



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



County Councillor
Joyce Stuart, Fylde

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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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

town centre task force hits Blackpool streets

Blackpool town centre Neighbourhood Policing Team is welcoming the addition of five new Police Community Support Officers to the policing team thanks to funding from Blackpool Council. This is the seventh year the division has run Operation Advent and the addition of new officers means that this year criminals should find it that much harder to take advantage of the crowded shops during the busy Festive Shopping period.

The five new PCSO's are Natalie Hole, Peter Horsefield, Emma Clarke, Alex Chapman and Amy Atherton. They join Sergeant Rob Gomery and PCs Hazra Patel and Dave Thomas. They will be posted in the town centre on a full-time basis and will undertake high visibility patrols, targeting persistent offenders, as well as

sending letters to shops and stalls and attaching leaflets to vulnerable vehicles which are displaying property.

Sergeant Rob Gomery heads up the team and welcomed the new officers. He said, "Christmas decorations are already up in the town centre stores and people are starting to buy presents. The fact that they have joined us now is extremely timely as we will be running Operation Advent for the seventh year running; targeting high street dippers i.e. pick-pockets, shoplifters and car crime offenders during the festive period.

We have so far been enormously successful in terms of reducing crime in the town. However, criminals take the opportunities afforded them by the extra shopping we do and the value of the



goods we buy as presents and store in our homes until the big day. We might also be more trusting and generous at Christmas when requests for charity are made, giving the unscrupulous a chance to collect for their own causes."

Sgt Gomery's top tips for Christmas and the New Year.

Help us to help you look after your valuables.

- If you put your Christmas shopping in your car please ensure it's locked away and out of sight in the boot.
- If you are carrying a handbag, ensure that it is

fastened up and have the flap to the inside.

- If you are carrying a wallet move it from your back pocket to your front pocket.
- Never carry large amounts of cash with you.
- Always keep your pin number secret and never keep it with your credit cards.
- If you have any information about criminals especially those operating in the town centre please ring us on 293933 or 08451 25 35 45 or call Crimestoppers in confidence on 0800 555 111.

Winter Car Security Advice

Car crime is extremely low in this area and with your help we aim to keep it that way.

Whilst defrosting is a must in icy conditions, please don't leave your engine running with the keys in the ignition as this is an open invitation to thieves.

Blackpool and the Fylde's Crime Prevention Officer PC Andy Denton tells us: "Car crime levels are currently at an all-time low, but last winter we had a couple of vehicles stolen after they were left unattended with keys in the ignition.

"Our advice to motorists this winter is simple. Never leave your car unlocked and unattended, especially with keys in the ignition. It's far too tempting for thieves."

Information and advice on crime prevention, including how best to prevent vehicle crime, is available from all local police stations and on the website at www.lancashire.police.uk



Operation Cleansweep

Fylde Community Safety Partnership conducted a second successful 'Cleansweep Operation' this time in Kirkham and Wesham on Sunday, 15th October.

An army of volunteers from the local communities were joined by the Fylde Community Safety Partnership, Councillors, Wesham Community Pride Trust, the Police and Fire Service and several young people supervised by the Youth Offending Team who were carrying out community work to remove graffiti and make repairs to damaged property in the community.

A couple of days before the Cleansweep, graffiti was professionally removed and repairs were made to a nearby youth shelter. Pledges of work were also received from Network Rail and Kirkham Prison who promised to undertake work within the designated area.

Police Liaison Officer for the Partnership, Sergeant Bryan Ward said "The day was a huge success and the 30 tons of rubbish and litter removed from the area has made a significant impact. Following the Cleansweep I received many kind remarks about the organisation and overall results".

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 & Ribble 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 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.

drink driving kills

Not only are the police urging motorists to drive a car that's roadworthy this Christmas, they should also be behind the wheel minus any alcohol.

As the party season approaches the message from police and the BSafe Blackpool partnership is a firm one. Don't drink and Drive.

As many as 3,000 people are killed or seriously injured on UK roads each year in drink driving related incidents and the number is rising.

If you are caught drink driving (or being over the limit the following morning) you could lose your licence, your job and you will have a criminal record. Worse than that, drink driving increases your risk

of being involved in an accident and you could kill or injure yourself or someone else.

Carol Bracegirdle, Road Safety Manager at Blackpool Council said "Drinking and driving puts your life and the lives of those around you in danger. Never drink if you are driving and never offer a drink to anyone who is. We want Blackpool to be a safe place this Christmas.

Any amount of alcohol will reduce your co-ordination, slow your reaction times and distort your judgement. It is impossible to tell how long it will take you to sober up.

