



Case Study - The Police Information Technology Organisation

Identifying priorities for change

The Police Information Technology Organisation (PITO) is a non-departmental public body affiliated to the Home Office. Its function is to develop information and communications technology for the police service and other criminal justice bodies. PITO's staff are a mixture of IT and technical specialists, project managers, scientists and people in organisational support roles.

As part of its efforts to improve communication and achieve Investors in People re-accreditation, PITO approached us to help them conduct its first all-employee survey. The purpose was to identify priorities for change and develop practical recommendations that would both help PITO achieve re-accreditation and improve the way people worked together in the longer term.

PITO wanted to integrate the findings with the re-accreditation report, which meant extremely tight timescales for the work.

By using an online questionnaire and working hard to publicise and build support for the survey, we gained a healthy response rate at a time of major pressures on the organisation and in the run up to the Christmas holiday season. Importantly, we were able to develop and design the process, conduct the work and report to the CEO and his team within four weeks.

"This project demonstrated what can be done when a consultancy and client work closely together. Not only was the project completed within the timeframe but we also managed to win the commitment of the Chief Executive who took an active interest in the results and the consequent action planning"

Suzanna White
Head of Corporate Communication & Information
Police Information Technology Organisation