



Introduction

Welcome to our third Police Authority Newsletter "Dialogue", aimed at providing you with information on issues that have arisen as a result of our Police Authority Community meetings and to alert you to any other information that we think will be of interest to you.

Consulting and engaging with the public are key objectives for both the Authority and the Constabulary and your views help to influence decision-making in respect of local policing. If you wish to become more involved why not attend one of our public meetings where you could talk directly to your police authority member and senior police officers in your area. Details of the next meeting for your area can be found on the back page.

Or, you may wish to become part of the wider police family by becoming a volunteer, a special constable; or by joining a community safety scheme such as neighbourhood watch. Further information for which can be found on the Lancashire Constabulary Website at www.lancashire.police.uk

Alternatively, you may wish to register your views or opinions on policing with your police authority member from the comfort of your own home on info@lpa.lancsc.gov.uk



Diane Flynn
Lancaster



County Councillor
Anthony Jones
Lancaster



County Councillor
Niki Penne,
Lancaster



County Councillor
Geoffrey Roper
Wyre

confidence remains high

As you are aware the Police Authority regularly measures the public's confidence in Lancashire Constabulary through its Citizen Panel "Opinion". Our latest survey has shown a very slight increase in public confidence from 87% in March 2006 to 88% in June 2006.

Looking at the survey results in more detail tells us that 12% of respondents claim their confidence has increased due to 'active' performance such as a positive and professional reaction, a rapid or quick response, drugs raids and arrests, positive media coverage and an increase in a visible police presence.

However, 12% of respondents claim their confidence has decreased as a result of receiving no response or a slow response from the constabulary.

Interestingly, 5% of respondents mentioned that they were less confident because of the proposed merger with Cumbria, which is now no longer going ahead so we hope their confidence will increase again by the next wave.

Public confidence and the reasons for an increase or decrease are regularly monitored and we will continue to keep you informed of the results in future editions of Dialogue.

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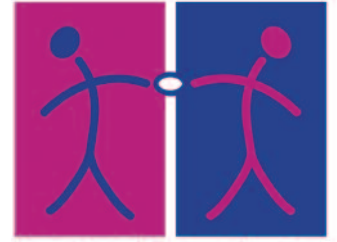
Quality Counts

Christmas Message

If you're out celebrating during the festive season take personal safety seriously and reduce the chances of becoming a victim. Plan your route, keep to busy well-lit areas and don't take short cuts. Whenever possible, stay with other people.



We want to ensure that this newsletter is addressing the issues that are important to you. If you have any suggestions about any issues or topics you would like us to include in the next edition, please contact Naomi Walker on 01772 531214 or e-mail naomi.walker@lpa.lancsc.gov.uk



With an incident of domestic violence taking place in the UK every six to twenty seconds, it may not be a Happy Christmas for everyone this year!

It's a sad fact that domestic abuse is all too prevalent during the festive season and north Lancashire has the highest figure in the county for domestic abuse. As people get together with their loved ones to enjoy their Christmas, many women - and men too - will suffer terrible abuse in their own homes.

Domestic abuse is a reality for too many people but there is help available in Lancaster. The 'Sal's Place' Domestic Abuse Centre, (which opened its doors in May 2005) has proved to be the perfect venue for a number of people who have suffered domestic abuse.

Sal's Place stands for Safe At Last and is described as 'pioneering' by the different agencies it brings together to tackle the problem. The centre brings together

police, social services, Victim Support, Sure Start and Lancaster and District Women's Aid to provide a one stop shop for the victims of domestic violence and abuse. It received celebrity backing from Coronation Street actress Sally Lyndsay whose character Shelley was a victim of domestic abuse in the soap.

She said: "Playing someone who suffered at the hands of a partner has been very hard for me and I have been surprised just how emotional was. I know from the reaction I had that this is something a lot of people, men and women, have to put up with in their everyday lives and it must be very hard for them. I know that initiatives like Sal's Place can only help them. It is still a 'secret disease' in many ways as many people don't report it but they need to know that help is available if they need it. I am delighted to give Sal's Place my full support."

The centre has now dealt with almost 250 clients and has been there to give confidential and sympathetic advice and guidance with a group of experts under one roof to help those going through a traumatic time. Sal's Place has been so successful that it has been nominated for a host of awards since it opened and in November reached the national Criminal Justice Awards finals for the second year in succession for its work in helping victims.

Inspector Steve Anderton from Sal's Place said: "We are determined to keep the issue of domestic abuse in the public domain and that those people experiencing it and their concerned relatives and friends know where they can turn to for help.

