

Northamptonshire  
**2020**  
Protecting you from harm



Making  
Northamptonshire  
Safer

# Introduction

To make sure we deliver **an efficient, high quality policing service**, we are making changes to the way we work so we are fit for the future.

We have based these changes 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**.

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

We are 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. We will also make the most of new technology.

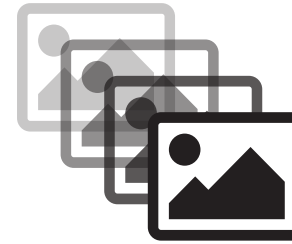
But no matter what buildings or technology we have or how much we change and improve our processes, it is **our people** who are the vital link. Our officers, staff and volunteers are key to delivering a service valued by local people and we know they will continue to work tirelessly to keep our communities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

# The Background



To review current service delivery model



Gave an **enhanced picture** of current and emerging demands on the Force

Enabled us to **develop the most effective response** to this.

## To deliver

- 8 A more productive management of demand
- 8 Improved efficiency
- 8 Better protect people from harm.



**Highly evidenced** through months of analysis

# Responding to your calls



999 emergencies and urgent calls for assistance **will remain a priority.**

For non-urgent incidents 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 at police premises** or other location to allow better and more convenient

service to the public. This will help us see more people more quickly and allow our neighbourhood officers to remain visible and active on the frontline.



Response officers will be based out of, but will not remain at, four hubs.



Will not carry an ongoing investigatory workload,

**ensuring their prime focus is emergency response.**



**Will patrol**

within the local community.

Will have greater capacity to manage incidents relating to missing people and to undertake proactive policing activities.







# Policing your neighbourhood

- Continued commitment to locally identified officers and PCSOs.
- Small reduction in the number of Neighbourhood officers and staff - however, the changes in other areas will mean the hours they spend on community policing activities will not reduce.
- Stronger focus on community engagement, localised problem solving, partnership working and visibility.
- Police Community Support Officers will undertake enhanced responsibilities in relation to neighbourhood issues.



## In a typical year...

\*Based on figures for the 12 months February 2016 to January 2017

-  **438,000** calls received
- 999** **102,000** emergency 999 calls
-  **200,000** incidents recorded
-  **102,000** incidents attended by officers
-  **99,000** incidents dealt with over the phone
-  **27%** of incidents result in a crime being recorded
-  **54,000** crimes recorded
-  **32,000** incidents of anti-social behaviour recorded
-  **75%** victims satisfied with the service received

# Protecting people from harm

Making Northamptonshire a safer place



Northamptonshire

2020

Protecting you from harm



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



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

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



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.

## Investigating crime and protecting the vulnerable

- **New Force Investigation Team**, which will work alongside CID and free up response and neighbourhood officers to focus on their core role.
- **Investing in more resources** to protect the most vulnerable members of our communities, dedicated teams dealing with complex offences e.g. child sexual exploitation, domestic abuse and cybercrime.
- **New Domestic Abuse Prevention & Investigation Team (DAPIT)** will bring together all our specialist domestic abuse resources, providing a consistent countywide service.
- **Our Public Protection teams will be centralised in one 'hub'**, alongside partners such as social care, health and education.



## Investing in the future

- **It is important that we invest appropriately in new, modern and more efficient buildings** to ensure our estate is fit for the future.
- **Our new complex in Kettering, which opens later this year, will include:**
  - 8 a new custody suite – to replace old and outdated facilities at Corby
  - 8 a three-storey office building
  - 8 a new purpose-built training centre
- **The longer-term plan is to reduce our estate where it becomes surplus to requirements** – and at a local level to seek opportunities for co-location partners, like we do at the Guildhall in Northampton and council offices in Kettering.

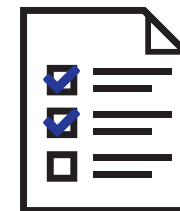


## Making Northamptonshire a Safer Place



Committed to protecting the most vulnerable, responding quickly to emergencies, and protecting people and property.

Our plans are being carefully worked through and we will begin to implement the changes to our policing model over the next few months.

