

A2



Metropolitan Police Service

Gender Focus

Summary of MPS plans to increase the safety and security of women

Introduction

This section summarises MPS plans to increase the safety and security of women. It forms part of the business-planning element of the Mayor's budget submission 2004-05. The complete business-planning package comprises:

1. The MPA's existing strategy ('Towards the Safest City 2003-2005'), with accompanying analysis and an updated financial annex.
2. The Step Change Programme Business Case for Growth.
3. A summary of MPS plans to increase the safety and security of women (this paper).
4. A paper identifying and evaluating the main business risks facing the organisation.

Background

London's women form a large percentage of victims of reported crimes. Historically, women's groups have not been consulted when decisions affecting the policing of the capital have been made. Women have different expectations and needs from the Police Service. In addition, Women are not represented fairly within the workforce and - if present - are concentrated disproportionately at lower ranks.

Overview

Attached is:

- A draft action plan to implement a strategy for women as a customer group. The long-term aim of this strategy is to 'Reach and serve effectively women in London's community.' [Annex A]
- A summary of proposed projects in support of the strategy. [Annex B]
- A timescale outlining the projects' timescales. [Annex C]

The inaugural meeting of a Gender Focus Group being set up to progress the issues is on 3rd November 2003 and a number of partners have been invited. The GLA has been consulted and a representative is attending the initial meeting. The strategy action plan and proposed projects are hence subject to review after the first meeting – they are in their infancy and are still evolving.

Annex A: Draft action plan to implement a strategy for women as a customer group

DRAFT ACTION PLANS

***TO DEVELOP A STRATEGY
FOR
WOMEN AS A CUSTOMER GROUP
AND
IMPLEMENT A TOOLKIT***

WHICH PROVIDES SUPPORT FOR WARD PARTNERSHIPS AND THE RESPONSE TEAMS

The overall aims and objectives of this project

- To reach and serve effectively women in London's community;
- To evaluate the service to women in the criminal justice system;
 - To identify women customer groups;
 - To appreciate cultural or social context that effect women;
 - To improve relationships between the police and women;
 - To work in partnership with women's groups;
- To gain a better understanding of the people we serve their expectations and concerns;
- To improve the confidence of women and their families and ensure they are treated fairly;
- To develop and implement a toolkit which improves service delivery to women as a customer group;
 - To facilitate and improve multi-agency work;
- To provide relevant data on women and their engagement with police;
- To raise officer's awareness of gender issues through gender specific training and
 - To make women's issues part of the MPS policing plan.

Annex A: Draft action plan to implement a strategy for women as a customer group

LONG TERM AIM: TO REACH AND SERVE EFFECTIVELY WOMEN IN LONDON'S COMMUNITY

OBJECTIVE: DATA COLLECTION

Action	Lead	Input	Output	Milestones
Identify what data is collected in the MPS	MPS – DCC4	DCC4	Data collection	Identify what database systems collect gender information in the MPS – October 2003 Decide on criteria for data collection and set parameters for baseline information - October 2003
Incorporate all relevant data into SPSS format	MPS – DCC4	PIB	Database of relevant information	Arrange for PIB to isolate gender data and incorporate into database in SPSS format – November 2003
Data to be researched forwarded to Surrey University	MPS – DCC4	DCC4/PIB	Database	Database transferred to Surrey University – November 2003 Trawl relevant published literature and forward to Surrey University – November 2003

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LONG TERM AIM: TO REACH AND SERVE EFFECTIVELY WOMEN IN LONDON'S COMMUNITY

OBJECTIVE: IDENTIFYING THE NEEDS OF WOMEN IN LONDON'S COMMUNITIES

Action	Lead	Input	Output	Milestones
To identify women customer groups	DCC4	DCC4 ICG	Update Report Produced	Meet with partners to identify different customer groups - October 2003 Identify MPS services provided to women and how these should be delivered through a series of 'Listening Seminars' – Feb. 2004
To identify needs of Women	DCC4 PIB	DCC4 PIB	Report produced	Provide a questionnaire for the different customer groups looking at service delivery, fear factor of crime and reassurance methods – February 2004 Analyse findings from Questionnaire – April 2004 Report on findings – May 2004
Incorporate gender issues into the MPS policing plan	DCC4	DCC4	MPS Policing Plan	Provide key issues and indicators of performance for future policing plans – June 2004

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OBJECTIVE: CREATING LINKS

Action	Lead	Input	Output	Milestones
To link with ACPO Gender work	DCC4	DCI Williams	Minutes from ACPO Group Meeting	DCC4 representative identified for ACPO Gender Forum - September 2003
To create links with DCC6	DCC4	DCI Williams	Meetings of MPS Gender/Agenda group	DCC4 to be represented on MPS Gender/Agenda group to share information that benefits recruitment/retention and progression of Police staff – October 2003
To create external links	DCC4	DCC4	MPS Gender Forum	To establish an MPS Gender Forum Identify members from partner agencies Set terms of reference – November 2003
To create internal links	DCC4	DCC4 TP SCD 5	MPS Gender Forum	To invite internal partners to MPS Gender Forum – November 2003