As we continue to raise awareness it is important to show that domestic abuse takes many forms and has far reaching effects and consequences. Not all forms of domestic

abuse show bruises, but the damage can be just as savage and run much deeper.

Psychological and emotional abuse creates a constant climate of fear but we want to stress that there is help at hand at Christmas and at any other time. Figures tell us that on average a woman is assaulted 35 times before she comes forward for help. Sal's Place encourages those experiencing abuse to reach out for help earlier."

If you would like further details about Sal's Place please ring 01524 61747 or visit the website www.salsplace.co.uk

Fleetwood Pub Watch Success

ALCOHOL-related crime in Fleetwood more than halved this summer, and it's largely due to a crack-down in licensed premises.

Under the innovative Pubwatch scheme, which sees troublemakers who are banned from one pub, banned from all of them has resulted in less violent crime and safer streets at weekends.

The scheme has been welcomed by licensees and police officers say it has helped change the attitudes of some previously heavy-drinking folk in the town. The banning orders came into operation in May this year and, since then, more than 20 interim banning orders have been imposed with more than 25 individuals now being fully banned.

The idea was originally the brainchild of the Wyre Community Safety Partnership who recruited Joe Curran, the man behind the successful Blackpool Pubwatch scheme for the last five years.

Joe, chairman of the Fleetwood Licensees Forum, said: "There were clear and somewhat alarming issues in Fleetwood. Licensees identified problems with individuals who were committing offences in, or around, pubs and clubs but were reluctant to address them for fear at times of intimidation or threat of violence. This scheme tackles that problem."

Sgt Rick Newson, who looks after the custody suite at Fleetwood police station, said there was now a different attitude from those arrested.

He explained: "The first thing people say when they come into custody is, not can I have a solicitor or can you tell mum - it's am I going to get a ban?' Suddenly reality kicks in. There is a massive difference from over 12 months ago. You don't have the level of trouble or violence."

Quality counts

Lancashire Constabulary has been working hard behind the scenes over the past 18 months in readiness for the police national customer service standards that became effective on 1st November 2006. These improvements have been progressing under the working title of "Quality Counts".

Superintendent Bill McMahon, from the Constabulary's Corporate Development Department told us "The Quality Counts agenda is being integrated into everything the Constabulary does. Quality of Service and Customer Care is and will remain part of our 'business as usual' approach."

The national standards consist of:

- Making it easy to contact the police
- The provision of a professional and high quality service
- Dealing with initial enquiries from the public
- Keeping people informed
- Ensuring the public voice counts
- Victims of Crime
- Complaints
- Freedom of Information

He added "In order to meet the standards we have to communicate them to staff, train our staff, put policies, systems & working practices in place to support the commitments and have the necessary people and technology in place to deliver them. In addition we then have to check that the commitments are being delivered.

What is clear is that local work already undertaken supports the commitments and demonstrates that the Constabulary want to do more than is expected at a national level. For example,

monthly PACT (Police and Communities Together) meetings held in each of our Neighbourhood Policing Areas, give residents the opportunity to raise any issues/concerns directly with local policing teams. These issues are then translated into local policing priorities - ensuring that we focus on what matters most to residents.

Much of the work undertaken within the Constabulary has, rightly so, been in support of Victims of Crime. Information gathered by talking with victims has influenced our approach to training and as a result, we use real-life video case studies during officer and staff training to demonstrate what is important.

In addition, re-contact bureaus in each of our policing divisions have dedicated staff, supported by a newly developed IT package, which ensure that victims of crime are kept informed about the progress of their case at key stages."

Superintendent McMahon concluded, "Whilst we will endeavour to give a 'right first time' approach, we realise that we do sometimes get things wrong. We will actively seek feedback and make every effort to put things right - trying to ensure it does not happen again.

We produce and distribute Victim Care Packs - which give Victims information in relation to what to expect from the police and include contact numbers and crime reference numbers.

We are committed to providing a world-class service and we see the Quality Counts programme and Neighbourhood Policing Service as being at the heart of the Government's Citizen Focus Agenda".

help for victims & witnesses across the county



Victim Support Lancashire is a registered charity. It supports crime victims, witnesses, their family and friends.

- It offers a free and confidential service irrespective of whether or not a crime has been reported to the police
- It raises public awareness and recognition of the effects of crime
- It promotes victims and witnesses rights in all aspects of criminal justice and social policy

Staff and volunteers are trained to provide emotional support, information and practical help to people who have suffered the effects of

crime ranging from burglary to the murder of a relative.

Victim Support also runs the Witness Service, based in all the criminal courts. Here, staff and volunteers are trained to provide support and information about the court process to witnesses, victims and their families, before, during and after the trial.

