



**Lancashire**  
**POLICE AUTHORITY**  
Your County, Your Police, Your Say

# “DIALOGUE”

Issue 7 - March 2008

Eastern

## Strong performance maximises use of Lancashire residents’ INVESTMENT IN POLICING

As policing becomes ever more challenging, it’s pleasing to see that Lancashire Constabulary continues to perform so well. We are working hard to make sure that your concerns are tackled and currently officers are targeting criminals successfully and 1 in 3 crimes are solved.

Lancashire Police Authority will continue to set challenging targets for the constabulary in a bid to drive down crime even further and make sure that the constabulary builds upon its strong performance.

Malcolm Doherty, Chair of the Police Authority said: “We must continue to ask for even better achievements, working in close co-operation with our partners, to make Lancashire even safer for those who live, visit and work here.”



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**“MAXIMISING PERFORMANCE”**  
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## What are protective services?

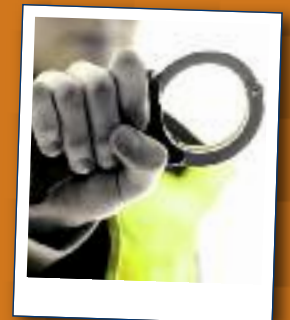
**You may have heard the phrase ‘Protective Services’ in the news over the past year and, if you have, you’ve probably wondered what this is all about!**

Basically, protective services refers to policing that needs a more challenging and complex approach, crime that is serious and organised. When we talk about protective services, we mean, things such as counter-terrorism, major crime investigation, strategic roads policing, critical incident management, contingency planning and public order.

Fortunately few members of the public experience this type of crime but we need to make sure that the constabulary has the capacity to deal

effectively with it. It is also equally important that the Constabulary get the balance right between protecting people from the more ‘serious’ types of crime and providing the day-to-day reassurance that communities rightly demand.

That is why, whilst the Constabulary rightly prioritises ‘Protective Services’ and specifically the areas of protecting vulnerable people, counter-terrorism and serious and organised crime; we continue to lead the way in putting police officers and staff precisely where the public want them – in the heart of their communities.



# “POLICE BOOT OUT BAD BEHAVIOUR IN RISHTON”

## Troublemakers are being driven out of Rishton after a Dispersal Order helped to reduce anti-social behaviour by 40%.

Since the Dispersal Order was set up in July 07, there has been a 71% reduction in street drinking, reports of rowdy and inconsiderate behaviour have reduced by 48% while youth nuisance has dropped by 37%.

Community Beat Manager for Rishton, Johanna Bourne said: “Residents were concerned about groups of youngsters who were roaming the streets and their anti-social behaviour was really impacting on the quality of life for members of the community.

“The Dispersal Order was just one of a range of measures put in place to tackle the problem along with test purchasing operations, the use of the mobile CCTV van and high visibility policing.

“This is excellent news for the local community and shows what can be achieved when local organisations work together. It also demonstrates how information from members of the community can really help the police and other agencies to take firm action and impact upon unacceptable behaviour.”

The Order, backed by local Councillors, gives the police extra powers to disperse groups of youngsters committing anti-social behaviour in the area and allows police to arrest them if they return to the area within 24 hours.

PC Bourne added: “It is important to remember that whilst the police will disperse groups of youths who are committing anti-social behaviour, that does not mean that we are banning youngsters from the area. We are just saying that we will not tolerate anti-social behaviour and if you are found to be causing

trouble, you may be asked to leave, or if you are under 16 and are unsupervised, we may take you home to your parents.

“To be completely effective the Dispersal Order needs the continued support of the local community. If any acts of criminal damage or nuisance occur the incidents should be reported as soon as possible to the local police on 0845 1 25 35 45.”

**“The Dispersal Order was just one of a range of measures put in place to tackle the problem along with test purchasing operations, the use of the mobile CCTV van and high visibility policing.”**

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## “POLICE AND COUNCIL TEAM UP FOR NEAT STREETS INITIATIVE”

A campaign has been launched as part of a major crackdown on crime and disorder in Hyndburn. The Neater Streets Project in Church Kirk is a partnership initiative involving the police, fire brigade, council and various other organisations. The campaign aims to reduce criminal damage, anti-social behaviour and environmental crime helping to create confident, cleaner, greener and safer neighbourhoods.

