

# Local Policing Support

## BME Satisfaction Gap Action Plan Response to the Police Authority Scrutiny Group

	Not Started
	Work Underway
	Completed

Ref	Police Authority Scrutiny Group Recommendations	Force Response	Department and Action Manager	Current Position	Colour Coded Progress	Completion Date
1	That Force policies and training are reviewed to ensure that officers in Divisions, and in particular, Neighbourhood Policing Teams receive a detailed overview of the demography of the area. Such overview to include demographics, diversity and cultural aspects reflective of the varying parts of the community.	1.1 Force training has been reviewed. Training is taking account of cultural aspects within communities during initial Officer training and Neighbourhood courses	Force Training	<p><b>1.1.A.</b> All Officers have received a Fairness In Action diversity course. All new inductees will continue to receive this input.</p> <p>2014 update: All new staff continue to receive an equality and diversity training day and it also forms part of the supervisor and SLP programmes</p>		Completed - Dec 2011
			Force Training	<p><b>1.1.B.</b> All response and NPT Officers have received a ½ day 'communities of interest, intelligence &amp; community engagement' course.</p>		Completed - Dec 2011
			Corporate Support	<p><b>1.1.C.</b> The Force has reviewed its training inputs to ensure greater awareness is taken of cultural sensitivities as suggested by the scrutiny group.</p> <p>A training course package was created and then delivered by Divisional Training Officers as part of the divisional training programme.</p>		Completed – Dec 2012
		1.2 Research has been conducted to give greater understanding of BME communities & identify where Force performance is weak by:	Performance Review	<p><b>1.2.A.</b> The Corporate Team pack is produced monthly by Performance Review and provides satisfaction data on a Divisional basis.</p>		Completed - Dec 2011
			Performance Review	<p><b>1.2.B.</b> Data has been made available to identify weak performance at Divisional and NPT level broken down by the surveyed crime type.</p>		Completed -

				BME Satisfaction data is available on EMIS and is updated on a monthly basis. This data is broken down on a question by question basis and shows the comparison between BME and white satisfaction.		Jan 2012
			FPIU/Performance Review	<p><b>1.2.C.</b> FPIU/Performance Review are currently developing a bespoke package for NPT Inspectors which is ward specific detailing BME community 'make up' incorporating 2011 census data when available, overlaid with data from partner agencies i.e. NHS &amp; Education.</p> <p>Complete small area Census data not released until July 2013. An initial meeting held to discuss requirements and design for a product based on this information that will assist Divisions and NPTs with engagement.</p>		Update Mar14 On-going
2	That the force devises and implements a methodology for ensuring there is a greater understanding between response and neighbourhood officers of their respective tasks and the consequences of their actions.	2.1 The Force recognises the current Divisional team structure has created a need for Response and Neighbourhood teams to increase their understanding and transfer skills into respective areas of policing.	Divisional SMTs	<p><b>2.1.A.</b> Opportunities exist to increase awareness of departments outside Neighbourhood Policing in policing style and community sensitivities. An attachment process was implemented by SMTs for Response PCs within Neighbourhood Policing Teams and vice versa where appropriate. For example Operation Fusion at NW Leeds whereby Response Officers and NPT officers worked together on aligned wards.</p>		Completed - Oct 2012
			Divisional SMTs & Corporate Support	<p><b>2.1.B.</b> Local Policing are utilising the knowledge and experience of local NPT Inspectors in Divisions who best understand their communities to deliver bespoke training to Divisional Response teams as part of the wider training that is being delivered. This covers issues from policing style to community / individual needs. Training was incorporated within the divisional training round starting May 2012</p>		Completed - July 2012
			Divisional SMTs	<p><b>2.1.C.</b> Community based patrols with BME communities have been further developed to ensure they take place in areas where the satisfaction gap causes the greatest concern.</p>		Completed

				Examples of types of activities undertaken can be found within the Equality information publication 2012/13		
		<b>2.2</b> There is a need to improve some Police Officer attitude and behaviour by increasing understanding through the use of key BME individuals.	Divisional SMTs Local Policing Support	<b>2.2.A.</b> Due to the training which officers have received and because KINs are actually utilised on Divisional Scrutiny panels, direct inputs from KINS are no longer considered necessary.  A minimum standards document for Scrutiny Panels has been circulated to Divisions.		Completed - Oct 2012
		<b>2.3</b> Pre – operation briefings need to include a mini community impact assessment which takes greater account of community sensitivities and the policing style required.	Local Policing Support	<b>2.3.A.</b> Community Impact Assessments are completed for planned operations by Force departments and also external agencies. These are reviewed by the NPT Inspector.		Completed - May 2012
			OSSD/Corporate Support	<b>2.3.B.</b> Learning from departments such as OSSD has been shared across the Force on how the department takes account of community sensitivities when policing Neighbourhoods across the Force, as suggested in the report.  The findings have been included in the BME training lesson plan that has gone out to the Divisions.		Completed
3	That the force considers options for local panels for victims to work with it to improve service delivery.	<b>3.1</b> The force has a framework which is embedded across Divisions of locally based scrutiny panels which incorporate stop search & hate crime.	Divisional SMTs	<b>3.1.A.</b> The groups and panels are embedded in Divisions and their use is part of established processes. These have been visited by ACC LP.  A minimum standards document for Scrutiny Panels has been created, circulated to Division and published on the FPIU BME intranet page  March 2014 update: A new district review is now underway as a result of the introduction of the New Operating Model.		Completed - Oct 2012
		<b>3.2</b> Divisional Independent IAGs are also established and adapted to suit local needs.	Local Policing Support	<b>3.2.A.</b> Local Policing Support have reviewed the membership, make up & effectiveness to identify best practice this has been shared with local Divisions to improve the delivery of IAGs and scrutiny panels.		Completed - Oct 2012

