



Northamptonshire

2020

Protecting you from harm

Dear Stakeholder

30 August 2017

Our purpose is to protect people from harm and to make Northamptonshire safer. We want to provide communities with an efficient, high quality service, using public money as effectively as possible to keep people safe. Over the past year we have been working hard to prepare for the introduction of our new policing model, which will go live on Monday, 30 October 2017.

We would like to update you about our plans to introduce new ways of working within Northamptonshire Police, to improve efficiency and ensure we have a policing service in our county that is fit for the future.

We have designed the new model based on thorough research and detailed analysis of demand on policing services in the county. This has helped us develop new ways of working to provide our communities with a more flexible, victim and customer focused service that can respond to the changing face of crime and better help those who need it.

We will do this by having the right people, with the right skills, in the right place, at the right time. We are changing the responsibilities of some roles, introducing new shift patterns, developing new teams and investing in more frontline operational officers and staff to ensure we meet growing demand.

Neighbourhood policing

We know it's important to you that neighbourhood officers are based locally and known within the communities they serve and this will continue. To enable them to spend more time dedicated to neighbourhood duties, they will not routinely be required to carry out response duties and we are reducing their investigation work too. Although there will be a small reduction in the number of neighbourhood officers and staff, the hours spent on community policing activities will not reduce. Neighbourhood police officers and PCSOs will remain focused on problem solving and engagement, working with you, our partners, to do this more effectively.

Responding to calls

Our response officers will no longer routinely carry out detailed investigation work, reducing their workload and giving them more time to focus on their core role of dealing with emergency and priority incidents. They will be based out of four 'hub's – in Kettering, Wellingborough, Weston Favell and Daventry. However, this does not mean they will only respond from these locations – they will be patrolling in specified areas so they are more visible and able to get to emergencies as quickly as possible, and will utilise police bases in other areas for meal breaks and administrative functions.

We are introducing a new Managed Appointments Unit to improve the service we give to people reporting incidents that do not need an immediate response. This dedicated team of officers will offer appointments at police or community locations, meaning people can be seen more quickly at a pre-arranged time, allowing response officers and neighbourhood teams to remain visible and active on the frontline.

Making Northamptonshire Safer

Investigating crime

To manage the growing demand in crime investigation and protecting the vulnerable, we are investing in more resources in these areas. Our new Force Investigation Team will take on the investigation of crimes that would previously have been dealt with by response or neighbourhood officers, while CID will continue to deal with the more serious and complex cases. Our multiple specialist teams will continue to investigate areas such as fraud, cybercrime, drugs and organised crime, child sexual abuse, domestic abuse and the exploitation of the vulnerable.

Our estate

We are also investing in new, modern and more efficient buildings, replacing old outdated facilities, and co-locating with partners when we can. You will be aware of the new custody suite and office accommodation in Kettering and we are in the process of re-locating officers and staff to these buildings. This means other buildings will, in due course, become surplus to requirements. However, as stated previously, neighbourhood officers will remain locally based and, where there is a need for a public enquiry desk, we are looking to share accommodation with our partners – as is already the case in Kettering and Northampton. We will keep local people informed as plans progress.

Making these changes to our policing model is crucial to helping us deliver a more efficient, modern, flexible and responsive service for the people of Northamptonshire. We hope this letter explains some of the changes you may have already been hearing about and the attached booklet gives more detail about each of the main areas.

Please be reassured there will be no disruption to any of our services as we introduce our new policing model. Our hard working officers and staff, supported by our volunteers, will continue to respond to calls for assistance, police our neighbourhoods, investigate crime and protect the vulnerable with the same high level of commitment, enthusiasm and diligence as we improve and enhance our service.

More information

We are currently producing a short video to explain the new policing model to our local communities and what they can expect from Northamptonshire Police in the future. This will be available in September along with more information on our website. In the meantime, if you would like to find out more about the changes, in particular how they may affect your local area, the Northamptonshire Police representative forwarding this letter to you will be pleased to answer any questions you may have.

Thank you for your continued support.



Simon Edens
Chief Constable
Northamptonshire Police



Stephen Mold
Northamptonshire Police and Crime
Commissioner

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