# “PROTECTIVE SERVICES IN ACTION CASE STUDY: DRUG DEALING NETWORK JAILED”

## Seventeen drug dealers from East Lancashire have been jailed for a total of 85 years. This comes after a lengthy covert police investigation uncovered a drug dealing network of criminals operating throughout East Lancashire.

An operation codenamed ‘Tobago’ led to the arrest of 17 people who were all suspected of dealing in Class A drugs. After police swooped on a number of addresses throughout East Lancashire, seizing almost three kilos of cocaine valued at £146,000, 17 people were subsequently charged in connection with the conspiracy to supply Class A drugs.

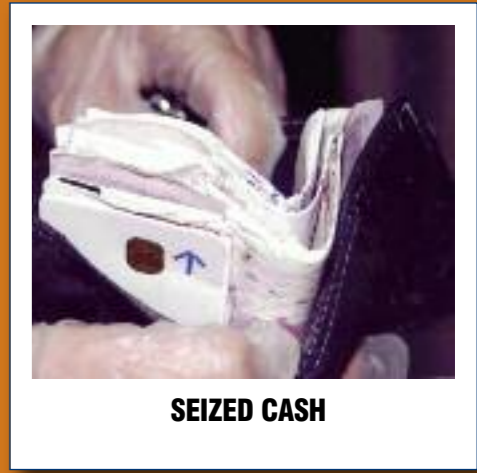
Detective Inspector Pete Simm said: “Operation Tobago was the culmination of months of hard work and is a reflection of our determination to pursue the prosecution of drugs dealers.

“We have tremendous support from the community and I am confident that we will have contributed to an improved quality of life for those many decent people who are fed up with the criminals who destroy communities and shatter young lives through the supplying of Class A drugs.

“Tackling Class A drugs is a key priority for Lancashire Constabulary. Our communities do not want people dealing drugs to live amongst them. Decent people tell us time and again they do not welcome the disruptive criminal minority

“We work closely with a number of other organisations in the rehabilitation of drug users but our targeting capabilities continue to bring to justice those people who supply drugs.”

Anyone with information about drug dealing in their community is urged to contact police on **0845 1 25 35 45** or Crimestoppers anonymously on **0800 555 111**.



**SEIZED CASH**



**TOBAGO DRUGS – 3 KILOS OF COCAINE SEIZED FROM SAPPHIRE STREET**

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# “YOUR INVESTMENT, YOUR SAY, OUR RESPONSE”

Last year Lancashire Police Authority launched its Investors in Policing campaign to encourage the local community, who invest in the service through the payment of their council tax, to get involved and help shape local policing.



# “AUTHORITY ENGAGEMENT IN ACTION”



## SHOPPING FOR INFORMATION!

As a part of our continuing Investors in Policing campaign we went shopping for information during November 2007. Members of the public were asked to get involved in setting local policing priorities and we made it easier than ever before by delivering a series of road-shows at Asda supermarkets across the county.

Shoppers gave their views by spending ‘policing pounds’ to illustrate whether or not they were willing to pay any additional amount towards policing and where they would like to see money allocated.

People were asked if they would be willing to pay between £5 and £30 in addition to the amount they currently pay for policing or whether they would vote for no extra increase. Of the 872 people we spoke to, 620 were prepared to pay more. They were then asked whether the extra money should be invested in Neighbourhood Policing, Response, Protective Services or split between all three options. The majority wanted to see it spent on Neighbourhood Policing reinforcing the importance that the public place on having access to local policing teams.



These findings were considered, along with the outcomes from other ways in which we have consulted Lancashire people about the budget, when the Authority agreed the budget and priorities for the coming year.

A sincere thank you to Asda stores including Asda Fulwood, Blackpool, Rawtenstall, Lancaster, Blackburn and Clayton Green for their support at the events and for allowing us to talk to their customers.

For more information on our Investors in Policing Campaign, visit our website [www.lancspa.gov.uk](http://www.lancspa.gov.uk)

## LISTENING TO RESIDENTS

The Authority hosted a second disability consultation event where we asked about opinions and experiences of policing. We wanted to know how those attending felt the police communicate with disabled people and what standards should be expected from the police. A wide debate led to some very positive feedback and excellent suggestions, some of which have already been acted upon.