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LONG TERM AIM: TO REACH AND SERVE EFFECTIVELY WOMEN IN LONDON'S COMMUNITY

OBJECTIVE: DEVELOPING TOOLKIT

Action	Lead	Input	Output	Milestones
To implement a toolkit for MPS staff.	DCC4	DCC4	Toolkit Published	<p>To use findings from the 'Listening seminars' and published reports of needs of Women in London's Communities to set out the MPS service delivery for each customer group and problem solving techniques - May 2004</p> <p>Incorporate the findings and recommendations from Surrey university – July 2004</p>
To evaluate toolkit	ICG	ICG DCC4 Ward Partnerships	Evaluation report	<p>Evaluate the use of the Toolkit with MPS staff and customers over a 3 month period</p> <p>Implement findings into the Toolkit – October 2004</p>

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LONG TERM AIM: TO REACH AND SERVE EFFECTIVELY WOMEN IN LONDON'S COMMUNITY

OBJECTIVE: MANAGEMENT OF TOOLKIT

Action	Lead	Input	Output	Milestones
Develop strategy for implementing the Toolkit	DCC4	DCC4 ACPO MPS Gender Forum Ward Partnerships DPA	Guidelines for use of Toolkit	Evaluate different mediums for Toolkit (i.e. Notices/Word doc/Palm) Publish Initial Toolkit with guidance to ensure Toolkit is used effectively – May 2004 Incorporate support and advise for Women on the Web Metwide and at BOCUs level – May 2004

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LONG TERM AIM: TO REACH AND SERVE EFFECTIVELY WOMEN IN LONDON'S COMMUNITY

OBJECTIVE: DATA ANALYSIS

Action	Lead	Input	Output	Milestones
To analyse data collected	Surrey University	University Researcher	Report of analysis of Data collected and findings including any recommendations for future use.	Surrey University to submit proposal to MPS – October 2003 Data collected to be forwarded to Surrey University – November 2003 Surrey University to analyse data and import census data – March 2004 Initial findings, report - April 2004 Final report and recommendations - July 2004

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LONG TERM AIM: TO REACH AND SERVE EFFECTIVELY WOMEN IN LONDON'S COMMUNITY

OBJECTIVE: IMPLEMENTATION OF THE TOOLKIT TO MPS STAFF – Media Strategy

Action	Lead	Input	Output	Milestones
To develop a media strategy.	DCC4	DCC 4 DPA MPS Gender Forum	Press releases on new Gender Toolkit	Interim press release for launch Key people available for interview Co-ordinate Internal media campaign (The Job/AWARE) - November and May 2004 Co-ordinate external press campaign when Surrey University findings and recommendations are incorporated– July 2004

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LONG TERM AIM: TO REACH AND SERVE EFFECTIVELY WOMEN IN LONDON'S COMMUNITY

OBJECTIVE: TRAINING & EDUCATION

Action	Lead	Input	Output	Milestones
To incorporate learning into police officer's training programme	DCC4	DCC4	Module for Borough training programme	Using available information and research produce: Training modules for police staff on borough & those in specialist operations on gender issues – Sept. 2004
To incorporate learning into education syllabus	DCC4	DCC4 Borough School Liaison Officers	Project on Gender	Sponsorship identified – December 2003 Engage schools in Gender Project through Geography/Psychology topics Provide pack to schools Guidance for questionnaires and research to be undertaken – January 2004 Award for outstanding project – July 2004 Media launch of findings – July 2004

Annex B: Proposed projects for women as a customer group

Women's group	Project	Project Partners	Milestones	Timescales
Prisoners	Produce a small giveaway pack for all women prisoners that has hygiene products	(Sponsors) CJU PIB	Identify sponsors/funding Identify pilot site Produce questionnaire as part of evaluation	January 2004 – June 2004
Station visitors	Use a women's focus group to assist in designing a station front office and facilities for members of the public	PSD Focus group	Identify site of new front office Engage a focus group in the planning stages Evaluate the design and facilities	January 2004 – December 2004
Prisoners	Use a women's focus group to assist in designing police cells and facilities for prisoners.	CJU PSD Focus group	Identify site of new police cells Engage a focus group in the planning stages Evaluate the design and facilities	January 2004 – December 2004
Repeat Victims	To identify risk factors in areas of offending and gender specific crimes	CJU Surrey University	Through research identify gender specific crimes and analyse factors present to obtain a profile and any risk factors Publish risk factors so officers are aware of issues	November 2003 – July 2004
Informants	To create an environment where women will inform on areas of criminality	SO11 CJU OH	Assess informant's needs and concerns and incorporate health and welfare into risk assessment process. Provide guidelines to officers on how women should be treated and safety plans devised.	November 2003 – April 2004
Women in Crisis	To ensure that follow up care and provisions are made after a hostage/crisis situation	SCD7 TP Ward officers	Identify women involved in crisis situations and establish guidance on follow up care/provisions/checks to prevent re-occurrence.	December 2003 – April 2004
Witnesses	Ensure that adequate information available for witnesses and that they	CJU TP CPS	Identify existing information and ensure that this is tailored to gender issues. Produce updated guidance and information	December 2003 – June 2004