Recently we are also able to offer our service at a number of Outreach venues across the county.

Please contact your local office for further information:

AREA OFFICE

Preston

Tel: 01772 828422

Central District Office

Covering Preston area, Chorley & West Lancashire.
Tel: 01772 201142

Eastern District Office

Covering Blackburn, Darwen, Burnley, Pendle, Rossendale & Ribbles Valley.
Tel: 0845 373 2456

Northern District Office

Covering Blackpool, Fylde, Wyre, Lancaster & Morecambe.
Tel: 0845 373 2458

Burnley Crown Court Witness Service

Tel: 01282 452334

Lancaster Witness Service

Tel: 01524 62907

Preston Crown Court Witness Service

Tel: 01772 844836

Preston Magistrates Court Witness Service

Tel: 01772 887439

Blackpool Witness Service

Tel: 01253 296253

Blackburn & Hyndburn Witness Service

Tel: 01254 265305

Pennine Witness Service

Tel: 01282 425780

Chorley, Leyland & Ormskirk Witness Service

Tel: 01772 453556

setting the police agenda: policing priorities 2007-2008

Each year as part of my role here at the Authority, I approach Lancashire residents to find out their views and opinions about policing. Meeting and talking to residents helps me collect valuable information about how policing is being delivered in the area, what is working and what isn't, what issues and concerns local communities have and how the police are working with them to resolve the situation. This approach also means that areas are identified which the public either want to know more about, have concerns about or are identifying as an area for further action.

Alongside this, views, information and feedback from Lancashire residents are also collected from OPINION (our independent

Citizens panel); from emails and online survey responses received via the Authority's website; by issuing questionnaires to all members of the Police Authority Community Meetings; and from other specific research and surveying activity such as on-street surveys and conducting face to face interviews. In addition, I also look at letters I have received from the public.

Each year the Authority sets a number of policing priorities for the Constabulary and as Chair of the Authority it is important to me that these priorities reflect the public's priorities and concerns.

As part of the wider consultation process, I am now asking for your views for this specific process. I

want to know firstly, how successful you believe the Constabulary has been this year on delivering the existing priorities and secondly, what you consider to be the important policing priorities for next year. In addition I am seeking views on the resources needed to pay for policing. I would like to know how much you as a Lancashire resident are willing to pay for policing and where that money should be targeted.

Public involvement is critical to the process and I am inviting you, a reader of dialogue to have your say.

By visiting our website www.lancspa.gov.uk you can complete an online survey and give us your views. If you prefer a postal survey you can contact our



Communications Manager, Naomi Walker on 01772 531214 to request one. **Please note that we need your views by the end of December**

Remember, your views do help shape the decisions that the Authority makes so if you want to have your say on next year policing priorities and budgets, now is the time to do it.

Many thanks for your assistance.

Malcolm Doherty
Chair

Disability Equality

Lancashire Police Authority recently hosted a unique consultation event with disabled people to help the Authority write their New disability equality scheme. The new scheme looks to :-

- promote equality of opportunity between disabled people and other people;
- eliminate discrimination against disabled people;
- eliminate harassment of disabled people that is related to their disabilities;
- promote positive attitudes towards disabled people;
- encourage participation by disabled people in public life; and
- take steps to take

account of disabled people's impairments, even where that involves treating disabled people more favourably than other people.

Over 40 people came along on the day to share their views, give practical suggestions and outline particular barriers that disabled people face and discuss how these issues can be overcome effectively.

This innovative half day event was held at the Gujarat Hindu Centre. The event was designed to be creative, informative, interactive and fun and featured a drama performance from the 'Certain Curtain' theatre

company as well as providing participants with the opportunity to take part in art-based activities provided by 'Prescap' (Preston Community Arts Project).

Lancashire Police Authority member Howard Gore, who has specific responsibility for Disability as part of his diversity portfolio, said, "This was the first consultation event of its kind undertaken by the Authority and we welcomed the constructive and open communication that we had with people who have first hand experience of the difficulties faced when accessing services for those who are disabled in any way. We have learned



from their experience and will aim to put their ideas into practice to improve the service we provide.

If you would like more information regarding the Authority's new disability equality scheme, visit the Authority's website at www.lancspa.gov.uk or contact Christine Durber on (01772) 533415.

COMMUNITY VOLUNTEERS

did you know?

The Lancashire Constabulary Community Volunteer Scheme is going from strength to strength. Established in June 2004 the scheme is now fully incorporated into the organisation.

