



Lancashire
POLICE AUTHORITY
Your County, Your Police, Your Say

“DIALOGUE”

Issue 7 - March 2008

Southern

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?

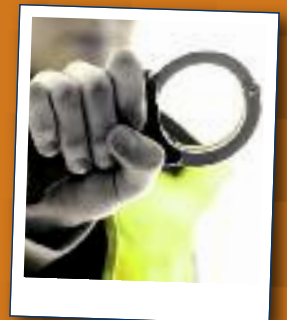
You may have heard the phrase ‘Protective Services’ in the news over the past year and, if you have, you’ve probably wondered what this is all about!

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.





CHIEF SUPERINTENDENT
IRENE CURTIS

“MESSAGE FROM DIVISIONAL COMMANDER”

I am pleased to report that the successful performance reported in the last edition of Dialogue has continued and you can read about our further performance successes in this edition. However in addition to what we might call our ‘daily business’ we have recently had two major incidents in the division which have both attracted national media attention. These incidents have little impact on our ‘traditional’ performance figures but have a huge impact on how safe the communities in Southern Division feel.

The first of these incidents was the armed robbery at the Hospital Inn in Bamber Bridge at which dog handler PC Katie Johnson was shot in the leg. I am pleased to say that Katie is recovering well, and some excellent police work led to the very early arrest of the persons who are suspected to be responsible – they are now all remanded in custody awaiting trial. The second incident occurred in Astley Park, Chorley in January and resulted in young Jessica Knight receiving multiple stab wounds following what appears to have been a random attack. Thanks to the support of her

family and friends Jessica is starting the slow road to recovery from her injuries and the police investigation resulted in the man suspected of this attack being remanded in custody pending his trial.

Both of these incidents resulted in a major policing operation to reassure the communities affected by them and I would like to thank the public for the support they showed to the police during this time.

Looking to the future our aim in Southern Division is to deliver a high quality local policing service that meets people’s needs and helps them feel safe. We will continue to work with both partner agencies and our local communities and with their support I am confident we can achieve this.



“ROAD CASUALTY FIGURES FALL”

In the past 12 months the number of fatal collisions within Southern Division has reduced by a total of seven which equates to a reduction of over 50%. The number of seriously injured casualties recorded over the same period has also fallen by 63 a reduction of over 12%.

The number of people involved in slight injury collisions has also dropped by 70% thanks to operations such as Operation Corsa, which is aimed at young drivers under 25. Young drivers suffer from a disproportionate number of collisions in relation to their numbers, and the aim of the operation was both enforce and educate, in an effort to show young drivers where errors are made and how to avoid them.



“OUR OUTSTANDING PERFORMANCE CONTINUES”

One of the main areas of focus in relation to performance in Southern Division is customer satisfaction. Meeting all of the targets set for us counts for nothing if the public are not satisfied with how we deliver our services and have little or no confidence in us. Consequently performance in both of these areas is improving.

Satisfaction rates have been increasing consistently for the last 18 months and in the latest national data showing public satisfaction for the 12 months to September 2007, Southern Division performed exceptionally well when compared with 15 other similar policing areas. The division was positioned top of all 15 areas in four of the five categories of satisfaction, and second in the fifth area.

The public’s confidence in the police is assessed through a survey of panel members, and the most recent survey showed that the confidence of panel members in Southern Division had increased to 96%.

In relation to crime reduction, three years ago a 15% target was agreed by each of the Crime and Disorder Reduction Partnerships in the Division with Government Office North West. This target related to those categories of crime that concern the public most and directly impact on the quality of life for all our communities and has given real focus to all community safety partners in terms of reducing crime. Through excellent partnership working, at the time of writing, all three Crime and Disorder Reduction Partnerships in the division are well on track to achieve this three year target by the end of March this year.

Since April 2007 the reductions in all crime across the division equate to over 2000 fewer victims which is great news. Furthermore, we continue to detect more than one in three of all crimes reported to us which is well above the national target and the national average.

One of the areas where we have found it challenging to consistently meet our targets in the past has been in relation to answering telephone calls, in particular the non-emergency calls which we receive. We receive, on average, over 500 non-emergency calls a day and are now consistently answering almost 95% of these calls within 20 seconds, which is well above the target set. We are also consistently meeting our target of answering 98% of emergency calls in 10 seconds.



“TARGETING DRUG DEALERS”

Operation Corduroy is a monthly operation that takes place in geographic areas across the Division and focuses on drug dealers in local neighbourhoods. Officers rely on local community intelligence from members of the public to identify appropriate targets and so far “Corduroy” has resulted in over 30 people arrested with drugs, cash and stolen property recovered.