The launch of an emergency text messaging service number by the Constabulary, in partnership with the Fire Service builds upon comments made at the event from people who wanted to see greater use of new technology. This new facility enables those who are deaf, hard of hearing or have a speech impairment to contact the police or fire service by sending a text to 66247 (the text must start with the words FIRE or POLICE, include your name, street name, town or motorway junction of the emergency followed by details of the emergency).

Another suggestion was that disability issues should be looked at when designing police stations to make sure they are accessible to everyone and input from disabled people could help achieve this. Disabled people would then have a greater confidence that the police have taken their needs into consideration should they be arrested.

It was thought that all officers should receive initial basic training followed by regular ‘top up’ training on disability so that they can effectively communicate with disabled people. It was suggested that both the Police Authority and the Constabulary should work together with more local disabled groups to develop training packages.

The main concerns of deaf people were the potential communication problems that can arise when dealing with the police.

Many attendees appreciated the commitment made to disability by the Authority and Constabulary and it was recognised that steps had been taken by both organisations to adjust policy, procedures and delivery of services and that Disability as an equality issue was given high importance. The Authority is grateful for the frank participation from the attendees and the useful feedback received.

# “MONEY FACTS”



Policing will cost the average household less than **£2.62 a week in the next year, which we believe is good value for money.**

Last year the council tax increase helped to pay for an extra 50 officers and 24 police staff to tackle major crime, protect vulnerable people and keep local people safe.

Your investment helped to pay for:

- Detectives dedicated to major crime in each division
- The expansion of the Public Protection Team, to help protect vulnerable people
- Work to combat terrorism, an important part of local policing, which brings real benefits to communities
- The development of the Serious and Organised Crime Unit

## “MAXIMISING YOUR INVESTMENT”

We know that you expect excellent policing services for your council tax investment. Each year we ask residents to indicate how successful they believe the constabulary to be in delivering policing services and if they get value for money. Part of that consultation involves asking the public if they would be willing to pay any extra towards policing. Our consultation showed that 70% of those questioned were willing to pay an extra £10 or more a year towards policing and that they felt that the money should be invested in areas such as major crime and counter-terrorism activities as well as neighbourhood policing.

This year, the amount of Council Tax that you pay towards policing for a Band D property will be £135.96 a year, an increase of £10.01 (7.95%). The additional amount for a Band B property is £7.79 a year, so that's less than 15p per week. Of the properties in Lancashire, 60% are Band B or below.

That extra resource will provide the Constabulary with an extra £4.352million for protective services. Together with savings of nearly £1million achieved by the Constabulary, this will provide an additional 84 police officers and 9 police staff.

This will enable the Constabulary to develop specialist teams to:

- Combat terrorism
- Target serious and organised crime, such as drug dealing
- Gather information to tackle crime

# “CRIME DOWN IN HYNDBURN”

**Residents in Hyndburn are safer than ever as crime levels continue to fall. Less people are becoming victims of crime, and officers are detecting over one in three crimes.**

According to figures from the British Crime Survey, all crime across Hyndburn was down 15.5%, compared to the same period last year, whilst burglary in a dwelling has seen a 25% drop. Criminal damage has reduced by 15% and all vehicle crime has reduced by 17%.

Police are also detecting more crime with an overall 36% of all reported crime in Hyndburn detected, an increase of 7% on the same period last year.

Additionally, in Accrington town centre there was a 13% fall in common assaults and other wounding offences.

Inspector Dave Mangan said: “This is excellent news for members of the public living and working in Hyndburn and I am delighted that the figures show a reduction across all areas of crime.

“An increased presence of highly visible officers during busy weekend periods has resulted in fewer incidents of violence occurring in Accrington town centre and campaigns to reduce alcohol related

crime and anti-social behaviour such as Operation Shepherd alongside test purchasing operations have helped us to further reduce crime.

“However, we want to see ever greater reductions and this cannot be achieved without the support from other organisations and members of the public. I urge people to continue to contact us with any information or concerns they have about crime in their neighbourhood. There are many ways they can do this, by telephone on 0845 1 25 35 45 or by coming along to a local PACT meeting, details of which can be found on the Lancashire Constabulary website, [www.lancashire.police.uk](http://www.lancashire.police.uk), using the postcode search facility.”



