



Dramatic improvements for Durham Constabulary

The briefing, tasking and de-briefings implemented throughout Durham Constabulary needed 'significant improvement in order to be more effective' claimed **Assistant Chief Constable Mike Barton** early in 2009. This was before the force overhauled the procedures, working to National Occupational Standards (NOS).

Inspector Gary Fraser and **Sergeant Gary Webb** from Durham's Learning and Development Department, were tasked with improving the process and introducing a more professional structure for handling briefings; a vital aspect of effective police work.

With guidance from our **Policing Workforce Development Adviser, Helen Kammali**, the two officers discovered that there are already templates for robust, focused briefing protocols readily available through the [NOS Finder toolkit](#) - an online resource we've developed to support the use of NOS across the justice Sector.

“best practice for conducting briefings”

It enables users to search for NOS by code, title, sector, or related keywords to source the most relevant standards to fit their objectives. Inspector Fraser and Sergeant Webb used unit [POL2A3](#) as a foundation for their assignment, as it outlines the best practice for conducting intelligence driven briefings, tasking and debriefing procedures.

Though they had never used them prior to this activity they were able to identify and implement the NOS best suited to fulfil their requirements to overhaul the briefing procedures and improve the competencies of all involved.

They built a checklist based on these NOS and carried out observations across their constabulary. This work allowed them to provide constructive feedback, along with training and direction to supervisors in order to significantly improve their briefings.

For more information

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'briefings have dramatically improved'

Early reports show that the process has been very successful - briefings have '**dramatically improved**', as have the skills of the officers involved. They are now able to further develop the process by improving the quality of Briefing products and visual aids such as PowerPoint presentations. Existing materials are often criticised for being too lengthy and can lack relevance for attendees so their aim is to strip out any non-essential information, to ensure that they are concise, fit for purpose and above all, actionable.

Find out how the NOS Finder can help you, on [our website](#).

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