

# Northamptonshire Police



**Public Sector Equality Duty**

**Equality Information**

**For Year Ending 2016**

**Part 1 – Executive Summary**



# Part 1 – Executive Summary

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## **1.0 – Purpose: Why have we written this report?**

As a public authority, Northamptonshire Police (the Force) is responsible for implementing the equality duties described within the Equality Act 2010

- The information contained in this document aims to demonstrate the Force’s performance in relation to this duty
- By collecting and using this information the Force is also able to benchmark its performance against national measures, identify key issues and take action where necessary
- This information will be made available in alternative formats upon request
- This is an iterative document that describes a difference in the numbers or percentages of people that can be defined by a range of protected characteristics. Further detailed information and the specific implications for the Force and how these are addressed is subject to ongoing monitoring and review
- The Force will continue to add to, interpret and monitor all aspects of this information
- It is intended that this information influences relevant decisions and over time, where issues are targeted for action, that positive changes will be noted

## 1.1 - Introduction

The Public Sector Equality Duty (PSED) is made up of the General Equality Duty, which is supported by specific duties:

- the 'Public Sector Equality Duty' which is the formal title of the legislation
- the 'General Equality Duty' which is the overarching requirement or substance of this duty
- the 'Specific Duties' which are intended to help performance on the general equality duty

The General Equality Duty requires public authorities, in the exercise of their functions, to have due regard for the need to:

- "Eliminate discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act."
- "Advance equality of opportunity between people who share a relevant protected characteristic and people who do not share it."
- "Foster good relations between people who share a relevant protected characteristic and those who do not share it."

Northamptonshire Police is also covered by the 'Specific Duties' and must therefore publish information annually to demonstrate its compliance with the General Equality Duty.

This information must include information relating to people who share a relevant protected characteristic who are:

- its employees
- people affected by its policies and practices including everyone who lives and works or travels through the county of Northamptonshire

The Equality Duty was subject to independent review during 2013 but this did not change the Equality Act 2010 in substance and detailed guidance remains unchanged to date.

**9 recommendations were made including the following 2, specific to public bodies:**

- Public bodies must ensure they adopt a proportionate approach to compliance and not seek to “gold plate”
- Public bodies should seek to benchmark their processes for compliance with the Public Sector Equality Duty with their peers, with a view to reducing unnecessary paperwork

**Public bodies must reduce the burdens placed on small employers.**

- Public bodies should remove Pre-Qualification Questionnaires (PQQs) for contracts below £100k and utilise the government’s core PQQ, which does not include equality requirements, for contracts under this amount
- Public bodies should not impose onerous or disproportionate requirements on contractors delivering services (particularly those with fewer than 50 employees) to provide equality data on workforce and service users

Any specific changes that are introduced as a result of the independent review will be addressed as they arise.

To illustrate Northamptonshire Police’s ongoing commitment to transparency we will indicate any significant changes to the information published in 2014 and 2016, where available.

**1.2 - Responsibilities and Governance**

The production and monitoring of this information is overseen by the Equality, Diversity and Human Rights Board (EDHRB), the strategic decision-making forum, chaired by the Assistant Chief Constable, who is the Diversity Champion for Northamptonshire Police. The EDHRB sets the strategic direction and programmes of work that impact on the whole Force and ensures that Equality, Diversity and Human Rights are integrated into corporate and local business planning and review mechanisms.

Through the analysis of the information in this document and other sources the EDHRB ensures any issues that arise are addressed through the most appropriate route.

- The EDHRB is supported by representatives from Force commands, departments, staff associations and support networks. Consultation and engagement with communities is made through a variety of channels to inform the objectives and work programme of the EDHRB
- An EDHR 'Strategy' is in place (published separately) to cover the period 2013 to 2016 (**Appendix A**). The strategy is supported by a range of internal services identified within it
- The 'Objectives' contained within the Strategy contribute to the General Equality Duty by improving service delivery, performance and workforce in five key areas
- Each objective has a senior officer 'owner' and reports quarterly to the EDHRB and, where appropriate, further or different actions are agreed to deliver the identified outcomes
- The owner of each objective is responsible for pulling together task and finish groups and using partners and community groups to inform direction and provide scrutiny where appropriate
- Progress on objective during 2016 is reported in Section 1.10 of this report
- The Police and Crime Commissioner (PCC) maintains oversight of the Force and its Chief Constable in meeting the General and Specific Equality Duties

### **1.3 - Information and Data Quality**

Good quality information and data underpins the management and delivery of effective intelligence led police services. This applies as much to equality information as it does to information about criminal offences. Clear data on the composition of the workforce for example, can ensure good decisions are made about recruitment.

- As far as possible the Force aims to collect relevant information/data on all protected characteristics and to make this fit for its intended use. Much of this data however depends on individuals 'declaring' their status, such as their sexual orientation disability, ethnicity or religion. Whilst Northamptonshire Police encourages its staff and officers to respond to these queries, not

all will feel confident or comfortable about sharing this information, even where confidentiality and anonymity is assured

- Other data and information may rely on accurate recording at an operational level. Guidance is given to staff where relevant and regular reminders about the importance of the data, information and accurate record keeping

For example: officers are reminded of the need to submit stop search forms accurately and quickly as this can prevent and detect Serious and Acquisitive Crime, it can also have an adverse impact on trust and confidence if not used correctly

- Where any changes in measurement or gaps in data/information are known this is stated in the relevant sections of this document. If possible and pertinent estimated calculations or projections are also used
- It is the intention of Northamptonshire Police to continually improve and enhance the collection and publication of its equality information and include contextual information and 'benchmarking' where possible and relevant

In producing this information/data Northamptonshire Police has given due regard to the guidance issued by the Equality and Human Rights Commission (EHRC) entitled "Equality information and the equality duty: A guide for public authorities."

