



## 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](http://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.lancscc.gov.uk](mailto:info@lpa.lancscc.gov.uk)



Mrs Christine Durber  
Chorley



Mr David Winthrop  
South Ribble

# 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.

## In this issue

Quality Counts

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## Christmas Message

Don't give a thief a Christmas present this year by leaving Christmas shopping on view in your car. A thief can be in your car faster than you can say "Merry Christmas". In fact, never leave anything on view, including mobile phones, jackets and bags.

**Don't make it easy for criminals.**



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.lancscc.gov.uk](mailto:naomi.walker@lpa.lancscc.gov.uk)

# neighbourhood policing

Neighbourhood Policing continues to grow from strength to strength in Southern Division. The Division covers the areas of South Ribble, Chorley and West Lancashire and the majority of neighbourhoods now have their own Community Beat Manager (CBM's) and Police Community Support Officer (PCSO), who provide a regular presence within the community. Their job is to engage with members of their community and deal with issues on their areas.

## Did you know that YOU could influence Policing in Your local Area?

Neighbourhood Policing is all about providing people with high quality policing services that people can see and easily access in their LOCAL area. It gives them a structured and regular means of having their say on how their area is policed by way of PACT (Police and Communities Together) meetings. These provide a way of influencing our priorities, while making sure that we provide feedback on what we've done. It's also about local policing teams problem-solving with other agencies such as local authorities to make sure that the causes of problems are tackled - not just the consequences.

## What is PACT?

PACT stands for Police and Communities Together. Regular PACT meetings are held by the local Community Beat Manager and/or Police Community Support Officer once a month in your local area.

## Why do I need to know about PACT?

PACT gives you the opportunity to influence local policing in your area. The meetings are intended to give you a regular opportunity each month, to speak to your local officers about incidents that are happening in your area and affecting your quality of life.



Remember if the police don't know about a problem, they cannot do anything about it!

## How do I find out where my next meeting is and who is my local Officer?

PACT meetings usually take place at the beginning of each month with some areas holding them on the same day each month - e.g. the first Tuesday of the month.

Details of your local meetings and Officers can be found via the police website [www.lancashire.police.uk](http://www.lancashire.police.uk) simply type in your postcode and your local information will be displayed. Dates of meetings are also communicated via the local papers, by posters displayed in local areas and in local police stations.

## On the buses

A poster campaign has commenced aimed at reducing the harm caused by the effects of alcohol abuse. The posters will be on the exterior and interior of approximately 190 buses across the South Ribble and Chorley areas."

## RAF Cadets have vandals in their sights

The premises of the Chorley Air Cadets Squadron 92 have been subject to vandalism for a number of years. In addition, organisers, who are responsible for the training of up to 40 cadets, have had their vehicles damaged during squadron meetings.

Therefore, with the grant provided by the Police Authority, a CCTV system, which can be monitored by

the organisers via broadband, will shortly be installed. It is hoped that this will act as a deterrent and assist in identification of those who are offending.

Similarly, it will offer a degree of security to those who regularly volunteer to assist the squadron, who do a lot of good work for the community and afford a place of interest and further education and skills to those young people who

are members of the squadron.

Martin Boyle from the RAF Cadets Committee said "I am really grateful for the help I have received from the Community Safety Partnership, the Police Authority and The Youth and Community service. We have been plagued for years by unruly youths, throwing stuff into our parade square and damaging the property and

vehicles. Once the Crime and Disorder Reduction Department at the Council got involved things moved forward. Alleygates are to be erected protecting the wider area and a state of the art CCTV system is being installed. I am confident that once these crime prevention measures have been completed we will be able to use our facilities without the fear of crime and vandalism."

# 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](http://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](http://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 its 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.**

# getting rid of the drug dealers - operation nimrod

Operation Nimrod is Lancashire Constabulary's operation to get rid of drug dealers in Lancashire. It is a long-term programme that has been active since 2002. It has had great successes across the county so far and has received national awards. In the last three years we've:-

- Arrested over 5000 people across Lancashire
- Seized Class A drugs and other assets belonging to criminal drug dealers worth thousands of pounds
- Seen over 500 people face trial with prison sentences of nearly 1500 years



It is the information we have received from people like you that has helped bring about this success. We need you to keep giving us information about people dealing drugs.

If you know something do something call Crimestoppers free and in confidence on 0800 555 111 or Lancashire Constabulary on 0845 1 253545.

## Operation Control sweeps across Southern division

A multi-agency operation ran across the whole of Southern Division a few months ago to tackle violent crime, criminal damage and alcohol-fuelled violence.

Twenty five arrests were made across the Division on the night of the operation with a whole host of agencies taking part from park rangers, litter wardens, environmental health, Vehicle Operating Services Agency (VOSA), Licensing Officers and Councillors.

As well as various agencies taking part, many police departments were involved including the Automatic Number Plate Recognition (ANPR) team, mounted officers from HQ, the support unit as well as Motorway officers. Chief Inspector Andy Murphy commenting on the Operation said, "This was a fantastic example of all our partners working together towards a common aim - to reduce crime and catch offenders. The operation ran successfully throughout the whole Division and just goes to show just how effective multi-agency work can be."

## partnership success

The Chorley Community Safety Partnership have organised multi-agency initiatives in the Chorley Town Centre and immediate outskirts, to combat under-aged drinking and violence associated with alcohol.

Members of the Police, Neighbourhood Wardens, Community Health, Fire

Service, Trading Standards and CCTV, joined forces to visit and assess licensed premises and late night refreshment houses. The initiatives have resulted in twenty youths receiving referral notices and two of the licensees receiving £80 fixed penalty notices for selling alcohol to persons under age of 18 years of age.



# 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 Meetings for Southern

### SOUTH RIBBLE

Walton le Dale High School, Brindle Road, Bamber Bridge, Preston PR5 6RN  
Thursday 25th January, 2007 at 7.00pm

### WEST LANCASHIRE

St Michaels Church Hall, Church Lane, Aughton, Near Ormskirk  
Monday, 22nd January, 2007 at 7.00pm

### CHORLEY

Coppull Youth & Community Centre, Springfield Road, Coppull, Chorley PR7 5ES  
Monday, 5th February, 2007 at 7.00pm



## christmas message

When you're out and about doing that last minute Christmas shopping, carry your bag close to your body and zipped up with the flap against you and try to carry your purse and keys in your coat pocket. Never carry large amounts of cash.

**Don't make it easy for criminals.**

### 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.