				March 2014 update: The membership of the force IAG was reviewed in 2013 and a district review is about to take place as a result of the introduction of the New Operating Model.		
		3.3 To further improve service delivery a review has taken place of Divisional customer service processes for BME victims	Performance Review	3.3.A. Analysis of BME satisfaction across crime types was completed by Performance Review in Oct 2010.		Completed - Oct 2010
			Local Policing Support	3.3.B. A Force review to standardise and maximise victim satisfaction in vehicle crime has been completed. This has been implemented in Divisions. The learning and principles from this process have been transferred to BME surveyed crime types.		Completed - Mar 2012
			Local Policing Support	3.3.C. An enhanced service has been developed which identifies a BME victim at the time a crime is recorded, which triggers enhanced contact by the OIC and support from appropriate departments and ensures language barriers are overcome with update letters sent in the victims preferred language.		Completed - May 2012
4	That the Force continues to influence views of the police through engagement with communities such as women's networks and youth groups/schools.	4.1 Neighbourhood teams have bespoke plans which include hard to reach groups as part of their overall engagement strategy.	Strategic Partnerships	4.1.A. Opportunities that exist to use existing networks to further influence & educate BME communities in particular in the use of the 101 number and managing their expectations are being developed. Posters for key messages 'Our Commitment', '101' & 'Our Commitment' have been translated into 7 key languages and made available to NPTs to use when required.		Completed - Jun 2012
			Local Policing Support	4.1.B. The above bespoke marketing material is used where the satisfaction gap has been identified as causing the greatest concern. This will take account of educating and managing the expectations of BME communities.  The posters and literature have been published on the Force Intranet for NPTs to distribute within the relevant communities.		Completed - Nov 2012

		<p><b>4.2</b> The district partnerships have strong links to local schools through Schools Liaison Officers and Safer Schools Partnership Officers.</p>	<p>Kevin Chippendale – Force Education Office</p>	<p><b>4.2.A.</b> The Force education officer has created a training programme that was sent out to the Safer Schools Partnerships Officers who delivered the presentation at schools where BME community engagement is highlighted as an issue and is supported by satisfaction data. The training focussed on educating children in the following areas: contacting the police, service they can expect and what the police can do for them. The expectation was that the children would then go home and speak to parents and educate through discussions on what they have learnt.</p>		<p>Completed – March 2013</p>
5	<p>That the Force's campaign to promote the 101 non-emergency number seeks to reduce the inappropriate use of 999 by minority ethnic victims or witnesses</p>	<p><b>5.1</b> The launch of the 101 number has taken place on 17<sup>th</sup> Nov 11. As well as the common press releases bespoke marketing has taken place to BME radio &amp; newspaper outlets. A shortened version of the press release and artwork was sent to local councils and BME voluntary groups for distribution.</p>	<p>Divisional SMTs</p>	<p><b>5.1.A.</b> The awareness campaign for the 101 number is being continued by local neighbourhood teams through pact meetings and community forums.</p>		<p>Completed - May 2012</p>
			<p>Local Policing Support Divisional SMTs</p>	<p><b>5.1.B.</b> Local policing support has delivered training to all communication division staff which has focussed on how BME victims should be dealt with upon initial contact, taking into account their expectations and ensuring that call handling policies are explained at each opportunity.</p> <p>Communications department have produced a presentation, which is available on LPS intranet site, and are available to assist NPTs by attending events on request to educate and manage expectations of communities.</p>		<p>Completed - Sept 2012</p>
6	<p>Those victims who receive follow-up telephone calls or visits are reminded about Victim Support and provided with contact details.</p>	<p><b>6.1</b> The Force has recently reviewed its processes on keeping victims of crime informed and updated for all crime types and communities. This work has highlighted a number of areas where processes can be streamlined and practices improved.</p>	<p>Local Policing Support</p>	<p><b>6.1.A.</b> LPS has conducted the review to standardise vehicle crime processes to maximise satisfaction. The learning from this and principles have been transferred to BME surveyed crime. A central aspect of the work is keeping people informed.</p> <p>Letters have been translated and set up as force forms with guidance sent out to divisions regarding adopting these and associated victim satisfaction processes.</p>		<p>Completed - May 2012</p>

			Divisional SMT	<b>6.1.B.</b> Using these principles there are opportunities to provide an enhanced service to BME victims which is similar to the service hate crime victims currently receive. Details of victim support will be provided at this stage.		Completed - May 2012
7	That the Force encourages senior officers to increase their visibility within communities.	<b>7.1</b> Senior Officers are encouraged by the Command Team to increase visibility. SMTs are actively involved within their communities and in particular at events where visibility can be increased.	Divisional SMT's	<b>7.1.A.</b> Senior Officers regularly attend PACT meeting and events where opportunities exist to engage with communities. Senior Officers have also started using 'virtual' pact meetings as a medium to communicate with a wider audience and social network applications such as Facebook.		Completed
8	That the notes from the discussion groups with Belle Vue Boys' School students and Touchstone service users are provided to the respective divisional commanders for their attention.	<b>8.1</b> The notes from the discussion groups have been received and distributed appropriately.	N/A			Completed
9	That the force provides a written response to the scrutiny group's recommendations to the Strategic Planning and Performance Committee on 10 February 2012.			Updates to the plan provided in February and May 2012		Completed