



Lancashire
POLICE AUTHORITY
Your County, Your Police, Your Say

“DIALOGUE”

Issue 7 - March 2008

Northern

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.”



INVESTORS IN POLICING • YOUR INVESTMENT WORKING FOR YOU
“MAXIMISING PERFORMANCE”
INVESTORS IN POLICING • YOUR INVESTMENT WORKING FOR YOU

What are protective services?

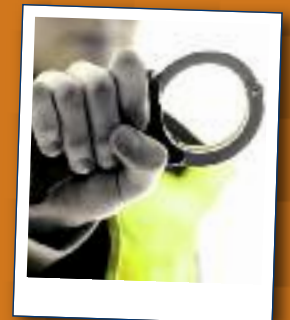
You may have heard the phrase ‘Protective Services’ in the news over the past year and, if you have, you’ve probably wondered what this is all about!

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.



If you have any suggestions about any issues or topics you would like us to include in the next edition, please contact Danielle Norton on 01772 531209 or e-mail danielle.norton@lpa.lancscc.gov.uk

www.lancspa.gov.uk

“QUALITY OF SERVICE IS TOP PRIORITY”



CH SUPT TIM JACQUES, WHO HAS OVER 20 YEARS EXPERIENCE WORKING ACROSS THE COUNTY, IS THE NEW DIVISIONAL COMMANDER

Chief Supt Tim Jacques, the new head of Northern Division, talks to ‘Dialogue’ about his top priorities and plans for the future.

“Improving the quality of service is a key priority,” he said. “This division is one of the safest in the County, with an enviable reputation for innovation, but I want to see the quality of service we provide to communities improve still further.

“Local residents have shown that they want to be involved in the management of their own neighbourhoods, and we will do more to support them. I want to develop a ‘people first’ approach to the way we respond to local concerns - while achieving the performance targets laid down for us.

“I’m particularly keen to develop our work with partners and feel that the community is the most vital and influential partner of all.

Together we have already made great strides in addressing the levels of crime and anti-social behaviour.

“There are many challenges ahead for the police, from the local impact of international terrorism and organised crime to anti-social behaviour on our streets, but I believe this Division can continue to play a significant role in sustaining Lancashire Constabulary as a top performing police force by continuing to deliver and develop a first class service to our communities.”



“WANT TO DISCUSS A NON EMERGENCY WITH THE POLICE? THEY DON’T WANT TO KEEP YOU WAITING – INTRODUCING A NEW APPOINTMENTS SYSTEM”

What is Operation Quest and how will it benefit you? The police don’t want to keep you waiting, especially when you want to discuss an incident with them.

So for non emergency situations this new appointments system lets people agree a time and place that is convenient for them to see a police officer. The officer is then committed to keeping this appointment. This is working extremely well in Northern Division and Operation Quest has now been rolled out across the force.

Quest is for non emergency situations so in an emergency the police will be there as soon as possible.



PC ALLEN EXPLAINS THE GRAFFITI CLEAN-UP PROCESS TO THE YOUNGSTERS INVOLVED.



ONE OF THE YOUNGSTERS CLEANS UP THE GRAFFITI DAMAGE AT JUBILEE PARK.

“CASE STUDY: RESTORATIVE JUSTICE IN ACTION”

Last year Northern Division led the way for the whole Constabulary through the implementation of Restorative Justice processes, when victims get the chance to tell offenders how their actions have affected them, to ask questions of the offenders and receive an apology. Equally, offenders realise the impact their actions have had on the victims, which often leads to a change in their future behaviour.

Youngsters who went on a graffiti spree in a Cleveleys park were caught on CCTV causing damage to benches in Jubilee Park and had to clean-up their own handiwork. This was initiated by the Wyre Multi-Agency Partnership Team (MAPS) under the careful eye of Cleveleys’ Community Beat Manager PC Allen. It was organised in conjunction with the parents of the offenders who supported the idea.

PC Allen said: “Residents are understandably angry about their environment being damaged and this kind of vandalism has a very

negative impact on local communities. By making the youngsters clean up their mess I hope they realise the scale of the damage they have done.”

Sgt Gary Tunstall on behalf of the Wyre Multi Agency Team, said: “Trained staff will be working with communities to identify offenders and remove graffiti and this will be built into youth offenders’ reparation orders and added to acceptable behaviour contracts and conditional cautions.”





“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

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



“BANS REDUCED WITH INTRODUCTION OF ACCEPTABLE BEHAVIOUR CONTRACTS”



Drinkers banned from pubs and clubs in Fleetwood and Wyre are being given the opportunity to have their punishments reduced – by signing acceptable behaviour contracts.