- In accordance with current guidance Northamptonshire Police aims to publish information that reflects the size of the organisation and is relevant, proportionate and broad enough to give a full picture of performance on the general equality duty across its functions
- The terms 'staff' or "employee" are used throughout this document to include Police Officers, Police Staff, and PCSO's
- The term 'volunteer' is used throughout this document and will be further clarified as to whether the report is referring to Specials, Cadets or volunteer staff

## **1.4 – Work Programmes**

2016 has seen a lot of transformation within the force much of which can be attributed to the PCC decision to sell the Force HQ to the education authority for the building of a school in its place. This has led to the creation of Agile working and the planned re=location of all staff from the Head Quarters to other locations across the county including the new development being built in the north of Kettering. However in April 2017 the decision has been reversed and the headquarters will remain at its current location in Northampton. The respective areas of this report reflect the ongoing work at the time or the original decision in 2016.

Also the Force implemented a completely new case handling system which has meant many changes to the way we now record crime. This involved training all Police Officers and Staff across the county.

### **1.4a - Niche**

This programme implements a new customer recording system. It is hoped that this new system could enable further cost savings in the future by allowing the force to work more closely to our partner police forces throughout the East Midlands Region.

### **1.4b – Interoperability**

This programme seeks to identify operational synergies between Northamptonshire Police and Northamptonshire Fire and Rescue Service.

### **1.4c - The Service Delivery Model (SDM)**

The aim is to deliver a new policing model that will manage demand more productively, to improve efficiency and, most importantly, provide a more victim and customer focused service to better protect people from harm, all based on detailed research and analysis and mindful of the current financial plan.

**1.4d - Op Evolution:**

Operation Evolution is the estate relocation for the force, by planning the best use of space throughout our estate whilst ensuring resources are placed in the optimum location to deliver the best service to the public (working hand in hand with the Service Delivery Model).

**1.4e - The Tri-Force Collaboration:**

Closer tri-force collaboration at a local level between Leicestershire, Northamptonshire and Nottinghamshire Police is continuing as the preferred way forward for future working aimed at improving service and reducing costs.

**1.4f - Specials and Volunteers**

This programme explores how Northamptonshire Police can best make use of those people who want to volunteer their time in order to keep their communities safe.

Our focus is currently on training and upskilling the current special constables within the Force and focussing on ensuring a better retention of these volunteers.

**1.4g - Agile Working**

The Agile Programme was set-up to enable a more flexible working approach to be embedded within the organisation to enable the Force to ensure that its officers and staff were more visible and available to the communities we serve. The agile programme is now however, closely aligned to the Op Evolution programme of work in order to assist the Op Evolution team with the moving of staff from Wootton Hall Park.

## 1.5 – Workforce Diversity

The shape of the workforce is changing. The number of Police Officers is to be maintained at 1,220 full-time equivalents strengthened by the ongoing recruitment of Special Constables and other volunteers. However the force is currently reducing the number of Specials to a more manageable level and therefore improvements in the diversity of the workforce is likely to be reflected in this.

A diverse workforce will form one of the objectives to be set out within the Equality and Diversity Objectives for 2017 to 2020.

The majority of Officers and Staff are white (80%) with 6% being of Visible Minority Ethnicity.

The majority of Police officers are male (87%) where the breakdown of police staff is equally balanced

Overall the diversity of the workforce remains stable with only minor changes in the last three years as follows:

- 0.2% decrease in female Police Officers
- no significant overall change Forcewide in female Police Staff
- 3.0% increase in the Force for females working part time
- 5.1% increase in Police Staff aged 25 and under
- 1% overall increase of staff declaring their status as VEM (Visible Ethnic Minority)
- the largest age group leaving the Force are those aged 41-55 which will likely reflect the retiring age of Police Officers at 55 years
- there has been no significant overall change Forcewide in declarations of Religion or Belief although there is an increase in 'Not Stated' of 5%
- there have been substantial increases in percentages of staff that decline to state information on equality monitoring forms
- 6.0% increase in female volunteers
- 10% decrease in dismissals involving female staff since 2015

## 1.6 - Victim Satisfaction

Surveys are conducted on an ongoing basis with victims of burglary, vehicle crime, violent crime, hate crime and antisocial behaviour (ASB) incidents.

There are five key measures within the survey relating to satisfaction: ease of contact, actions taken by the police, follow-up by the police, treatment by staff and officers, and overall service. Analysis includes a breakdown of data by four of the protected characteristics: ethnic breakdown, age, gender, and disability.

Results are based on surveys between January and December 2016, of which there were 2,235:Responses:

- There was no significant difference between white and VEM victims in their satisfaction with ease of contact, action taken and follow-up. However, VEM victims were significantly less likely to be satisfied with treatment and overall service than white victims
- Satisfaction with "how easy it was to contact the police" tended to decrease with age, with the youngest group, 16-24, being most satisfied (95.2%) and the oldest age group, 65 and above, being least satisfied (87%)
- Females were significantly more likely than males to be satisfied with "ease of contact", 92.3% compared to 89.4% of males. However, there was no significant difference between males and females in their "satisfaction with action taken", "follow-up", "treatment" or "overall service"
- 24% of respondents classified themselves as having a disability. Those that stated they had a disability were significantly less likely to say that they were satisfied with "action taken", "follow-up", "treatment" and "overall service"
- Overall satisfaction with service was significantly lower for ASB and hate crime victims with a disability than those without. 60% of ASB victims with a disability were satisfied overall compared to 76% of those without a disability and 62% of hate crime victims with a disability were satisfied overall compared to 76% of those without a disability

- No significant differences between participants from a white or VEM background in their perception of whether they saw marked police vehicles 'not often enough', 'about right' or 'too often'
- There was a significant difference across the age groups in the proportion that thought that they did not see police officers on foot patrol enough
- There was no significant difference in the proportion of white and VEM respondents that said apart from calling 999 they would know "how to get in touch with their local police in a non-emergency"
- There was a significant difference for foot patrol with white respondents being significantly more likely than respondents from a VEM background to say that they "did not see officers on foot patrol" enough whereas those from a VEM background were more likely to say that how often they see them is 'about right'

## 1.7 - Public Attitude Surveys

Surveys are conducted on an ongoing basis with general members of the public about perception of crime, ASB and policing in their local area. In the period January-December 2016, the public survey was conducted with 4,293 residents of Northamptonshire.

