How to Empower Police Staff

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Who are police staff:

- Police Community Support Officers
- Detention Officers
- Intelligence Officers
- Front Desk
- Scenes of Crime Officers
- Investigative Officers
- Exhibit Officers etc

How do you empower police staff:

- Training

Continuous professional development for staff. This includes being updated with latest legislative and technological developments that affect service delivery.

Police forces are particularly good at this, training is delivered through NCALT packages.

Environment:

- Creating enabling environment Berry (2010).
- Enthuse, engage and entrust frontline officers.
- Enhance the participation of frontline officers in problem solving, Palmiotto (2000).
- Simplify communication lines along rank structure to minimise information being lost.
- To address issues around morale. Only 1.1% of officers surveyed in 2014 reported were confident in the Government's long term plans for policing (Hogget et al 2014).

Multi agency work:

- Multi agency work, backbone of the Crime and Disorder Act (1998), breeds knowledge exchange and better decision making amongst staff.
- Value and incentivise partnership and collaborative working.
- In schools and hospitals in improves access and improve relationships Lamont et al (2011).

Professional judgement

- Sir Ronnie Flanagan likened bureaucracy to cholesterol; there is both good and bad. (House of Commons 2008).
- Professional judgement drives the prioritisation of dealing with crime and victims over satisfying bureaucratic targets (Home Office 2010).
- Establish and maintain a frontline group of staff to be utilised as a reference point to identify and recommend removal of certain bureaucratic tendencies Berry (2010).

Police powers and numbers

- There is a home office proposal on the table to give chief officers discretion to enhance the powers of Police Community Support Officers. This will reduce the need for staff to call for back up to already low police numbers and empower staff to do more (Home Office 2016).
- Increase volunteer opportunities - good for morale and enhance the resources available.

Research Methods of Papers:

- Government commissioned reports Berry (2010), Lamont (2011) House of Commons Report (2008)

- Evaluation Bowles et al (2005)

- Qualitative approaches Home Office (2016)

- Quantitative methodologies Hogget (2014)

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