

Operating principles

1. Manage demand for our services in an efficient and effective way.
2. Ensure that we are able to provide the appropriate means for the public to contact us in a way that best suits their needs.
3. Avoid duplication of service provision and functions.
4. Provide locally-based services tailored to meet the needs of our communities, where local knowledge is crucial to delivery.
5. Ensure services where local knowledge is not required are co-ordinated centrally to provide consistency of corporate policy, procedure and service delivery.
6. Ensure structure supports the delivery of the services we need to provide, with the minimum appropriate level of management and supervision.
7. Dedicate and maintain an efficient investigation, response and neighbourhood policing service, matched to need.
8. Focus on delivering our priority business services and find appropriate ways of delivering other areas of work.
9. Ensure that all of our processes are consistent and efficient and that it is clear who has responsibility for them.
10. Get things right first time.
11. Where appropriate use alternative resources where sworn powers are not a mandatory requirement or where specific experience is not important.
12. Give our staff personal and corporate responsibility for performance and standards.
13. Ensure appropriately skilled resources are available to maintain priority services to the public, consistent with a harm/volume assessment.
14. Ensure the estates strategy has the flexibility to meet the evolving needs of the organisation and that staff are located where they are needed.
15. Ensure information we capture and hold is stored in one place and shared efficiently across the organisation and with other partner agencies.
16. Work effectively with our partners in the most cost-effective way possible.
17. Adhere to national police policies and standards, proportionate to legal requirements and obligations.