Not every participant is willing to answer questions on their age, gender disability and ethnicity.

The following analysis focuses on two indicators within the public survey – visibility and accessibility:

### **Ethnicity**

- There were significant differences between participants from a white or VEM background in their perception for foot patrol with white respondents being significantly more likely than respondents from a VEM background to say that they “did not see officers on foot patrol enough” whereas those from a VEM background were more likely to say that how often they see them is ‘about right’
- There was a significant difference in the proportion of age groups that said that they would “know how to contact the police in a non-emergency”, with the older age groups, 45 and over, being more likely than the younger age groups to say that they did. The 75 and above age group were the most likely to say that they did know how to contact the police in a non-emergency (50.3%)

### **Age**

- There was a significant difference across the age groups in the proportion that thought that they “did not see police officers on foot patrol enough”. The youngest age group, 16-24, were less likely to say that did not see police officers on foot patrol enough (36.1%) than the other age groups
- There was also a significant difference in age groups in the proportion that said that they “do not see marked police vehicles often enough”. Again, the youngest age group, 16-24, were least likely to say they do not see marked vehicles enough (16%) followed by 25-34 age group (26.1%) and the 75 and above (26.4%)

**Gender**

- There was a significant difference in the proportion of males and females on the visibility measures, with females slightly more likely to say they 'don't know' whether they see police on foot or in marked vehicles often enough, about right or not often enough. However when respondents that said 'don't know' are removed from the sample, there is no significant difference in the proportion of males and females that say that they have seen police officers patrolling on foot or in marked vehicles often enough, about right or too often
- Females were slightly but statistically significantly more likely than males to say that they did know how to contact the police in a non-emergency (43.8% compared to 40.6% of males)

## 1.8 - Stop Search

A Stop Search working group has been established for over four years now and monitors the use of Stop Search powers to ensure proportionality and ethical use is continually in place. To evaluate the proportionate use of these powers, records are kept of the self-defined and observed ethnicity of the individual, the age and gender. Disability is not a characteristic recorded.

In March 2016 the Force adopted a new crime system which meant that Stop Search records for the year were recorded over 2 different systems. With the implementation of Niche (our new crime system) we can record electronically the details of stop search records allowing better reporting.

The main stop search highlights are as follows;

- Comparing 2016 to 2015 the total number of stop search records has decreased by 50.4% indicating a much more proportionate use of stop search powers
- The positive outcome rate, which has increased by 7.1% between 2015 and 2016 and also the increase in arrest rate which has increased by 3.2% in the same time frame
- Males (91.9%) are more likely to be stop searched than females (7.5%) in 2016. A slight increase in the number of males being stopped (0.5%) was experienced between 2015 and 2016

The positive outcome rate for 2016 found that Females (23.9%) had a small decrease of 0.6% when compared to 2015 whereas males (40.0%) showed a large increase in positive outcomes of 13.3% when compared to 2015

- The majority of people stop searched during 2016 (68.7%) were white however there was an 8.5% decrease in Stop Search records between 2015 and 2016
- 13.3% of the offending population and 7.5% of the Stop Search population have not stated their ethnicity or it is unknown
- The positive outcome rate in 2016 for black ethnicities is 47.3% when compared to white ethnicities at 37.3%

## 1.9 - Hate Crime and Hate Incidents

Hate crimes and incidents remain a major area of focus for the Force and nationally.

In July 2015 an internal review was commissioned looking at how we as an organisation, in partnership with other statutory and 3rd sector partners responded to the needs of vulnerable victims for all forms of hate crime. The detailed report made a number of recommendations. This resulted in the partnership strategy we now have alongside initiatives such as the risk assessment to help officers identify vulnerability, partnership with VOICE to provide an enhanced service to all victims of hate crime/incidents, the training programme for all staff, and briefings for FCR.

Northamptonshire Police recorded a total of 1,282 hate crimes and incidents during 2016, a small decrease of 27 reports from 2014. Of these, 610 (47.6%) were Hate Crimes and 672 (52.4%) were Hate Incidents.

### **Other key issues highlighted are as follows:**

- Both Disabled Hate Crimes (-12) and Hate Incidents (-13) have reduced over the last 3 years
- Homophobic hate incidents have seen a reduction of around a third (33) in the last 3 years
- The largest category of crimes with a hate prejudice is still 'Violence against a person' (252) closely followed by 'Public Disorder' offences (215). The next most common is 'Arson and Criminal Damage' at (79) which is around a third of the other two largest categories
- There is a 58% (12 in total for 2016) increase in 'Transphobic' Hate crimes but 'Transphobic' Hate incidents have stayed fairly static at around 9 recorded cases per year
- The most common type of prejudice was 'Race' (416) which is nearly double all of the other groups combined (256) although this has fallen over the past three years (-111)
- The biggest group reporting hate crime are White
- Asian people were the second largest group who reported hate crime
- Recorded 'Domestic Violence' cases have reduced similarly for Hate Crime (-12) and Hate Incidents (-13) over the 3 years

## 1.10 - Progress with the EDHR Action Plan 2013 to 2016 objectives

The following tables contain the updates on actions agreed within the five objectives associated with the EDHR Strategy 2013 to 2016.

The objectives were underpinned by comprehensive action plans and a range of work streams and activities. The updates contained here therefore are a snapshot of progress with key initiatives contributing to the Force aims to be achieved at the end of the three year life of the objectives.

Please refer to **Appendix A** for the EDHRB Action Plan for 2013 to 2016.

