



**Lancashire**  
**POLICE AUTHORITY**  
Your County, Your Police, Your Say

# “DIALOGUE”

Issue 8 - August 2008

Northern

## “Investors in Policing”



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**Editor note:** 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 Danielle Norton on 01772 531209 or e-mail [danielle.norton@lpa.lancscc.gov.uk](mailto:danielle.norton@lpa.lancscc.gov.uk)

[www.lancspa.gov.uk](http://www.lancspa.gov.uk)

# “CRIME CONTINUES TO FALL IN NORTHERN DIVISION”



DIVISIONAL COMMANDER TIM JACQUES

In the year ending 31st March 2008 performance continued to improve with:

- Vehicle crime down by 26% (447 fewer offences)
- Robbery down by 13.9% (10 fewer offences)
- Violent crime down 10% (246 fewer offences)
- Criminal damage down by 8.5% (456 fewer offences)

Figures show that all crime in Lancaster, Morecambe and the Wyre fell by 7% which means there were 1,244 fewer crimes reported locally last year.

Chief Superintendent Jacques, head of Northern Division said: “These figures are excellent and are testament to the hard work of the police, their partners and increasingly from the public themselves. Better partnerships have resulted in a more targeted approach to problems in our communities. We are now far more effective at highlighting the problem areas thanks to the help of the public who are liaising with us through their regular Police and Community Together (PACT) meetings.

“Neighbourhood Policing means we are closer to our communities and listening to their needs and that is having a great effect. Although we are delighted with the successes we will not get complacent.

“We know we can do things better but we will continue to need help and support from local communities who are integral to our work.”



## Cut Car Crime “Hold it – Fold it”

Door mirrors have become a popular target for vehicle damage, particularly on narrow residential streets and local police are advising motorists leaving their cars to fold the mirrors inwards to prevent damage.

PC Neil Pigott, the Community Beat Manager for the Bulk ward, who instigated the initiative said: “This slogan is simple to remember and we will be reminding motorists by letters and a free sticker regarding any vehicles spotted with mirrors in the normal position that appear vulnerable.

“The sticker can be placed in a suitable safe position as a last minute reminder when leaving the vehicle. I appreciate that not all makes of car are able to have mirrors folded inwards but this makes things harder for vehicle mirrors to be damaged in the first place.”

The sticker scheme was funded by Lancashire Partnership Against Crime (LANPAC) and is supported by the Lancaster District Community Safety Partnership.

Lancaster City Councillor Eileen Blamire, Chair of the Lancaster District Community Safety Partnership said: “This is an excellent community safety initiative which takes prevention as a means of reducing crime”.

## Funding sets wheels in motion for Skerton High Bike Loan Scheme



Pupils at a Lancaster ‘Bike It’ school are set to benefit from a pioneering new cycle project.

Earlier this year, a bid for funding was submitted to the Lancashire Drug and Alcohol Team by the school’s Sustrans Bike It Officer in partnership with Lancaster City Council’s Cycling Demonstration Town Project and the District’s Community Safety Partnership. The overall aim of the funding was to help disadvantaged children reap the benefits of cycling alongside their friends.

The scheme will have £20,750 to spend on 25 bikes, cycling accessories, maintenance equipment and an extension to the school’s cycle storage facility.

Commenting on the good news, Chris Snell, Deputy Head Teacher of Skerton High said: “We are delighted. The bikes and additional equipment will be of great benefit to the youngsters in our school. As well as a healthy method of travelling to school, it will also give the pupils a degree of independence, pride and additional responsibility.”

Councillor Eileen Blamire, Chair of the Lancaster District Community Safety Partnership and Lancaster City Council Cabinet Member with responsibility for cycling said: “Once again I am very pleased to see real joint working taking place between agencies. Lancaster City Council is pleased to be involved in such a worthwhile project.”

## ‘Pack it in’ – Drugs and Alcohol Scheme

PCSO Lisa Dennett linked up with church leaders, community figures and local school children to produce the ‘Pack It In’ drugs and alcohol scheme at Garstang Methodist Church.

The scheme will include monthly talks by professionals and bi-monthly meetings as well as involvement from local school children, who have been assigned as ‘Pack It In buddies’.

Church worker Will Nightingale has played a major part in the scheme and at the launch described how his small idea to provide somewhere for those affected by drugs and alcohol abuse to go for a chat and for shelter had grown into something ‘beyond hopes and dreams’.

