Ian explains.

Enterprise Workforce Optimization for the Back Office

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