<b>1.10a - Objective 1 - Hate Crime</b>	
<p>We will recognise and tackle all crimes against disabled people including disability related hate crime and incidents and we will improve the service we provide to its victims</p>	<p>In July 2015 an internal review was commissioned looking at how we as an organisation, in partnership with other statutory and 3rd sector partners responded to the needs of vulnerable victims of all forms of hate crime. The outcome was a detailed report making a number of recommendations. This resulted in the partnership strategy we now have alongside initiatives such as the risk assessment to help officers identify vulnerability, partnership with VOICE to provide an enhanced service to all victims of hate crime/incidents, the training programme for all staff, and briefings for the Force Control Room (FCR).</p> <p>In 2016 Northamptonshire Police has been working with other organisations within Northamptonshire as part of the Hate Crime Partnership.</p> <ul style="list-style-type: none"> <li>• Under the partnership strategy it's everyone's responsibility in terms of building confidence and increase reporting. I have been liaising with Northamptonshire Centre for Independent Living in terms of supporting them on a case by case basis. We have also distributed</li> </ul>

our hate crime campaign material for them to distribute to their partner centres.

- In October 2016 we launched the Hate Crime Campaign with a set of new posters and leaflets. These have been distributed throughout the partnership which includes councils, third party centres and the Learning Disability Partnership Board.
- In December 2016, I met with Debbie Allen to discuss a possibility of transferring our hate crime leaflet into easy read and this is currently in progress. Once the leaflets are complete the plan is to get the LDPB champions involved in distributing these within areas where people go.
- In January 2017 we commenced working together with VOICE in creating 'Disablist Hate Crime' awareness using the online platform and recently VOICE distributed our material to a number of libraries throughout Northamptonshire.
- In addition to this we are currently working together with the Northampton Inter Faith Forum (NIFF) and Northampton Regional Equality Council (NREC) to establish third party reporting centres throughout Northamptonshire which are also easily accessible by all communities.

Rukhsana Bashir – Hate Crime Officer

## 1.10b - Objective 2 - Stop Search

We will develop a clear and complete organisational understanding of Stop and Search data and use this to address any negative impacts and outcomes with diverse communities

### **Context - Why we have chosen this objective:**

Current equality data/information indicates that there are still differences between the percentages of some groups that are subject to stop searches, this includes age, gender, and ethnicity. These differences reflect national experiences.

The Equality and Human Rights Commission's report, 'Stop and Think' looked at police use of stop and search. It highlighted that the police carry out a disproportionate number of stops and searches on black and Asian people compared to white people relative to the ethnic profile of the population.

Interestingly despite a huge improvement in the quality of stop search, and an equally striking reduction in the number of searches, the age, gender and ethnicity differences remain the same.

### **In relation to the stop search update the following has occurred:**

- Panel assessed as still adding value and continues its work.
- The WG panel met and has agreed that a) a new ToR is required b) consideration of a public chair c) improved communication strategy d) review of data provision.
- Policy updates have been completed regarding ride-a-longs and incorporation of WG and RA feedback into policy reviews.
- Public facing data proved difficult to provide to necessary standard due to speed of Niche evolution but manual work around has been provided with focus on more accessible infographics.
- The force is now BUSS compliant, though it remains to be seen if the HO will recognise the 'as is' versus the HMIC review. Accreditation

	<p>may be in question if so, which despite it being a voluntary accreditation, and the substantial positive work in the remaining areas of stop search, may prove a trust and confidence issue for the public.</p> <ul style="list-style-type: none"> <li>• Some national debate regarding the reduction in numbers of SS, balanced against an inability to define with certainty the reason for disproportionate number of BME SS compared to offending population.</li> </ul>
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### 1.10c - Objective 3 – Mental Ill Health

<p>We will develop work streams and take forward initiatives focussed on providing improved services and support to people with mental ill health who come into contact with Northamptonshire Police or are a part of our workforce</p>	<p>The activities in this objective fall into the two broad strands: Operations and Workforce and are overseen by a senior led core group. Membership of the core group is broadly drawn from all levels of the organisation with experience and knowledge and involves the local MIND organisation to provide scrutiny and advice. Work with other partners is identified as part of the two strands.</p> <p>Operational activity is focussed on improving services to people with mental ill health who come into contact with the police, including those that are detained in custody under the provisions of the Mental Health Act. Ultimately it is intended that custody is not used as a “place of safety” unless it is appropriate for reasons of criminal behaviour, violence or drunkenness.</p> <p><b>The following actions and developments indicate the progress towards this aim:</b></p> <ul style="list-style-type: none"> <li>• First and second Line Managers (Staff and Officers) receive training on Mental Health Awareness via locally run management training</li> </ul>
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courses. Guidance on having conversations about mental health is also covered in this training. In addition to this 40 people have been trained as Mental Health First Aiders (via MIND) to provide guidance, support and advice to Managers and staff/officers

- Open Minds – a peer led Group focussing on Mental Health Wellbeing was launched. This is a peer led confidential group.
- The Force is part of a Countywide Healthier Workplaces Board comprised of public sector bodies with the aim to guide and support all employers in the county. The Chief Constable sits on the Strategic Board, with Operational and HR representation on the task and finish group delivering solutions to meet the strategy. This focusses on all aspects of Physical Health, Mental Health and Wellbeing.
- The Leadership and Wellbeing Board chaired by Chief Constable.
- The force is currently working towards obtaining the Public Health England Wellbeing Charter, and is committed to reach commitment level within 3 to 6 months, and Excellence within 2 years. One of the key standards is Mental Health. A Public Health Blue-light Wellbeing Charter is in development and we aim to work towards this standard which should be more aligned to our business, once this is launched.
- A Wellbeing strategy and plan for 2017-18 is under development and a key part of this will be focussed on Mental health
- From an operational perspective we have 2 trained Trim Officers, and are embarking on recruiting further volunteers to undergo this training to support officers and staff post incident / trauma. Workforce developments will be directed by a recently produced Mental Health Workforce Strategy. The strategy reinforces the

