



Northamptonshire
2020
Protecting you from harm



**Making
Northamptonshire
Safer**

A modern, flexible, more responsive and customer-focused service

To make sure we deliver an **efficient, high quality policing service** to the people of Northamptonshire, we are adapting our current ways of working (our policing model) and making changes to our estate so they are fit for the future.

We have designed our **new model based on thorough research and evidence**, looking closely at the demands on our services and analysing the results. This has helped us develop new ways of working that will provide you with a more flexible, responsive, victim and customer focused service that can respond to the changing face of crime and better help those who need it.

We have also identified an increase in demand linked to being the fastest growing county over recent years. As a result, the Police and Crime Commissioner has agreed to **additional funding** for an increase in the number of frontline operational officers and staff.

We will continue to make the most of new technology and we are also investing in our estate to make sure we can provide **modern, well equipped facilities** for those who use our services and those who work for us.

But no matter what buildings or technology we have or how much we refine and improve our processes, it is **our people** who are the vital link. Our officers, staff and volunteers are key to truly delivering a service valued by local people and we know they will continue to work tirelessly to **keep our communities safe** and **protect you from harm**.

We are confident the changes we are making, as we move towards 2020 and beyond, will help us provide **a better, stronger, more efficient policing service for the people of Northamptonshire**.



A modern, flexible, more responsive and customer-focused service

Will we see a change to the service we receive from the police?

We will still respond to emergencies, police our neighbourhoods, protect vulnerable people and investigate crimes. However, we will be able to do this in a more efficient, responsive and customer-focused way as we will have our **resources better aligned to demand**.

We are confident the changes will be positive and will ultimately improve the service the public receive, such as a more consistent approach to dealing with incidents that do not need an urgent response, a quicker response times to emergencies, and Neighbourhood officers able to focus on engaging with local people and dealing with local issues.

Will the people of Northamptonshire be safer after these changes?

Yes. We are absolutely committed to protecting the most vulnerable, responding quickly to emergencies, and protecting people and property. Our plans are being carefully worked through and are based on detailed research, analysis and evidence, and our resources will be put where they are most needed.

The changes we are introducing are not unique to Northamptonshire. Most police forces in the UK are working hard to modernise services and make best use of available resources.

We have reviewed what has worked well in other counties, to make sure we implement the best options for Northamptonshire. These changes will help us focus on the greatest threat, risk and harm and direct our resources to where they are needed most.



Policing your neighbourhood– solving local issues and being more visible and accessible in your community

- Our Neighbourhood officers will be **dedicated problem-solvers**, able to focus on dealing with local issues and being more visible and accessible within their communities.
- Although there will be a small reduction in the number of Neighbourhood officers and staff, the hours they spend on community policing activities will not reduce.
- This is because of the changes we are making in other areas. Neighbourhood officers will be **dedicated to neighbourhood duties** and distractions will be minimised, meaning they will not routinely be required to support other teams, such as Response and Investigation.
- You've told us how much you value having a **named local contact** and this will continue.
- Neighbourhood teams will work with partners and the community to **provide solutions to persistent crime and anti-social behaviour** issues that affect the quality of life for local people.

- Our new model is also flexible, which means we can focus our resources to address issues of greatest community concern and in areas at higher risk of harm.

What does this mean for policing in local neighbourhoods?

We know Neighbourhood policing is hugely important to you, and that you want officers and staff to be visible and accessible in your community and to **deal with the crime and anti-social behaviour** that affects your local area.

Often, this means working with our partners, such as the local council, and the community to develop longer-term solutions. By giving our Neighbourhood officers more time to spend dealing with local issues, without having the day-to-day responsibility of response and investigation, it means they can provide a **better, more tailored service** to local communities.



Policing your neighbourhood– solving local issues and being more visible and accessible in your community

We will also have the flexibility to focus resources where they are most needed, to deal with a particular problem in a particular location and address the issues of greatest community harm.

We know you would also like officers to attend local meetings, such as those held by parish councils or residents' associations. However, due to the vast number of such meetings across the county and the need for officers to focus on activities that help to reduce and prevent crime and anti-social behaviour, we will be attending fewer than we have previously.

We will make sure we provide **regular local updates** when we cannot attend, and will continue to work closely with the local community where there are policing issues that need resolving.

All communities will continue to have a **named local contact** and we will also be developing the unique role of the PCSO, building on their engagement skills so they can focus on community policing where the powers of a police officer are not necessary.

We will make sure there is continuity in local policing roles so police officers and PCSOs have the time to really get to know their neighbourhoods.



Working in partnership to deal with local issues – some examples of neighbourhood policing in action

Engaging with schools and young people

Kettering officers worked with colleagues in the fire service and local authority to develop and deliver personal safety workshops to Year 6 pupils in all of the town's primary schools.

