



customer case study

# effective

“We required a data capture and processing solution that not only offered simple and practical forms design but that reduced the amount of time manually keying in information. It was essential that the solution would increase data accuracy as well as the effectiveness and efficiency of our operations.”

**Ryan McPherson**, Research Officer, Grampian Police.

formic

## solutions in action with Grampian Police

Grampian Police is committed to providing a quality service that meets the individual needs of the communities it serves. Acknowledging that this is best achieved through partnership and consultation, they regularly canvass local opinion through meetings, questionnaires and public attitude surveys. Designed to anticipate and prevent policing problems, the data collected ranges from quality of service to activity analysis and the results are used to monitor performance levels and identify possible areas of improvement.

### The Need

To achieve maximum benefit, any information collected had to be keyed into a central system where it could be accessed, reviewed and analysed by all interested parties. To reduce the turnaround time from the point of public feedback to useful application, this had to be completed as quickly as possible and without error. As a result, Grampian Police identified a need to automate its document processing from form design and data capture through to management reporting.

### The Solution

Grampian Police selected the Formic software solution to process its various information gathering forms. The integrated design module, with its intuitive and easy to use functionality, reduced the time needed to design, create and update forms. Now, every month, some three hundred questionnaires are sent to members of the public who have made contact with the force. The returned forms are then passed to department heads where they are analysed and used to update and improve police operations.

As well as contact questionnaires, Grampian Police is unique in that it sends 500 surveys each quarter to a dedicated Citizens Panel. A group of ordinary people who have agreed to help the police, 60% of the Citizen forms are regularly returned with the data used to create high level reports for the Joint Police Board.

A connected project involving Formic was also recently initiated by the Scottish Home Office. A consulting team, Grant Aided Expenditure (GAE), was tasked with finding a formula to derive funding parameters for each of the forces throughout Scotland. To achieve its objective, the GAE requested that all officers in the Scottish forces maintain records of the time and duties carried out on a daily basis. Grampian Police used Formic to design, create and generate these activity analysis reports and have been able to promptly submit findings to the GAE for analysis and review.

### The Result

Since implementing the Formic solution, Grampian Police has seen a major improvement in the efficiency and effectiveness of its operations, this has contributed to achieving its strategic aim to 'develop the organisation'. The forces ability to produce detailed reporting and respond to public concerns has had a positive impact on two further objectives; to 'enhance community safety' and 'increase public confidence'. Working closely with Grampian Police, Formic is helping to realise their vision of a safer place in which to travel, work and live.

**"Without a doubt Formic has increased the efficiency and effectiveness of our operations from forms design and capture to processing and reporting of the results."**

**Ryan McPherson**, Research Officer, Grampian Police.



### Customer details

**Ryan McPherson**  
Research Officer,  
Grampian Police

### Formic user since

1995

### Main benefits gained

- Increased efficiency and effectiveness of operations
- Ability to respond rapidly to public concerns
- Up-to-date and accurate management reporting
- Reduction in time spent on manual data entry
- Reassignment of staff to more productive tasks
- Ability to manage a wide variety of projects
- Improved monitoring of performance levels
- Easy and intuitive in-house form design capability

### Formic contact details

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