To date, over 580 volunteers regularly give up their time in order to assist the constabulary in providing a better quality of service to the communities of Lancashire. The roles they perform vary from keeping victims of crime updated on how their case is progressing to assisting Neighbourhood Policing Teams in the heart of their own communities.



Margaret Mills preparing a 'mail shot'. At 85, Margaret is the Constabulary's oldest volunteer.

Volunteering is proving to be a valuable tool for gaining citizenship skills for young people who are just starting out on a career path and a great way of giving something back to their own community for others.

Our volunteers are meeting new people, embracing different cultures and gaining new skills.

More importantly they are helping us to become more transparent and assisting us build bridges and strengthen our ties with the people of Lancashire.

If you are interested in joining the Lancashire Constabulary Community Volunteer Scheme please contact your local volunteer co-ordinator:

Blackpool:	PC 1770 Gordon BIRT	(01253) 604241
Lancaster:	PC 785 Steve BROADBENT	(01524) 596424
Leyland:	PC 2641 Jean BAKER	(01772) 415884
Preston:	Mr Eryl EDWARDS	(01772) 209107
Blackburn:	PC 6177 Ann WEBSTER	(01254) 353547
Burnley:	PC 1345 Chris COLLETT	(01282) 472948
HQ:	PC 2964 Alec CARTER	(01772) 410326

raising the standard

Over the years there has been a certain amount of confusion and uncertainty by the public surrounding work of the Constabulary in relation to complaints and the police complaints procedure. Therefore, in the next few editions of "Dialogue" we will be taking a look behind the scenes of the Professional Standards Department who are responsible for dealing with complaints against police officers and police staff.

This series of articles coincide with the appointment of Detective Chief Superintendent Clive Tattum as the new head of the Professional Standards Department.

On your behalf we spoke to Mr Tattum who told us he is keen to continue the good work of his predecessor, and members of the department, which has resulted in Lancashire Professional Standards Department being recognised for it's good practice in the recent HMIC document 'Raising the Standard'.

That said, Mr Tattum is determined to improve the performance of the department yet further. The focus of his activity will be around the quality of the service provided by the constabulary, ensuring that the police officers have a respect for and an understanding of diversity issues and to ensure that the high standards are maintained and improved.

He said: "All members of Lancashire's communities have the right to expect the highest quality of service on each and every occasion we have any dealings with them".

It is also understandable that where the service, behaviour or actions of a member of staff falls below the required standard, members of the community have a right to express their dissatisfaction. This can be either to the Constabulary or to the Independent Police Complaints Commission (IPCC).

Where complaints are made I will ensure that quality, timely, fair and proportionate investigations are carried out."

**IN THE NEXT EDITION - RAISING THE STANDARD:
Focus on the Reactive Unit of the Professional Standards Department.**



Detective Chief Superintendent Clive Tattum

BEHIND THE HEADLINES - how does the Constabulary ensure good levels of service?

There's no prize for guessing that the most popular method for the public to get in touch with the Constabulary is by telephoning a police communication centre. But do you know what goes on behind the scenes to ensure the level of service is maintained.

Over the last 18 months the number of concerns raised at Police Authority Community meetings about the speed in which the Constabulary answers the phone has reduced significantly. However, concerns continue to be raised about the quality of response and the service received from the communications operator.

Therefore, on your behalf we have spoken to the Constabulary's Contact Management Unit (CMU) about the work they do, to ensure that structures and processes are in place to give members of the public easy access to the police and a satisfactory service when they do so.

The CMU, in addition to monitoring local performance indicators (such as the time it takes to answer 999 and non 999 calls on a daily basis) also monitors staffing levels at each of the communication centres ensuring that there is enough staff to handle the volume of callers. The

CMU also works with colleagues from the recruitment and training departments to simplify the way in which people are recruited to these jobs and ensure that they receive the right training.

The CMU also examines call and incident handling processes to make sure they remain fit for purpose as well as acting as an advisor to communication centres' staff; helping them to deliver and recognise good practice or areas for further development. This can be in the form of action plans to address under performance in answering 999 calls and non 999 calls and once action plans are agreed, progress against them is monitored on a regular basis until satisfactory performance is resumed.

We spoke to Graham Keyte from the CMU who told us "The National Call Handling Standards set out a number of standards to improve customer satisfaction and staff are being trained in



delivering a quality service. This will mean their work will be subject to random checks as part of their development plan. Also, every three months, the CMU reviews each communications centre by looking at Call handling performance records, maintaining standards on how the data is captured by the communications staff and ensuring that the correct classification of incident and crime related incidents are recorded.