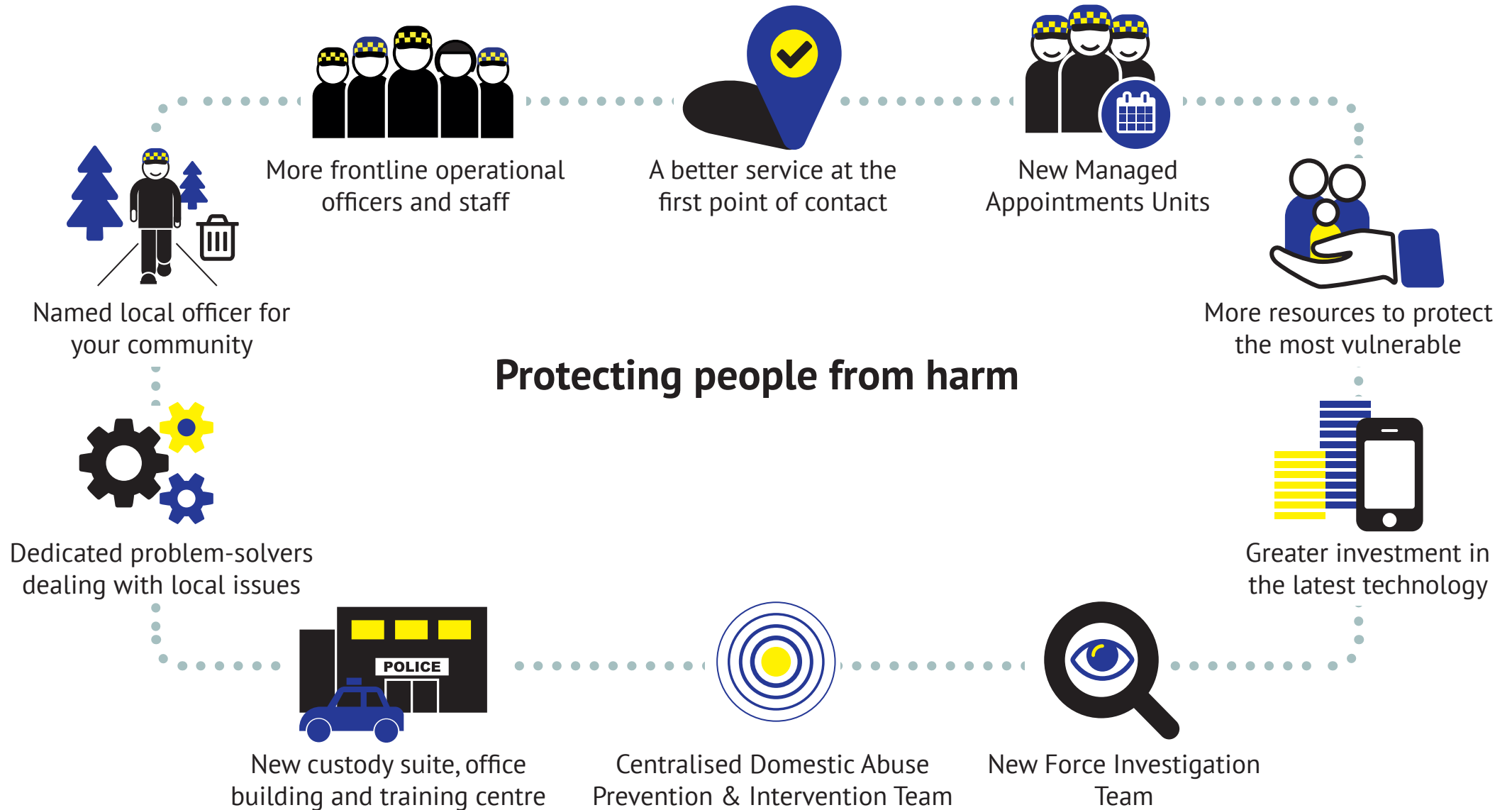


We aim to provide a better, stronger, more flexible policing service for the people of Northamptonshire

Following the review the Police and Crime Commissioner has agreed to **additional funding** for an increase in the number of frontline operational roles.



# Making Northamptonshire a safer place





# How to contact us

In an emergency or for general enquiries

**In an emergency, when there is a crime in progress or a life at risk, always call 999.**

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To report a crime or incident, provide information or for advice, **call 101 or visit [www.northants.police.uk](http://www.northants.police.uk)**

If English is not your first language, please **call 101** and our operators will contact translators.

If you are hard of hearing or speech impaired, **use our Text Relay Service at 18000 for emergencies or 18001 01604 432521 for non-emergencies.**

Alternatively, register to use Emergency SMS text messaging and SignVideo at **[www.northants.police.uk](http://www.northants.police.uk)**.

To report information about crime anonymously, **call Crimestoppers on 0800 555111**

For general enquiries, email **[mail@northants.police.uk](mailto:mail@northants.police.uk)**



In an emergency, **call 999**  
For non-urgent incidents, **call 101**