The workshops were designed to educate pupils about topics such as fire safety, online safety, general crime prevention and how to stay safe on the roads.

They gave pupils and teachers the chance to speak to experts from the different professions, helping to build safer neighbourhoods through education and engagement.

Working together to resolve local issues

In Corby, residents were concerned about high levels of anti-social behaviour near a children's play area, where young people were gathering on benches and behaving in such a way that people felt intimidated and were avoiding the area.

PCSOs carried out more patrols in the area but this didn't solve the problem. They then approached the local council to discuss removing the benches to see if this would discourage the youngsters from hanging around the park.

It did – the benches were not replaced and the area is no longer a hotspot for anti-social behaviour.

Improving communication within rural communities

New Farm Watch and Business Watch schemes have been set up in East Northamptonshire to help improve communication between the police and the rural community.

After visiting farms and rural businesses to invite them to get involved, officers set up a simple database which is now used to quickly and easily share information and intelligence between the police and group members.

Responding to your call – a better, more consistent, customer-focused response to all calls for assistance

- **999 emergencies and urgent calls for assistance will remain a priority.** We aim to provide you with a quicker emergency response by changing the daily duties and workload of our Response officers, making sure their prime focus is emergency and priority response.
- For incidents that do not need an emergency or urgent response, we are developing a much more consistent, victim focused service, which will be delivered by a new **Managed Appointments Unit**.
- This dedicated team of officers will offer **pre-arranged appointments** at a convenient location, helping us see more people more quickly and allowing our Response and Neighbourhood officers to remain visible and active on the frontline.
- It is important we regularly review our resources to make sure they match demand, including the number of staff we have dealing with calls, so we can provide the **best possible service** and **resolve more incidents at the first point of contact** where this is appropriate.

Our Response officers will respond immediately to emergency incidents, such as:

- When a person's **life is at risk** or someone is being physically harmed or threatened
- There is a **crime in progress** or the offenders are nearby
- When a traffic incident is causing danger to other road users or where someone has been injured

Incidents that may be suitable for an appointment with one of our Managed Appointment Unit officers include those where a crime has already happened.

For example, if your shed has been broken into or property has been stolen from your car and there is unlikely to be any forensic evidence, or you were involved in an incident where you or someone else was assaulted but not hurt and you didn't report it at the time.

For some incidents, we may be able to give appropriate advice over the phone or direct you to another agency better placed to help.

Responding to your call – a better, more consistent, customer-focused response to all calls for assistance

Appointments with our Managed Appointments Unit for **non-urgent incidents** will be offered at police premises or community locations, with home visits for people who are particularly vulnerable and unable to get to the appointment location, such as the elderly.

Response officers will be based out of four 'hubs', located in Weston Favell, Daventry, Kettering and Wellingborough. However, while on duty they will be on **patrol in specified locations**, so they are more visible and so they can **get to emergencies as quickly as possible**. They will have the technology they need to be able to do their job while on patrol, minimising the need to return to a police station.



Investigating crime and protecting vulnerable people – focusing on the needs of the victim

- We are **investing in more resources** to investigate crime and **protect the most vulnerable** members of our communities.
- Our new **Force Investigation Team** will take on the investigation of crimes that would previously have been dealt with by Response or Neighbourhood officers, who will have more time to focus on their core role.
- CID officers will continue to investigate more serious and complex cases, while specialist resources will focus on areas such as fraud, drugs and organised crime.
- **Dedicated Public Protection and cybercrime teams** will focus on complex and growing areas of crime, such as child sexual exploitation and online crime, and will work alongside partners such as social care, health and education.
- A new **Domestic Abuse Prevention & Investigation Team** will bring together all specialist domestic abuse resources, providing a consistent countywide service to support victims of domestic abuse.



Investing in the future – improving our estate, making the best use of technology, working in partnership and developing our staff

- It is important that we invest appropriately in **new, modern and more efficient buildings** to make sure our estate is fit for the future.
- In 2012 we opened the Criminal Justice Centre in Northampton, our first new building for several decades.
- Our new complex in Kettering, which opens later this year, will include:
 - a new custody suite – to replace old and outdated facilities at Corby
 - a three-storey office building
 - a new purpose-built training centre
- We will continue to look for opportunities to **collaborate with partners and other forces** to help us make the best use of resources, including sharing accommodation where appropriate.
- **Making the most of new technology** is vital and we will make sure our officers and staff have the equipment they need to do their job without the need to return to a fixed base, reducing travel time and costs, and increasing the time spent on patrol and being visible in the community.
- We will train and develop our officers and staff so they have the most up to date skills and knowledge to enable them to do their job and provide the best possible service. For example, working in the new Force Investigation Team will help officers develop their investigative skills alongside experienced detectives within the wider Crime Investigation Command.



