

# Case Study

**North Yorkshire Police**  
**NYP Forward 2005-2006**  
Replacing Operational Policing  
Systems



## Purpose

North Yorkshire Police (NYP) is striving to be the leading police force in the country. A key factor in achieving this goal is the NYP Forward project which is modernising important services and processes and making them even more effective. As a result significant investment has been made in a number of new Information Technology (IT) systems to support this initiative. These are also being used as a means of improving performance and efficiency.

NYP project managers realised that they would not achieve the aims of the initiative unless end user requirements and expectations were met.

Although they possessed all the knowledge and skills they needed to deliver training on existing systems, they recognised that they lacked the more specialist skills required to deliver such a significant technology change and consequently sought an external partner to work closely with them.

## Method

After a rigorous tender process they chose North Yorkshire based Keystrokes as their training partner for 3 years. Keystrokes were able to provide additional skills under a framework agreement that allowed for their flexible call-off during the life of the project.

These included the project management of training development as well as training needs analysis and solutions design. In addition they would also provide classroom and e-learning course development as well as supplying classroom trainers to cover peaks in demand.

## Conclusion

*NYP and Keystrokes have enabled the benefits envisaged when the new technology was implemented to be fully realised.*

*Jackie Ridley, NYP Forward programme training manager commented: "Keystrokes have worked seamlessly with our own staff to ensure the success of the projects so far. They have been able to bring their knowledge and expertise to bear without alienating our internal staff. Their flexibility to adapt to the peaks and troughs of our requirements has made them a valuable partner and a key part of the success.*

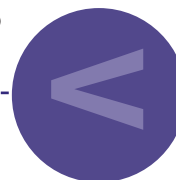
*I am looking forward to working with them on the remaining projects in the NYP Forward programme."*

## Results

NYP decided to implement Niche in a staged process, by business function. This meant that the programme was divided into projects, all structured and managed according to the NYP project management methodology derived from Prince2. Each project required the expertise of a team of training needs analysts, training developers, e-learning developers and classroom trainers.

The first project was the implementation of Niche for the management of lost and found property. Following successful pilots the training was rolled out to staff in September 2005 by a team of NYP and Keystrokes staff. Lost and Found systems went live successfully at the end of September 2005.

The second Niche project, Case and Custody, went live at the end of March 2006 following an intensive period of training delivery from a team of seven trainers including one NYP custody sergeant and six Keystrokes trainers.



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