Driving skills start to be affected when people are still well below the legal limit, in fact one in three



drivers who die have alcohol in their system- a third of these are under the limit.

And it is impossible to tell how much you can drink before you are over the limit. The only way to be safe this Christmas is not to drink at all."

If a driver is convicted of drink driving:

- They will have a criminal record.
- They won't be allowed to drive for at least a year.
- They could lose their job.
- Their insurance costs will rocket.
- Their lifestyle could change dramatically.

Anti - Social Behaviour - If you want it sorted, then get it reported!

That's the reassuring message from BSafe Blackpool, which is urging residents suffering from anti-social behaviour in their community not to suffer in silence.

From unsightly graffiti to abandoned cars, dog fouling, to noisy neighbours, there are a host of neighbourhood issues that can be dealt with - all at the click of a button.

BSafe Blackpool - the newly formed multi-agency partnership that strives to make the town a safer place in which to live, work and visit - has launched a new customer-focused website (www.bsaf.blackpool.com) that gives people practical tips as well as a wealth of information about crime and community safety including more complicated issues such as the recommended steps to address domestic abuse, or what to do if you suspect someone has a drug or alcohol problem. There are also further links to a long list of useful agencies and contacts.

Cllr Sue Wright, Vice Chair of BSafe Blackpool said "The new BSafe Blackpool website is another great resource for residents; it gives viewers a raft of useful and easy to understand

information about crime and community safety, as well as the opportunity to report anti-social behaviour in a private and convenient manner.

Although many types of anti-social or disorderly behaviour may not necessarily constitute a crime, it is the low-level, persistent disturbance that can severely impact on the quality of life in local communities, and BSafe Blackpool wants to encourage residents to come forward, safe in the knowledge that it will be dealt with accordingly. It's only with the support and involvement of local residents can we work together to make a difference."

Chief Superintendent Russ Weaver added "Police officers, Council staff, staff from the Fire and Rescue Service and Health Service workers are all working and talking together as part of the BSafe team. I would simply encourage the public to talk to BSafe about the problems they need resolving and the new website has been designed to make that easier than ever."

If you do not have access to a computer or you are unsure who may be able to deal with your query, please telephone Blackpool Council's Customer First Centre on 01253 477477.

Specialist Nurse Advisor for Children and Young People

Following growing concerns about the behaviour and alcohol consumption of many young people in the Fylde area it was decided that appropriate action from the Police needed to be supplemented with a health education programme which actually reached these young people at first hand.

In partnership with the Primary Care Trust, the Fylde Community Safety Partnership have employed a Specialist Nurse who works over 30 hours a week to provide professional and clinical advice in relation to alcohol misuse to individuals, groups of young people and their parents.

This approach has already shown signs of success and Nurse Rebecca Rushton is keen to get out there on patrol with the Police on two out of four weekends. Additionally, Rebecca is building on an education and prevention programme by visiting local schools in the Fylde area. Rebecca says "By working in partnership, the needs of the children/young people who are drinking and misusing alcohol in public areas are being addressed from both a health and a Police perspective"



youth consultation day in st annes

In response to increasing problems and concerns about large groups of young people gathering in public spaces, drinking, as well as disrupting local residents, a partnership approach was agreed to tackle these issues.

On Saturday, 9th September a Youth Consultation Exercise took place in Ashton Gardens St Annes to directly ask the young people of Central Ward about their views in respect of the provision of facilities currently available and to find out what they would like to see. The

event also enquired as to their drinking habits and opinions about the Police as well as their perceptions of safety.

The day was organised as a multi agency consultation and several activities were provided such as a climbing wall, circus skills, Lancashire Fire and Rescue Rope Recovery Team and stands set up by the Primary Care Trust providing Healthy Eating and Drinking information, samples to try plus a wide range of advice from Youth and Community Services and Connexions.

A questionnaire was completed by over 150 young people and there is currently a draft report which is being analysed by Youth and Community workers.

Sergeant Bryan Ward said "This exercise was very useful and has highlighted particular needs from our young people. We have an opportunity to progress these findings through several channels and it is encouraging to think that we can find ways to solve this problem"

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 Western

BLACKPOOL

Highfield High School
Highfield Road, Blackpool FY4 3JZ
Thursday, 1st February, 2007 at 7.00pm

FYLDE

St Margarets Church Community Centre
St Margarets Church, Rowsley Road,
off St Leonards Road West, St Annes FY8
Monday 5th February, 2007 at 7.00pm*

* denotes change of day



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.