

# @course manager case study : northamptonshire police force

## Company Profile



As part of the Safer Roads Strategy, *Northamptonshire Police* operates National Speed Awareness Courses for some speeding offences. This is offered as an alternative to points on the licence with the aim of educating motorists about speed.

Offenders who fall within the eligibility criteria are offered the Speed Awareness Course at the point at which they would normally receive the Conditional Offer (speeding ticket).

The Speed Awareness Team run over 500 individual courses per year, with over 12,000 individual bookings.

## Business Challenge

The course management system was *Northamptonshire Police's* first venture in to an electronic on-line booking and administration system.

Bookings were administered by five staff, taking bookings by paper forms and over the telephone. Payments were accepted by cheque, postal order and over the phone by credit cards, using a single PDQ machine. The bookings were then recorded in two A4 diaries and records maintained on Excel spread sheets.

The key reasons for a new booking system were:

- Streamline administrative and booking processes
- Improve communication
- Improve the customer experience and engagement
- Improve reporting and financial control
- Integration with National Driver Offender Retraining Scheme (NDORS)

***"The old process was extremely labour intensive and antiquated, excessive paperwork, limited visibility of bookings made/amended with significant room for error and double bookings. The overall customer service and satisfaction was inadequate."***

*Mike Johnson, Northamptonshire Police Force*

## The Solution

*accessplanit* delivered a hosted course booking system that met the Force's key requirements including:

- On-line payments and booking, whilst retaining administrative functionality to book courses for candidates who still wish to book over the phone or in writing
- Quick and easy view of course schedule and planning ability to manage capacity to maximise course occupancy
- Fully functional interface to the National Driver Offender Retraining Scheme (NDORS), to validate the candidates eligibility and to update the national system with course availability and candidates progress
- Ability to manage any special requirements i.e. interpreters and disabilities
- Communication by email and SMS, both individually and bulk, to confirm bookings, attendance and reminders a day or two before the course
- Upload and download of candidate data between the systems
- Automated financial reporting
- Automated questionnaires and formulation of responses

## Why Choose accessplanit?

After extensive research *Northamptonshire Police* selected *accessplanit* to supply its *Course Manager* software, this decision was based on:

- *Course Manager* met many of the key requirements out of the box
- *accessplanit* the company impressed by demonstrating a clear understanding of the Force's needs and a flexibility to adapt the system to meet their specific requirements
- *Course Manager* could clearly streamline the Force's operations and demonstrate a quick return on investment
- *accessplanit* offered a commitment to deliver within an exceptionally tight timescale

## Client Comments

***"accessplanit's staff have listened, learned and adapted to the public sector culture and needs, including going through security clearance by our Criminal Records Bureau and abiding by a data sharing agreement implemented."***

***"accessplanit developed and implemented the core functionality within three months, which staff and customers found easy to use and have significantly improved/streamlined our processes."***

***"Most of all the system has significantly improved our relationship with the candidates, being able to book their own courses 24/7, confirming their bookings and payments in real time and giving course details and reminders by text and email."***

## Conclusion

*Northamptonshire Police* recognised *Course Manager* as a market leading course booking and administration system. The Force has achieved a return on investment within 12 months and are benefiting from:

- Significant cost savings – the whole process is now administered with 1.5 staff (previously 5), with 50% of bookings managed on-line by the candidate themselves
- Significant reduction in paperwork and therefore printing/posting costs
- Email and text ensures candidates are kept updated with any confirmations, changes and reminders of their bookings
- Candidates can now pay by instalments and bookings can be managed to ensure cheques are cleared before candidates attend the course
- Improved financial auditing and reconciliation, matching bookings and payments
- Full automated update of NDORS – no manual double entry requirement
- Candidates booking through the Force website enables us to promote the courses and our services
- Virtually eliminated the number of candidates who fail to attend the course due to not receiving their booking confirmations
- Overall better public engagement and customer satisfaction
- Better utilisation of trainers and venues

***"Overall we are extremely satisfied with the service provided, accessplanit have always been approachable and flexible to our requirements."***