Investing in the future – improving our estate, making the best use of technology, working in partnership and developing our staff

Are police buildings going to close?

We are committed to being **in the heart of the communities we serve** and Neighbourhood officers will continue to be based locally so they are best placed to respond to the specific needs of their communities. For example, Corby's Neighbourhood team is now based in council premises, sharing an office with the borough council's Community Safety and Neighbourhood Management Team.

It is important to remember that buildings don't offer a public service, our police officers and staff do. Many of our buildings are now too big, too old and too expensive to run and it is important that we **invest appropriately in new, modern and more efficient buildings** to make sure our estate is fit for the future.

Our most recent new building, and the first in many years, was the Criminal Justice Centre in Northampton. As well as office space, this provided a modern, efficient custody suite for Northampton, Wellingborough, Daventry and South

Northamptonshire, replacing out-dated facilities at local stations. Our new development in Kettering will provide **updated custody facilities** for the north and east of the county.

We are sharing accommodation with Northamptonshire Fire and Rescue Service. As well as a joint police and fire headquarters, local policing teams are now based out of fire stations in Thrapston, Rushden and Mereway (Northampton). Our front-line officers also have access to all community fire stations in the county, meaning they can spend more time on their beat.

We work collaboratively with other police forces in a number of specialist areas, including roads policing, firearms, forensics, counter terrorism, training and many support services.



Investing in the future – improving our estate, making the best use of technology, working in partnership and developing our staff

What will happen to public enquiry desks?

We have been reviewing how people contact the police and how they use our public enquiry desks. **Fewer people now visit a police station in person**, with most people preferring to contact the police by phone or online.

However, we know it's important to you to be able to speak to a police officer or member of staff in person if you need to. One of the things we are considering is to move our enquiry desks to more **accessible, central locations**. We are talking to local councils to see where there are opportunities to move them to council premises, to provide a **one-stop-shop facility**.

This has **already proved successful** in some parts of the county. In Northampton, the enquiry desk has been located at the **one-stop-shop** at the Guildhall since February 2014 and in Kettering, it moved to the borough council's customer service office in January 2015. In Oundle, the enquiry desk closed in early 2015 and officers now hold regular surgeries in busy areas, such as the library, shopping areas and country parks, which have proved convenient and accessible for local people.



Protecting people from harm

Making Northamptonshire a safer place

A modern, flexible, more responsive and customer focused service

A safer Northamptonshire

- New ways of working to provide a more flexible, responsive, victim and customer focused service
- Able to respond to the changing face of crime and better help those who need it most
- Focus on the greatest threat, risk and harm
- Investment in modern, well equipped facilities and the latest technology
- Additional funding for an increase in police officer and frontline police staff numbers

Investigating crime and safeguarding vulnerable people – focusing on the needs of the victim

Protecting you from harm

- A new Force Investigation Team will work alongside CID – freeing up response and neighbourhood officers to focus on their core role
- Investment in more resources to protect the most vulnerable
- Public Protection teams centralised in one 'hub', alongside partners such as social care, health and education
- Dedicated teams to deal with complex offences such as child sexual exploitation and cybercrime
- New Domestic Abuse Prevention & Investigation Team to provide a consistent countywide service



Protecting people from harm

Making Northamptonshire a safer place

Responding to your call - a better more consistent, customer focused response to all calls for assistance

A better, more consistent service

- 999 emergencies and urgent calls for assistance remain a priority
- Officers based out of four hubs – and patrolling local communities to be more visible and enable a better, quicker emergency response
- New Managed Appointments Unit for a more consistent, victim focused service for non-urgent incidents
- Pre-arranged appointments at a convenient location allowing response and neighbourhood officers to remain visible and active on the frontline.
- Greater capacity to undertake proactive policing activities

Investing in the future - improving our estate, making best use of technology, working in partnership and developing our staff

Fit for the future

- An estate that's fit for the future – investment in new modern and more efficient buildings
- A new complex in Kettering – a new custody suite, office building and training centre
- Sharing accommodation – such as basing community officers in local fire stations, and public enquiry desks in accessible, convenient locations such as council buildings
- Making the most of technology – providing officers and staff with the equipment they need to do the best possible job
- Continued collaboration with partners and other forces to make the best use of resources

Protecting people from harm

Making Northamptonshire a safer place

Policing your neighbourhood - solving local issues and being more visible and accessible in your community

Working in and with the community

- A named local contact for every community
- Dedicated problem-solvers, able to focus on local issues and being visible and accessible
- Tackling persistent crime and anti-social behaviour that affect people's quality of life
- Address the issues of greatest community concern and in areas at higher risk of harm
- Enhanced responsibilities for PCSOs in relation to neighbourhood issues.



Making Northamptonshire a safer place