Force's commitment to and recognises the benefits of ensuring that members of the workforce with mental ill health will: feel confident to report if this is having an impact on their ability to do their job; and will receive support (reasonable/workplace adjustments) to stay well and in work

**Actions to support the activity are progressing quickly and include:**

- Purchase of an on-line guide for managers/supervisors to provide accessible information on managing people with a mental health issue. It also helps individuals to look after their own mental well-being
- A proposal to train a core of staff/officers in Mental Health who would act as immediate sources of advice and support either for individuals or supervisors /managers
- Formation of an internal Mental Health Support Network. The network will formally launch on 1st March 2014 and consist of a group advising on policy and two local groups which would offer confidential, personal support
- Developing links with other organisations to seek advice on support and information for the workforce. For example: the local Young Healthy Minds partnership and MIND provided simple tools to promote positive mental health; and REMPLOY are engaged in supporting individuals to return to work within a mentally healthy and productive workplace. Regular use is made of the internal web site to promote mental wellbeing using tools and information from these and other agencies

**1.10d - Objective 4 – Positive Action Recruitment**

We will aim to make our workforce more representative of the communities we serve

Northamptonshire Police has reviewed its attraction and recruitment strategies over the last couple of years and have committed to a number of alternative entry routes in order to become more representative of the communities we serve; namely Police Now, Fast Track to Inspector and Direct Entry Superintendent.

The Force has also committed to the Direct Entry Inspector programme, which is currently being advertised by the College of Policing and is embracing the new Police Officer Apprenticeship Scheme that will be introduced in September 2018.

- The Force hold positive action workshops for applicants applying to become a police officer through the traditional route in order to support them through the recruitment process and appoint mentors
- The Force has also begun to use positive action images in its marketing materials and to use positive action advertising mediums in order to encourage individuals from under representative groups to consider a career in policing
- Through our Community Engagement Officers, Safer Community Teams and Core Skill Trainers and other key stakeholders , the Force promote the organisation at career fairs , targeted recruitment and community events as an employer of choice and continues to review best practice elsewhere, seeking to integrate these approaches where practicable.
- The Force currently has `Disability Confident – Employer status which shows a commitment to employing and on-going development of our staff and volunteers who have a disability or long term illness

**1.10e - Objective 5 – Accessible Website**

We will ensure that the information provided via the Northamptonshire Police website is made increasingly accessible to all users, regardless of the tools they use to browse the web

Northamptonshire Police are working in partnership with Nottinghamshire Police to design a similar website for both forces.

We have to ensure that visitors with a disability can access the information in way that suits their needs. This may mean that their requirements are different than those of other users because of problems with their sight, hearing, mobility or cognitive abilities.

To help standardise and improve how these users access websites, the World Wide Web Consortium (W3C) and Northants Police is required to meet the middle 'AA' standard although a recent audit of the Force website identified a number of areas which compromise the Force's ability to meet that standard.

This plan aims to identify and address those issues to ensure compliance with the 'AA' standard and to proactively work towards. This programme of work will be undertaken alongside work already being done to promote equality and diversity to make services accessible to the whole of the community we serve.

Website development has and will continue to be subject to participation and comment from the Force Disability groups and the Force Equality and Diversity Advisor.

Planned Improvements are:

- introduce an accessibility landing page
- improved accessibility statement
- Targeted BSL crime prevention videos
- Review the accessibility, font and colour pallets used

- Review text formatting to AAA standard
- Provide a 'transcript' of any videos
- Provide Website Accessibility training for content providers

The Force in close consultation with the Keep Safe group led by people with learning disabilities, has produced a range of Easy Read documents. These include: how to keep safe in your own home and on the internet; what is hate crime; and how to contact the police. A further group of documents is identified for translation into Easy Read in the next year including domestic abuse and rights in custody.

## **1.11 - Consultation and Engagement**

Engagement and consultation on the areas covered in this document are carried out on a thematic (usually Force objective) level. In most incidents, and where appropriate, other organisations and individuals are involved in the working groups such as Stop Search and Mental Health.

### **1.11a - Force Staff Consultations**

#### **1.11aa - Operation Evolution**

Operation Evolution is the estate relocation for the force. This programme affects all staff who work for Northamptonshire Police and the PCC office. The main emphasis is on moving staff out of the current Headquarters at Wootton Park in Northampton to the various other locations including the new Headquarters in Kettering, by September 2017.

A comprehensive consultation exercise was carried out in 2016 to all staff on a group, local and 121 basis. Staff with disabilities, caring responsibilities, young families and those who require to practice religious beliefs were encouraged to have 121 meetings with their line managers so that the force can recognise their specific needs and try to mitigate any negative impacts by use of reasonable adjustments or existing employment policies.

Consultation is recorded within Equality Impact Assessments and already there are changes to the original plans as a consequence. Final decisions will be confirmed by March 2017. May need to review in light of changes to staying at FHQ.

#### **1.11ab - Equality, Diversity and Hate Crime Training Needs Analysis (TNA)**

It was agreed by the Northamptonshire Police (EDHRB) that the force (as part of a regional wide consultation) undertakes a survey of training needs around the subjects of Equality, Diversity and Hate Crime. The survey was open to all officers, staff, and Specials, up to and including Chief Inspector and staff equivalent.

## **Training Needs Analysis - Summary**

A total of **813 responses** were received from across the force area. This represents approximately 24% of the total workforce. The majority of responses were from Northampton (40%). The largest group of respondents were Police Officers (32%) with Police Staff the next largest group (30%).

Generally, with regards to diversity and equality, the responses suggest that people feel more competent about recognising and dealing with issues on a day to day basis than they do about the specifics of the legislation.

Overall, with regards to hate crime, the responses suggest that individuals feel more competent around the definitions of hate crime and hate incident, than they do around giving expert guidance or accessing staff support networks.