The move will see those banned by the Wyre Pubwatch group have their restrictions reduced if they agree to a set of conditions laid down by the organisation. If they break those conditions their original ban is re-introduced and lengthened.

Chief Insp Tracie O’Gara says the move comes as part of the Restorative Justice process that is becoming an increasingly popular tool of enforcement.

She said: “Police in the Wyre have embraced Restorative Justice and in particular are using it to support neighbourhood policing.

“The main ethos behind using Restorative Justice methods is to deter future re-offending and in particular increase victim satisfaction.

“It helps provide longer-term solutions to problems instead of the traditional quick fixes and it also engages local communities in problem-solving.”



“NATIONAL AWARD FOR LOCAL POLICE OFFICER”

A local police officer has won a national award for her contribution to diversity. Fleetwood-based Sgt Karen Hall, who works as the Northern Division’s Race, Equality and Diversity Officer won the Police Authority Training Trust Leadership Award for her efforts in improving the service police provide to minority groups. Karen, a former Community Beat Manager in Fleetwood, received the award for her ‘outstanding community leadership’.

Her achievements include establishing greater links with various communities and giving them forums to air their views and share their expertise to help police. She has also developed her own communication skills in her own time and is learning how to use sign language.

Ch Insp Trace O’Gara, who nominated Sgt Hall for the award, said: “Karen provides a professional and high quality service, keeping people informed and displaying empathy. She makes great efforts to make individuals feel their voice counts and has made an outstanding contribution to our communities.”

If you would like to discuss any diversity issues with Sgt Hall please contact her on **01253 604364**.



“CRIME REDUCTIONS IN GARSTANG AND OVER WYRE”

Crime in Garstang and Over Wyre fell dramatically over the festive season - and police say Garstang's new CCTV scheme and special pre-Christmas initiatives played a major part in this success.

In 2006, Garstang Town Centre saw 308 recorded crimes with a 20% detection rate. In 2007 there were 232 crimes with a 31% detection rate. In December 2007 crime dropped by a third with 6 crimes recorded compared to 18 in 2006.

Sgt Lindsay Brown said that crime was very low for the festive period and that police were pleased with the reduction in the number of incidents.

He said, “It’s certainly down on last year, and this is probably due to the number of initiatives, as well as the CCTV system that has recently been switched on in Garstang. Operation Shepherd, a force-wide scheme aimed at tackling and preventing anti-social behaviour, was undertaken across the Garstang area and officers said it was extremely successful.”

The multi-agency campaign focused specifically on negative activity such as drinking too much alcohol, violence, criminal damage and road deaths.

Sgt Brown added, “There was a greater police presence in local pubs over the Christmas period and licensing visits took place”.

Garstang Police Community Support Officer Lisa Dennett added that there had been very few incidents over the Christmas period, in all areas of crime including theft, violence and criminal damage.



“WEST END OF MORECAMBE SEES SIGNIFICANT REDUCTIONS IN CRIME”

Police in the West End of Morecambe have reported a significant drop in crime figures over the past 12 months.

There were 111 less reports of criminal damage in 2007 compared to 2006 and 55 less assaults in 2007 compared to the previous year. Burglary from a dwelling had reduced by 19 offences, a 32% reduction. Thefts from vehicles had dropped by 25 offences.

PC Andy Taylor, a Community Beat Manager in the West End says the figures are testament to the hard work of a number of partners involved in the Winning Back Morecambe’s West End project. He also praised the Police Community Support Officers for their hard work.

Various operations were carried out in the area in 2007 including Operation Boat to tackle lead and metal theft and Operation Borderline which addressed juvenile-related problems such as under age drinking, criminal damage and anti-social behaviour. Operation Bourbon tackled problems associated with houses of multi occupancy such as poor conditions, drug dealing and anti-social neighbours.

PC Taylor added, “The recent feedback from the public at Police and Community Together (PACT) meetings is very good, showing that people are pleased with how the West End is becoming a better area to live.”

John Deacon, Project Director for Community Engagement, Winning Back Morecambe’s West End, said, “We welcome the significant drop in crime in the West End and thank the Police and PCSOs for all their hard work.

“The West End Partnership is engaged in a wide range of activity which is improving the environment and people’s quality of life in co-operation with our Police colleagues and other partners.”

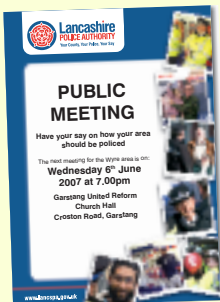


“DIALOGUE”

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.