

# RURAL COMMUNITIES MATTER



## IMPROVEMENTS TO PROCESSING AND STAFFING

*All new processes have been rolled out and Hampshire Constabulary staff trained, all will be operating on 1 December - a foundation for new way of working*

*Backlog of sales notifications reduced from 31,000 to 12,000 - improved data quality, reduction of risk and time saving in processing of applications*

*Five additional temporary staff in post, two more in pipeline - gives capacity and resilience to the department*

*Process identified for online payments. Short pilot to be run, before full role out - greater efficiency in office, improved service to customer*



*Renewal invitations changed from 16 and 8 weeks to 12 weeks, with no reminder - savings in time and costs*

*Performance framework embedded and has been running for nine months- ability to accurately monitor and manage performance at regular intervals*

*Sales notifications post March 2016 have been dealt with as business as usual, improvements made to speed up postal processes, priority process for occupational or significant sporting shooters - improved service to customer*