## **Training Needs Analysis - Conclusions**

Whilst there does appear to be a need for some training around the topics of diversity and equality, and hate crime, it is not across the board on all topics. For example, 86% of respondents have said they feel either competent or very competent when it comes to raising concerns about equality and diversity issues with [their] line manager.

Having said that, it is of concern that 30% said that they have never received training on the Equality Act 2010, whilst 40% said that they have never received training on Hate Crime (although this could be because they are Police Staff and it is not applicable to their role)

A copy of the full report (including the recommendations) is available upon request by contacting [das@northants.pnn.police.uk](mailto:das@northants.pnn.police.uk)

### **1.11ac - Speak Now Survey**

There was no Speak Now Survey carried out in 2016, another is planned for 2017.

### **1.11ad - Agile Working**

Agile working is based on the concept of “work is an activity rather than a place”. This approach allows flexibility within the workplace to enable teams and individuals to operate at an appropriate location to complete their tasks in the most efficient manner to meet organisational need, maximising the potential for organisational and individual performance, while also allowing workers more flexibility to manage their individual circumstances in order to achieve a better work/life balance. All roles within Force are considered to have the ability to utilise agile working practice unless it is necessary for them to be fixed to one location.

Flexibility to accommodate work, personal and family needs through agile working can result in benefits to the organisation, including:

- a competitive edge for attracting and retaining highly skilled individuals
- reduced levels of employee stress and conflict
- higher levels of productivity and reduced absenteeism
- higher levels of employee satisfaction and motivation
- a more satisfying work environment

Mobile technology solutions and agile working options are offered to employees based on role. Not all of the solutions offered will be suitable for an individual conducting a role that has been identified as agile. Recognition for employees who have reasonable adjustments will run throughout the process to enable full use of the new style of working and remove restrictions.

Some workers may also require a more explicit agreement regarding the adjustments they may need to make to their working patterns beyond the flexibility that agile working may afford. In these circumstances policies for managing reasonable adjustments and flexible working should be enacted to cater for individual needs, which include any needs related to protected characteristics defined under the Equality Act 2010.

## **1.11b - Public Consultations**

### **1.11ba - Police and Crime Plan**

In January 2017 the Police and Crime Commissioner (PCC) announced that he will be providing the Force with £2 million additional investment into the frontline, which will add 46 new frontline roles, to meet the demand as evidenced through the development of the new Service Delivery Model (SDM).

As well as the detailed research, analysis and consultation that has gone into developing the SDM, the PCC consulted nearly 2,000 members of the public, police officers and staff, through a countywide consultation on the draft Police and Crime Plan, which identified four key strands that will govern the strategic direction for policing in the county over the next five years.

Keeping young people safe; community partnerships; protecting people from harm and putting victims at the heart of justice are the four priority areas identified by the PCC and the Force, which were put to the public late last year as part of his pledge to seek the views of communities around how they are policed.

Having heard directly from the people of Northamptonshire around their concerns about visibility of policing and making sure Northamptonshire Police has a presence to deter prospective criminals, the PCC worked closely with Chief Constable Simon Edens and has agreed to support his request for additional funds to help the force protect people from harm and deliver a safer Northamptonshire.

Funding for policing is stretched to its maximum across England and Wales. However, the PCC is determined to invest as much as possible into frontline policing and a combination of factors has allowed agreement for this additional funding. The PCC consulted the public of Northamptonshire and overall 82% of people told him they would be happy to pay extra for increases in policing.

Therefore, we are proposing to increase the policing precept by approximately 8 pence per week for a Band D property. In combination with this and a growth in population of the county, efficiency savings across the Force and the PCC Office, will allow for extra investment to be put into frontline roles that will work directly on preventing and solving crime.

The Service Delivery Model, will be the blueprint for achieving the aims of the PCC and the people of the county in delivering a safer Northamptonshire and will be supported through the allocation of additional resources, which makes the county one of only a small number to have increased the number of officers and staff on the frontline over the past year.

### **1.11bb - Consultation with the d/Deaf Community**

The aim of this consultation was to ascertain how aware the Northamptonshire d/Deaf community are of the services and provision of Northamptonshire Police and to aid understanding of how accessible the Police are to d/Deaf people.

The consultation was carried out by 'Deaf Hub', a local Community Interest Company (CIC).

The surveying method used was to conduct a series of drop-in consultation events held across 7 areas throughout Northamptonshire, these being Kettering, Northampton, Corby, Daventry, Towcester and Brackley. The drop-in times were from 2pm till 8pm to allow those who work an opportunity to attend the sessions and participate in the consultation.

BSL and deaf/blind interpreters were present to translate the survey questions so that members of the d/Deaf community could give their views using their own language. The survey covers all age groups, family members and friends.

The survey was also available online on the Deaf Hub website for those who could not attend the drop-in consultation days.

The consultation achieved 68 respondents from across the county with a wide range of ages. The survey covered seven geographical areas of Northamptonshire. This represents the diverse locations in terms of where Deaf people live throughout the county and enabled the

widest possible access to the consultation.

Of significance, whilst Corby and Kettering have some of the largest numbers of members of the d/Deaf community, it was found that the majority openly refused to attend the consultation sessions stating that 'they have not had good experiences of the police and therefore did not wish to share their views'.

**Some statistics from the survey are as follows:**

- 52% of respondents were male, 47% female
- The largest number of participants were from the 30 to 49 age range
- 56% had stated they had been in contact with the police, 45% of these were in relation to an emergency
- 36% preferred Face to Face communication; the second most popular was SMS (26%). 9% said they would like to use VRSI if they needed to
- When asked if they felt comfortable contacting the police, 46% said 'Yes' and 54% said 'No'
- 13% of respondents said they had used the Emergency SMS
- Requests for officers to be trained in BSL (PLOD was broadly accepted but there was lack of publicity) and thought a regional wide approach was positive
- Lack of awareness of other initiatives such as our Keep Safe Card and Dedicated SMS services

**1.11bc – Community Engagement Officers**

DC Rachel Packman, and PC Nick Stephens are Northamptonshire Police's Community Engagement Officers (CEO) and have the responsibility for community engagement on a countywide level.