If you know of a drug problem in your area or someone dealing drugs then contact local police on 0845 1 25 35 45 or Crimestoppers on 0800 555 111.





“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



“REDUCING ANTI-SOCIAL BEHAVIOUR IN CHORLEY APPLEJAX – YOUTH DISCO IS LAUNCHED”

Some months ago local youths had highlighted the lack of 'non-sport' activities in the Chorley Borough for teenagers. Consequently Chorley Inspector Ian Roberts has worked in partnership with the chairman of the local Pubwatch scheme, Peter Verhaege, to develop a youth nightclub for 13-17 year olds on Friday evenings between 7-10pm. The club is run exactly the same as an adult nightclub – but no alcohol is allowed.

Within six weeks of the original idea, the club called B4@AJs opened and it now boasts 400 members. Whilst still in its early stages, the future looks positive in terms of providing a beneficial facility for young people and reducing anti-social behaviour in the Chorley area.

“TARGETING CRIMINAL DAMAGE TO BUSES”

Following numerous incidents of broken windows to buses in some areas of Skelmersdale, Operation Trojan was introduced, involving police officers and PCSOs travelling in plain clothes on a specially protected bus provided by Arriva.

The officers acted as passengers in an attempt to make the bus as genuine as possible to anyone who may consider causing damage to it; however they sat behind re-enforced panels. The TROJAN bus, as it was named, was not in regular service but drove around the main route through Digmaor and Tanhouse followed by an unmarked van supplied by Arriva which had officers inside who were deployed as and when required. As a result of the operation one male was arrested for firing an air weapon at the bus and four other youths were returned home to their parents and issued with Youth Referrals after being found engaging in anti-social behaviour.



“CASE STUDY: COMMUNITY SAFETY PARTNERSHIP WORKING FOR YOU”



Chorley Community Safety Partnership continue with their crime reduction success and are set to achieve their crime reduction target. Themed days and weeks of action took place with various partners to reduce crime within the area including an operation to check Chorley Roads.

Day one saw:

- 29 vehicles stopped
- 7 clamped and towed away
- 5 with no insurance
- 13 with no Excise Licence
- 2 with no MOT
- 2 vehicles using red diesel
- 1 stolen vehicle where the driver was arrested
- 22 people being investigated by the Benefits Office as a result of the Stop/check procedure

Day two saw:

- 27 commercial vehicles stopped/checked
- 1 vehicle prosecuted for using red diesel
- 3 applications for waste carriers licence issued
- 6 vehicles clamped for NO Vehicle Excise Licence that was over 1 month out of date
- 6 vehicles warned due to having no Vehicle Excise Licence – few days out of date
- 10 vehicles clamped and towed away for no insurance

For further information contact Phil Towndrow on 01257 515344.



“BONFIRE DISORDER LEADS TO CUSTODIAL SENTENCES AND ANTI-SOCIAL BEHAVIOUR INJUNCTIONS”

On 5th November 2006 there was serious public disorder on Hillbrook Road, Leyland when an unauthorised bonfire had to be disrupted. Fireworks had been fired at police officers who were in attendance following reports of a telegraph pole being sawn down. Seven officers were injured during the disorder, the most serious being a head wound sustained by Broadfield CBM Paul Connell which required three stitches.



PC PAUL CONNELL

A total of 15 arrests were made, of which a number were tenants living in properties owned by New Progress Housing (NPH). In the immediate aftermath of the violent disorder the housing association was responsible for obtaining six Anti-Social Behaviour Injunctions (ASBIs) which prevented the main offenders from committing any nuisance or violence within the Broadfield Estate. Breaching the ASBI would have resulted in an instant appearance in front of Crown Court Judge and potential prison sentences. Not one of those subject of an ASBI were arrested or even came to the attention of the police or housing during the period of the ASBIs.

Seven of the 15 persons arrested appeared at Preston Crown Court on 19th November 2007 on a joint charge of violent disorder where they all pleaded guilty to either affray or threatening behaviour. Additionally one of the defendants pleaded guilty to actual bodily harm on PC Connell. Sentencing was passed on 18th January 2008 and three of the offenders received custodial sentences.

Leyland Inspector Eddie Newton commented, “The prompt service of ASBIs had a huge impact on improving behaviour since not only did the main offenders have criminal prosecutions pending, but they also faced the possibility of eviction from their homes should they further misbehave. The strong message this sent out quickly spread and assisted in the policing of the bonfire period in 2007, which passed off without incident.”

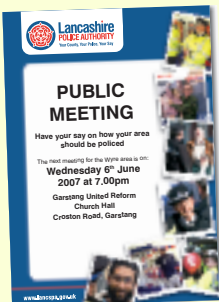


“DIALOGUE”

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.