



- The CRB, an Executive Agency of the Home Office, was established under Part V of the Police Act 1997 and was launched in March 2002.
- The service provides wider access to criminal record information.

- This enables organisations in all sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work.

What did our client need?

- Our client wanted to implement an efficient Customer Relationship Management system.
- We worked with HR and training departments throughout the Criminal Records Bureau and thirty-four associated regional police forces.
- Our client's trainers had a wealth of knowledge, but worried about the transition to a new culture.

What challenges did we face?

- Managing the project for thirty-four police forces.
- *A logistical analysis revealed the best training options, including venue and training channels. We also designed a ScreenCam as a contingency plan for the system training.*
- Taking the project forward.
- *We handed the training over to internal teams. This involved extensive 'train the trainer' activities and shadowing.*



For more information on CRM:

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How did we help?

- We worked alongside IT to create the right training environment for implementing the CRM system.
- Our training involved:
 - Basic and advanced customer care skills;
 - Processes and procedures (including procedure writing);
 - Legislation and regulation; and
 - Systems and telephony training.
- We supported the telephony training package design, in line with the chosen IVR system, and scripted the voice recognition software.
- The project adhered to PRINCE2 methodologies.

What benefits did our client gain?

- Evaluations recorded high satisfaction levels.
- Each staff-member was comprehensively trained prior to 'going live'. Our client asserted that we had the most complete project plan of any strand.
- All training systems remain in place for future use.
- There is now a close link between recruitment drives and training plans.
- We have also embedded customer care skills.
- The planned interface between CRB and regional police forces was able to go ahead.

Your Reward, Development & Performance Partner

- Assessment & Development
- Career Management
- Coaching
- Competency Based Interviewing
- Competency Frameworks
- Customer Service
- Employee Engagement
- Equal Value Compliant Pay
- Independent Job Evaluation
- Job Family Modelling
- Leadership Development
- Outplacement
- Performance Management
- Recruitment Coaching
- Reward Strategy
- Salary Benchmarking