They proactively engage with community and faith groups to offer advice and assistance. They liaise with different minority groups, individuals and partners to build trust and confidence.

The CEO's work with a wide variety of communities - e.g. African Caribbean, Bangladeshi, Pakistani, Indian, Somali, Chinese, Afghan, Middle Eastern, Polish and other Eastern European.

They have also built up ties with faith groups including Baha'i, Sikh, Muslim, Hindu, Jewish, Christian and Buddhist.

The CEO's also work closely with front line policing units including response officers and the Safer Community Teams as well as other units throughout the force such as CID, the Major Incident Team, and all those within the Protecting Vulnerable Persons Department.

**In addition, they:**

- Support community cohesion and assist community forums in particular those for young people and women.
- Act as the central point of contact during major incidents where communities are affected.
- Work closely with partners and communities to ensure resilience to violent extremist elements.

The CEO's have an overview of all our communities and continually network with community and faith leaders, representatives and people of influence so we can gauge why and where from any community conflict might be arising.

## **1.12 – Disability Access Services**

Northamptonshire Police provides a number of ways those in the community who have a disability can contact us.

### **1.12a - Keep Safe Card**

The Northamptonshire Learning Disability Partnership Board (LDPB) & Northants Police jointly run the Keep Safe Card scheme for anyone in Northamptonshire with a Learning Disability, Dementia, Alzheimer's, physical or sensory impairment or other disability which may make them vulnerable when they are out and about.

The Keep Safe Card is designed to make people more aware of their personal safety, to encourage reporting of crime especially hate crime and to seek help if they need it.

The Keep Safe Card will also help those providing assistance, such as shop keepers, librarians and the police, to access support for the user of the card and understand how to make them feel safer.

A completed application form is required to obtain the card and all data is kept secure on our Police Systems.

Launched in 2011 in partnership with the Learning Disabilities Partnership Board (LDPB) the Keep Safe scheme has issued over 1,400 cards to vulnerable people across the county.

#### **Keep Safe Place**

Every Keep Safe card holder gets access to the Disability Line (see below).

There are a number of 'Keep Safe Places' across the county where card holders can go to for refuge and further assistance if they need it. Staff at Keep Safe Places have been trained to assist the card holders.

Keep Safe Places include: Libraries, Police Front Desks, Council Buildings and Shops.

## **1.12b – Disability Line**

The Disability Line allows those registered to connect directly to a call operative in the Force Control Room, avoiding the switchboard and automated messages, reducing the amount of time they are waiting to speak to a call handler.

The Disability Line has been in operation since 2007 due to feedback from many of the disabled people in our community who stated that they didn't call the Police because of the extending waiting times they sometimes experience. Reasons included the fact that they physically could not hold the phone for a long time or that waiting caused them great anxiety.

The force receives, on average, around 20 calls per month.

All SignVideo calls are received through this number.

## **1.12c – Sign Video**

A video calling service which is flexible and reliable enough to meet the needs of those who would use it. The service provides access to the Police for people whose preferred or only method of communication is via British Sign Language (BSL).

Sign Video is similar to the TextRelay service but uses video communication instead of typing.

No registration is required and the service is free.

Using their computer or mobile device the BSL user can contact the Police (currently Monday to Friday) about non-emergency issues.

All calls are strictly confidential and all BSL interpreters are fully trained and members of MRSLI and bound to their professional code of ethics.

SignVideo forms part of our comprehensive package of services to assist people from the d/Deaf community to contact us.

**1.12d – Dedicated SMS Service**

For people from our d/Deaf community or have a speech impediment, we have a dedicated SMS service. All messages go directly into the Force Control Room and will be answered 24 hours a day.

**1.12e – Emergency SMS Service**

When a person with a hearing or speech impediment is in an emergency situation they can text their message to 999, this will be routed through to the 'Action For Hearing Loss' contact centre who will then contact the Police force in the persons location through text relay.

Users of this service must register first by texting 'REGISTER' to 999.

**1.12f – Text Relay**

Northamptonshire Police supports the previously more traditional process of Text Relay however these calls are become more infrequent due to the use of Next Generation Texting (NGT) and live video link services.

To find out more about our Disability Access Services you can:

Email: [das@northants.pnn.police.uk](mailto:das@northants.pnn.police.uk)

Call: 01604 888963

You can also visit the dedicated Keep Safe Card website: [www.keepsafenorthants.org](http://www.keepsafenorthants.org)

## **1.13 – Northamptonshire Emergency Services Cadets (NESC)**

Northamptonshire Emergency Services Cadets Scheme (NESC) has recruited 250 cadets, 138 male and 112 female.

There are currently units in Wellingborough, Kettering, Northampton, Daventry and Towcester.

We do collect equality information and this will be available for the next annual report. We aim to have 25% of young people with a vulnerability on programme at any given time. We currently have over 30%.

We have a dedicated Access and Equality Policy.

Vulnerability's include priority family definition as well as behavioural, mental health and disability factors. NESC delivers a 5 year programme for young people aged 13 – 18 in Northamptonshire and is delivered in 6 different locations.

Cadets work with all 3 emergency services from the age of 13 – 15 and then choose a specialism from the age of 16 – 18, this gives young people a diverse range of experiences from all 3 services as well as transferable skills that will assist them in any chosen career or higher education pathway.

Cadets assist with core business and through their social action participate in volunteering opportunities. In the last year some of the activities they have been involved in are:-

- security checks – Kettering Unit checked over 2,000 cars in December 2016 and found over 200 with items of value on show, they then visited homes to warn car owners of the dangers
- speed Watch – units have trained cadets to use speed guns
- fundraising – for various charities as well as their own units
- supplying warm clothing for homeless people
- stewarding at various events – National twitter awards, force awards, Silverstone
- 'Operation Cain' – cadets worked with all 3 emergency services and other agencies to simulate a major incident where a hot air balloon came down at Cransley Reservoir
- presented to various town council and partnership meetings
- elected a youth council

- assisted safer community teams with their pop up shops
- attended National Cadet Fest, for both Fire and Police
- raised money for Street Pastors to put into a taxi fund to pay for taxis for vulnerable people to get home in late at night, this was following the India Chipchase case

NESC have delivered many sessions that encourage young people to look at communities and the people that live within them.