Questions such as 'Have

we dealt with the incident appropriately?' 'did an officer attend within the agreed timescale?' and 'is the result appropriate?' are asked. These reviews include the results of satisfaction surveys from people who have recently contacted each centre. Part of the review also includes structured audits conducted by CMU, where staff dip sample certain elements of an incident to ensure areas that will improve customer satisfaction are maintained."



christmas message

When you're out and about doing that late night Christmas shopping, make sure you lock all doors and windows at home - and use light timers, or leave a light or the radio on, so people think that you're in.

Don't make it easy for criminals.

community football match a great success

A SPECIAL community football match between police from Lancaster and Morecambe and Asian youths from Lancaster Boys Club proved a great success.

The match, played at Morecambe FC's Christie Park, was organised as a joint community venture by the Shrimps, the Boys' Club and police, in an effort to enhance local links between the groups.

Youths from the Boys Club used the game as part of a special community project. As well as organising a team they have found their own sponsorship for a new strip and produced their own match programme.

It was a day one of the organisers Mukhtar Patel, 20, from the Boys' Club says will always be remembered.

He said: "It's not every day you get a chance to play on a ground as good as Morecambe's and on an occasion like this. It has been a really good project and all the lads really enjoyed it.

"We would like to thanks everyone at Morecambe Football Club and the police for their help."

Morecambe FC's Football in the Community officer Janet



Preston added: "We are always looking at new community projects and this is an excellent way of spreading the word about the club and we are sure it will be a big success.

"The game was part of the work we do for the Kick Racism Out of Football Scheme which we fully support"

Sgt Karen Butler, the Northern Division's head of diversity, said: "Sport is a good way of interacting with members of the community in a fun and informal way and this game was ideal."

On your bike

Bobbies on bikes are set to step up patrols on local cycle paths after being handed £3,500 of funding.



Last October, the Lancaster district became one of six winning cycling demonstration towns who each received funding from the Department of Transport to encourage more people to get on their bikes.

To achieve this, the 'Cycling Demonstration Town Project' was launched earlier this year with the vision of a cycle friendly

city, coast and countryside; with an aim to double cycling levels within the district by 2008.

The project also seeks to encourage as much community involvement as possible and local police have welcomed this.

In February, the Lancaster and Morecambe Neighbourhood Policing Teams applied for funding to purchase eight new bikes as part of their own goal to increase the number of cycling patrols in the district's town centres and cycle paths.

Their application was successful and they gained one electronically assisted and two pedal cycles for Lancaster patrols, three pedal cycles for Morecambe and two additional cycles to cover the West End Partnership area of Morecambe.

Commenting on the good news, Chief Insp Juilian Platt, Lancaster and Morecambe policing manager, said: "This is an excellent opportunity to further improve the quality of policing provided to the district. Using these bikes, beat officers and community support officers will be able to provide a highly visible and accessible service with the extra benefit of increased mobility, not only on our streets; but also the district's cycleways and in turn, reduce the fear of crime or possible victimisation while using these routes.

The district has a large amount of cycle paths and cycle users and the new bikes will improve the policing of those areas.

It is apparent that a number

of criminals favour bikes as their preferred means of transport and this will assist us in targeting those individuals.

I would very much like to thank the project and City Council for providing us with this opportunity."

Councillor Janice Hanson, member of the Cycling Demonstration Town Project Board said, "For people to enjoy cycling they need to feel safe. To know that police are patrolling cyclepaths alongside our cyclists is a huge step forward in promoting safer cycling in the district".

Lancashire Constabulary are providing match funding by supplying staffing patrols and specialist cycling uniform clothing.

Don't be a turkey at Christmas

The number of accidental fires in the home increase significantly over the Christmas period.

Many are caused by cooking related incidents attributed to the occupier being under the influence of alcohol whilst cooking.

Please don't drink and cook!

39% of people that are killed in fires had consumed alcohol.

For a free home fire safety check and smoke detector from the Lancashire Fire and Rescue service call 0800 169 1125.



The next scheduled Police Authority Community Meeting for Northern Division

LANCASTER

Carnforth High School, Kellet Road, Carnforth LA5 9LS
Tuesday 9th January, 2007 at 7.00pm

WYRE

Frank Townend Community Centre, Kensington Road, Thornton Cleveleys FY5 1ER
Wednesday, 10th January, 2007 at 7.00pm



christmas message

If you're out celebrating during the festive season take personal safety seriously and reduce the chances of becoming a victim. Plan your route, keep to busy well-lit areas and don't take short cuts. Whenever possible, stay with other people.

Contact Details

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 533462

Remember...

If the police don't know about a problem they cannot do anything about it.