# “GREEN CROSS CODE MAN BACKS ROAD SAFETY CAMPAIGN”

**The original Green Cross Code Man joined the Rt Hon Jack Straw at a Blackburn school to launch a road safety awareness campaign.**

On Friday 1 February, Mr Straw and actor David Prowse MBE, who was most famously known as Darth Vader in the original Star Wars films, visited Crosshill School, Blackburn, to support a DVD aimed at promoting road safety to children.

Created by Blackburn based songwriter, JC, and featuring PCSO Mark Dixon, ‘Just like me, by Buzzy Buzzy Bee’ is a fun, animated DVD, which promotes the message ‘Be Seen, Be Safe’. JC and PCSO Dixon wrote the lyrics and worked with animators in America to produce it. PCSO Dixon also sings the vocals.

The project has been supported by organisations including Community & Business Partners, Twin Valley Homes and Entertainment Distribution Company (EDC Blackburn Ltd), who produced 1000 copies of the DVDs free of charge. Twin Valley Homes kindly subsidised David Prowse’s Travel expenses to enable him to attend.

The DVD will be distributed to all primary schools in Blackburn and PCSO Dixon hopes it will help to raise awareness of road safety.

He said: “Education is key to raising awareness of road safety amongst children and this DVD is a fun way for us to get a very serious message across.

“I am extremely grateful to everyone involved for their help and support and to Mr Prowse and Mr Straw for backing this important campaign.”



# “STREET AMBASSADORS NEIGHBOURHOOD SOLUTIONS”

**January saw the Blackburn Shared Neighbourhood Team launch a new action-based approach to tackling local problems with the help of local residents.**

Street Ambassadors are local residents who are working to improve their neighbourhood. They will identify problems and set out to resolve them with the help of the Shared Neighbourhood Team and the community they serve.

Neighbourhood solutions consist of a series of public meetings, set up in the form of a workshop. The purpose of these meetings is to get residents involved and keep them informed of any progress that has been made.

Street Ambassadors, local police officers, councillors and other agencies will attend the meeting, with a view to ensuring the correct resources are available to resolve local problems. Although similar to PACT, Neighbourhood Solutions is designed to resolve all local issues and not just police related issues. The meetings will take place every two months, to allow partner agencies to take forward any actions agreed during the meeting.



# “RIBBLE VALLEY CLINCHES TOP SPOT!”

**Over the last five years Ribble Valley has been working hard to reduce crime and anti-social behaviour to make the area an even safer place to live. Now Ribble Valley has been recognised as the safest place not only in Lancashire but in the whole of the North West of England. This recognition is warmly welcomed by the Ribble Valley Community Safety Partnership which has spearheaded a range of activities’ and initiatives on a mere £120,000 budget to deliver a 28.5% reduction in crime.**

This success is attributed to listening to the concerns of Ribble Valley residents, working effectively with partners and using innovative and creative ways to reduce crime and anti-social behaviour.



**PC NICK MATTOCK WITH ANNE PICKOVER, JOHN TREACY AND DEBBIE TREACY FROM CCIB LTD**

# “NEW ‘TEXT’ SCHEME TO TRACK CRIMINALS”

**A text messaging scheme to ‘track’ criminals has been launched by police in the Ribble Valley.**

Operation Target Rural and Community Crime Areas (TRACCA) is a new scheme using the Internet and mobile phone technology to prevent and detect crime by providing more information to rural communities about crime and suspicious incidents.

The initiative has been launched in co-operation with Country & Commercial Insurance Brokers Ltd and Rural Insurance from Harrogate and is aimed at farmers, gamekeepers and rural businesses, along with other people who are out and about in the countryside.

When the police receive a report of a recent crime, or suspicious activity, they will send a text message to all TRACCA members in the area to let them know. They do not need to take any action, but if they see or hear anything relating to the incident they can contact the police.

PC Nick Mattock said: “By telling people what is going on, others can keep their eyes and ears open and pass information back to us quickly enough for us to do something about it.”

TRACCA will initially be piloted in the Longridge, Chipping and Ribchester areas for 12 months, with around fifty scheme members.

‘Travelling criminals’ who come into the area to commit crime have been tackled using Automatic Number Plate Recognition (ANPR), a way of checking car registrations against a database which can help identify potential ‘rogue’ vehicles.

The Partnership has also taken out Anti-Social Behaviour Orders on known criminals from ‘out of town’ effectively banning them from entering the Ribble Valley area.

In addition, various area action groups have been formed to tackle criminal damage.