We aim for cadets to understand and embrace tolerance and we do this by exposing them to many different community groups. They:

- have recently supported and attended 68<sup>th</sup> Indian Republic Day celebrations at the Hindu Centre in Wellingborough.
- have also supported a countywide Looked After Children Event to consult with young people who are Looked After on their experiences of the police and how they can improve those experiences
- will also be supporting Shooting Stars, a youth group for young people with disabilities at an event in June 2017.
- Cadets have also been invited to a showcase event to see the work of the Shooting Stars group in March.

If you would like to know further information about Northamptonshire Emergency Service Cadets then you can email:

[michelle.barrett@northants.pnn.police.uk](mailto:michelle.barrett@northants.pnn.police.uk)

## 1.14 – Jam in the Hood

Jam In The Hood is a carefully tailored project which delivers a mixture of youth work sessions with Police based sessions.

During 2016, the Jam In The Hood project ran 3 times in Oundle, Rushden and Northampton.

All projects were delivered over a 12 week period, and ended with a celebration event on the 13th week.

There was a total of 40 young people who attended the Jam In The Hood projects:

- 15 female and 25 male
- 5 young people with disabilities
- 2 young people who identified as LGBTQ
- 38 young people defined themselves as White British
- 1 young person defined themselves as White Other
- 1 one person defined themselves as Dual Heritage

The youth work sessions were designed to explore the major risk factors which could lead to exclusion and criminal activity, such as alcohol and drug abuse, limited attachment to the community, and anti-social attitudes. The sessions with the Police visits reinforced the consequences of breaking the law, whilst showing a positive and community focussed side of the Police.

Jam In The Hood was designed to be a positive intervention which would mitigate the impact of risk factors and decrease the likelihood of problem behaviour. Our main aims were;

- - To build relationships between young people, Youth Workers and Police
- - To encourage independent, positive decision making and responsibility for those decisions
- - To deliver session based around the major risk factors which lead exclusion and criminal activity
- - To encourage young people to be more involved in their communities
- - To increase young people's confidence and self-esteem

**Annual Report – Activity**

The project had specific targets for each group. Rushden focused on gang activity, whilst Oundle and Northampton focussed on working with challenging young people who were at risk of permanent exclusion from school.

The Jam In The Hood in Rushden would involve Rushden young people and would act as a preventative measure towards reduction in gang crime and activity. Whereas the Northampton and Oundle Jam In The Hood were ran as intervention activities.

The Jam In The Hood ran in Northampton was extended due to the lack of police engagement at the beginning of the project and to ensure the young people had the opportunity for the full experience.

Groundwork Northants and Northants Police worked with local schools, Rushden Community College and Huxlow Science College, to identify students showing the biggest risk factors shown to lead to gang involvement, such as

- low confidence and self-esteem
- poor emotional wellbeing
- lack of communication skills
- poor attendance and poor school performance
- anti-social attitudes and aggression
- early or precocious sexual activity
- alcohol and/or drug use either themselves or within the family
- criminal activity themselves or within the family
- educational frustration
- learning difficulties.

The students chosen were a diverse group with varying attitudes, which has been most successful in previous Jam In The Hood projects. Prince William school in Oundle and Northampton Academy directly referred students using similar risk factors that could lead to permanent exclusion.

**Outcomes**

At the beginning of the project the young people completed Youth Outcome Stars, they completed the Outcome Stars again at the end of the project. These measured where the young people self-identified themselves in the following areas:

- Making a Difference
- Hopes and Dreams
- Well-Being
- Education and Work
- Communicating
- Choices and Behaviour

The lowest possible score being 10 and the highest being 50. 100% of young people that attended the project increased in every area as a result of participating on the Jam In The Hood project.

Evaluations showed that young people felt that they had:

- improved their communication skills
- enhanced their confidence and self-esteem
- increased their ability to make positive choices
- improved their social conscience

If you would like to know further information about the Jam in the Hood project then you can email:

[charmain.taylor@groundwork.org.uk](mailto:charmain.taylor@groundwork.org.uk)

## 1.15 – The Blue Butterfly Project

Born out of the experiences of one child, PCSO Kirstin Bates became determined to find a way of allowing children to be able to speak out about domestic violence and bullying.

The Blue Butterfly Project is now being rolled out across the county in phases and being delivered predominantly by PCSOs and Officers to children aged 4 – 11 years old.

We have in excess of 64,000 children to reach so this will take around 18 months to roll out to all our young people. In terms of addressing older age groups the project can be adapted and further work is ongoing to make this project suitable for a wider age range, incorporating progression routes to a variety of subjects and issues.

A number of officers are undertaking a two-day Protective Behaviours training which will help them in their day to day role but also links in well with the Blue Butterfly Project as a number of schools are also undertaking this training.

### Strengths of the Project

- The project is non-discriminatory and reaches out to all ages, gender, disabilities, race and religions. The project can be adapted to suit a number of scenarios so that we can reach as many people as possible. It appeals to a wide range of ages, albeit we are initially targeting Key Stage 2 children.
- The project is delivered in a visual way and is presented to make those listening feel safe and comfortable and accessible to all.
- The project has been piloted by a school in 2015 and they continue to use the project within the school with good success.
- The project is easy and simple to deliver to schools and takes approximately 45 minutes. The materials are only a worksheet and a badge (a workbook is being developed).

If you would like to know further information about the Jam in the Hood project then you can email:

[charmain.taylor@groundwork.org.uk](mailto:charmain.taylor@groundwork.org.uk)

