



**Red Snapper**  
Managed Services

# Case Study: Royal Falkland Island Police



**Evidence Review**



**4 weeks**

## **Why?**

To follow standard procedure to uphold best practices.

## **How?**

Deployment of two expert Consultants with over 60 years' combined experience.

## **Outcome:**

Detailed report on findings, debrief of both Consultants and provision of recommendations.

The Royal Falkland Islands are a small British Overseas Territory situated off the coast of Argentina in the South Atlantic. They have a population of around 3,200 and the territory is accessed predominantly by military aircraft. At the time of review, the Royal Falkland Islands Police (RFIP) comprised of 21 sworn members.

Due to the small size of their force and isolation from other authoritative bodies, the importance of carrying out independent inspections is recognised throughout the RFIP, as well as the UK police service.

On 9 July 2018, Red Snapper Managed Services (RSMS) was invited by the Royal Falkland Islands Authority to conduct an independent inquiry into their policing practices. This inquiry comprised an inspection of leadership, crime management, demand and resources within RFIP.

In the approach of this challenge, RSMS recognised that in order for the authority to have confidence in the opinions of the inspection team and add value to the process, the application of a high level of expertise was necessary. In addition to this, RSMS proposed that members of the Falkland Islands inspection team should have previously held senior positions within UK policing.

RSMS therefore utilised two senior investigative practitioners, Neil Hunter and Dave Roberts. Combined, these two experts hold over 60 years' high level policing experience in the UK and were specifically assigned to work as Inspection Consultants in this inquiry for their excellence.

**RSMS delivers a number of high profile, specialist projects around the world.**

The RSMS team comprised of:

- **Senior Inspection Consultant** - an experienced former senior police officer, who has had recent inspection experience.
- **Lead Inspection Consultant** - an experienced former police officer, who has had recent inspection experience.

Over 20 days, these consultants conducted reviews on:

- Leadership and associated human resources working practices, including the complaints procedure, provision for the wellbeing of staff and an ethical culture;
- Crime prevention and investigation performance, an audit of crime recording and custody records, and an assessment of victim care and support;
- An assessment of demand, resource capacity and capability, as well as how resource is matched to meet demand.

In order to ensure quality output, RSMS gathered from the Senior Consultant an analysis of the evidence and a comprehensive report on the emerging findings; including any necessary recommendations.

In addition to this, in the planning stage of this project, RSMS identified and formulated a workable timescale for the project. RSMS suggested that this inspection could commence in the autumn of 2018 to provide an initial quality assurance over the change programme, followed by a re-visit in 12 months when the processes have had time to bed-in.

Success of this operation was maintained throughout by the RSMS Project Manager in charge. This PM upheld contact with both consultants and the RFIP Chief of Police, mitigating issues as they arose and keeping the progress of outcomes in line with objectives.

Success of outcomes was then measured following completion of the operation by debriefing both consultants and RFIP to share findings, concluding with a report comprising an analysis of actions undertaken, which was then submitted back to the Authority, along with a summary of recommendations.