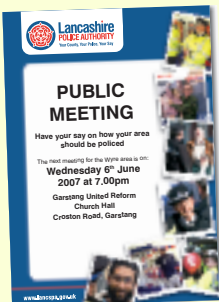
For further information on Ribble Valley Community Safety Partnership, contact Bill Alker **01200 414412**.

# “DIALOGUE”

## Police Authority Community Meetings - May to June 2008

District	Venue	Date	Time
Lancaster	St. Peter's Church Hall, Main Street, Heysham, LA3 2RN	Tuesday 6 May	7pm
Wyre	St Aidan's CE High School, Cartgate, Pressall, Poulton-Le-Fylde, FY6 0NP	Wednesday 7 May	7pm
West Lancashire	Halsall Memorial Hall, Halsall Road, Halsall	Monday 12 May	7pm
Ribble Valley	Read St. John's Primary School, 11 Straits Lane, Read, BB12 0AD	Wednesday 14 May	7pm
Blackpool	Salvation Army, The Citadel, Raikes Parade, Blackpool, FY1 4EL	Thursday 15 May	7pm
Preston	City of Preston High School, Ribbleton Hall Drive, Preston, PR2 6EE	Monday 19 May	7pm
South Ribble	Walton-le-Dale High School, Arts Theatre, Brindle Rd, Bamber Bridge, PR5 0AA	Thursday 22 May	7pm
Chorley	St. Gregory's Parish Centre, Ash Grove, Chorley, PR7 3HZ	Monday 2 June	7pm
Blackburn-With-Darwen	Accrington Road Community Centre, Accrington Road, Intack, Blackburn, BB1 2AF	Monday 9 June	7pm
Fylde	Staining Village Hall, Chain Lane, Staining, Blackpool, FY3 0DD	Thursday 12 June	7pm
Burnley	Ennismore Community Centre, Ennismore Street, Burnley, BB10 3EU	Monday 16 June	7pm
Pendle	Nelson Town Hall, Council Chamber, Market Street, Nelson, Lancashire, BB9 7LG	Wednesday 18 June	7pm
Hyndburn	Elmfield Hall, Gatty Park, Hyndburn Road, Church, BB4 4AA	Thursday 19 June	7pm
Rossendale	Crawshawbooth Village Community Centre, Adelaide Street, Crawshawbooth, Rossendale, BB4 8PW	Thursday 26 June	7pm

## “YOUR COUNTY, YOUR POLICE, YOUR SAY”



We know that how policing is delivered is important to you. Locally as investors in policing you are in a fantastic position to tell us about your concerns and expectations of policing as your experiences can shape future services.

Locally, police and communities together meetings (PACT) are your first point of call and Police Authority community meetings (PACs) should be the process for a more strategic look at policing.

Over the last 3 years discussions at our PAC meetings have involved more local debate and less debate on the strategic issues.

Lancashire Police Authority values your support and involvement and there is a need to look at our resources to make sure that as an investor, you contribute to resolve local issues and can also shape the bigger picture.

Lancashire Police Authority is looking to take on a different approach to make sure you have a say on the 'bigger picture' so we will be working with partners to make this system better and to manage your expectation of policing.

## Removing barriers, enhancing access The Emergency Information card ('E-card')

The innovative 'E-Card' has been launched to support people with disabilities to communicate more effectively with the emergency services. The E-card contains information detailing a person's next of kin and alerts officers that somebody might require additional support. The brainchild of PCSO James Holland, the e-card is aimed at removing barriers that may deter the wider disabled community becoming involved with policing in Lancashire and strengthening the options available to help people with disabilities communicate more effectively.

James explained that research has shown that people with disabilities feel they have been targeted as a victim of crime solely

because of their disability and that some people found it difficult to communicate due to their disability, so he developed the E-card to help them.

E-Cards are free of charge and come with a self-seal laminated pouch to protect the card from being damaged.

For further information, or if you would like James to come along to your next group meeting to talk about the card, you can contact him directly via email (James.Holland@lancashire.pnn.police.uk) or call him on 01772 412870.



## “CONTACT”

In an emergency, when you need an immediate response dial 999. Police Non emergency number: 0845 1253545  
Crimestoppers - a confidential phone line: 0800 555 111. Lancashire Police Authority: 01772 531209  
Remember... If the police don't know about a problem they cannot do anything about it.