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	understand the criminal justice process	Courts	for witnesses Ensure that courts consider gender and child care issues in Listing cases and provide provisions for witnesses	
Victims	Ensure that adequate information available for victims and that they understand the criminal justice process	CJU TP CPS Courts	Identify existing information and ensure that this is tailored to gender issues. Produce updated guidance and information for victims Ensure that courts consider gender and child care issues in listing cases and provide provisions for victims giving evidence	December 2003 – June 2004
Prisoners/ Victims & Witness	Introduce support for child care when dealing with prisoners/witnesses and victims at the police station	CJU TP	Explore a voucher system for child care at local nursery/youth centres to lodge children when mothers are required to attend the police station in answer to bail/as a victim or witness	January 2004 – June 2004
Victims	Produce some self help advice to victims	DCC4 CJU	Explore self-help information i.e. crime prevention advice and self defence classes. Provide details on Internet, at local police stations and via street information terminals.	February 2004 – May 2004
Members of Public	Provide re-assurance and minimise fear of safety via media representation	DPA DCC4	Ensure that DPA consider gender issues when engaged in press releases and crime awareness campaigns. Advice should be conveyed as crime prevention and not so that it would install fear of personal safety in an area or location after an incident. Crime awareness campaigns should consider the effect on women in the community. Guidance produced for DPA and other media outlets.	November 2003 – February 2004
Members of Public	Producing local crime statistics that are freely available and in an easy to understand format.	PIB DCC4	Research existing crime information London wide and locally and establish a suitable format that this information can be readily available to women in the community.	February 2004 – June 2004

Sub-component 3 of business plan element of Mayor's budget submission

	Aimed at informing women in the community.		Provide guidance on where this information should be available and in what medium i.e. Internet/Local media/Teletext/Local women's groups.	
Women that require Interpreters	Ensure that guidelines for use of interpreters consider women specific issues.	Language services DCC4	Ensure that those who need interpreters have access to such facilities. That all interpreters are Nationally qualified and subject to quality assurance and adhere to standards set. That gender issues are considered and the women's circumstances taken into account when using an interpreter from the same race and background as the victim/witness/suspect. Impartiality by interpreters – guidance on use of interpreters publicised and readily available to officers and for victim/witness/suspect. Language line facilities available for officers dealing with persons on the street.	December 2003 – March 2004
Elderly Women	Re-assurance for the elderly	Age Concern Victim support TfL TP	Consider the special needs of the elderly and what their perception is on the fear of crime. Research issues that concern and effect the elderly when travelling and outside their homes Provide crime prevention advice through senior citizens groups and crime prevention road shows in targeted areas i.e. on estates/underground/bus terminus/shopping centres.	January 2004 – January 2005
MPS multi agency groups	Provide guidance to all women who represent organisations on police fora as to what is expected of them and for officers on how these	DCC4	Provide a central register of those who represent statutory and voluntary agencies with MPS projects and programmes. Ensure that childcare and carer issues are taken into account when arranging meetings/seminars.	March 2004 – July 2004

Sub-component 3 of business plan element of Mayor's budget submission

	representatives should be used.		Ensuring the same representative is not over used on a number of groups and that the right person is sought by MPS fora for their specific projects. Arrangements for expenses to be paid if necessary. Guidelines to be produced on using representatives from external organisations.	
All groups	Provide a register of seminars/conferences and speeches.	Library DCC4 TP	Have a system for logging what seminars/conferences officers are attending and where speeches are made filing these for future use.	March 2004 – September 2004
All groups	Provide a register of projects and research papers.	Library DCC4 TP	Ensure a system is in place to log projects/consultancy work undertaken by or on behalf of MPS staff, both centrally and locally. Any research undertaken for further education should be copied and held in the libraries for others use. Systems already in place should be updated and publicised.	March 2004 – September 2004
All groups	MPS to conduct a Quality Impact Assessment on policies and procedures	DCC4	A QIP made on policies and procedures to ensure they have considered gender issues.	April 2004 – September 2004
Customers	Design customer satisfaction surveys that are appealing to women customers.	PIB Focus group	Engage women focus groups in design of customer satisfaction surveys to produce a document that is appealing and meaningful for women in the survey to complete. Monitor and evaluate the response incorporate findings into other satisfaction surveys.	April 2004 – October 2004

Annex C: Provisional timescale (2003-04) for progressing the projects for women as a customer group

[Further project details are given in Annex B]

Project	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Prisoners															
Station visitors															
Prisoners															
Repeat Victims															
Informants															
Women in Crisis															
Witnesses															
Victims															
Prisoners/Victims & Witness															
Victims															
Members of Public															
Members of Public															
Women that require Interpreters															
Elderly Women															
MPS multi agency groups															
All groups															
All groups															
All groups															
Customers															