He said: “This idea has grown much bigger than I ever thought. ‘Pack It In’ is about letting people know that there is support out there.”

Chief Inspector Tracie O’Gara backed the scheme saying: “We can support initiatives, but what we also need the community to work with us. We can’t solve problems on our own.

“It’s not just the police who deal with drugs and alcohol problems, many other agencies are involved. If we can start nipping things in the bud we can reduce the demand for our services. It is all about early intervention.”



Picture courtesy of the Garstang Courier



Sgt Karen Hall and PCSO Laura Jolly with members of the Lancaster Deaf Centre

## Police meeting for deaf residents praised

Police meetings designed specifically for deaf people in the Lancaster area has been praised. Bi-monthly meetings, held at Lancaster Deaf Centre see local police officers and a registered sign language interpreter link up with deaf people to hear their concerns and give general advice on crime prevention.

Sgt Karen Hall, Northern Division’s Equality and Diversity officer said: “Deaf people have particular problems and they now have a means of letting us know those problems and we can try to do something about it. In addition, they are now passing on information about what is happening in their neighbourhoods generally that we would not have known about otherwise.”

Linda Spencer, community officer for the Deafway charity which runs the centre said the meetings were welcome. She said: “It is a fantastic idea and one that is well overdue.

Deafness is in many ways a hidden disability but meetings like this are helping to bridge the gap that has been there for a long time.”



# “LANCASHIRE INVESTORS GET UP CLOSE AND PERSONAL AT OPEN DAY 2008”

Start with 7000 tickets, a mix of weather, add our very own ‘Bond, Investor Bond’ coin character and what do you get? A fun filled, activity packed Police Authority marquee at the Summer Nights Open Day launch, at Police Headquarters, Hutton.

Lots of activities were available for people to take part in at the Police Authority stand where members of the public were invited to give their views on policing priorities by spending ‘policing pounds’, rate their awareness of neighbourhood policing and talk about policing services. There was also the opportunity to ‘win back your council tax’ by grabbing golden tokens from the money grabber machine – where the Authority gave away £135 (the average amount paid from council tax towards policing) kindly sponsored by SMSR research.



Chief Executive Miranda Carruthers-Watt was pleased to welcome so many people to the Authority’s stand. She said: “There was no doubt that they were enjoying a wonderful day out. There was so much to see and do, I was delighted that so many people visited us to have their say on policing. They loved the money grabber machine and of course everyone likes to try and win some money, but people were also keen to put their views forward on policing and get involved. This shows that ‘Investors in Policing’ is really working.”



## What has Investors in Policing achieved?

Since its launch, Investors in Policing has enabled the Authority to raise awareness of its role and to encourage people to become more involved.

It’s about shaping policing services: as council tax payers, you have the right to have a say in the way your money is spent on all local services and this includes policing.

## Have your say!

You can give us your views by:

Telephone: 01772 533587  
Email: [info@lpa.lancscc.gov.uk](mailto:info@lpa.lancscc.gov.uk)  
Visiting our website:  
[www.lancspa.gov.uk](http://www.lancspa.gov.uk)



## Quick Glance

We asked - Do you know your local officer?  
74% said yes, 26% said no.

## Investors indicate top police investment choices by spending policing pounds

We gave members of the public £135 ‘policing pounds’ and asked them to spend it against the nine policing emphases that the Authority sets for the Constabulary each year. The top 5 choices were:

1. Public safety
2. Serious and organised crime
3. Anti-social behaviour
4. Counter terrorism
5. Violent crime

## The bottom line

We asked - Are the police good value for money?  
82% said yes, 13% said no.



## Future investment areas identified

When asked to identify further policing priorities the top responses were :

1. Having more police
2. Tackling street crime (guns and knives)
3. Combating youth crime and protecting young people

## “Winning Back your council tax”

The lucky winners of the £135 prize were the Patel family from Preston. Mr Patel said “I am delighted to win this prize and it was a real surprise. I enjoyed thinking about how I would spend my ‘policing pounds’ and the whole family, especially the children, thought the event was interesting, informative and worthwhile.”

PICTURE: INVESTOR BOND, THE PATEL FAMILY AND MIRANDA CARRUTHERS-WATT



## “We win award, thanks to you!”

With your help Lancashire Police Authority’s Investors in Policing Campaign was rewarded with the ‘Community Engagement through Scrutiny’ Award, from the Centre for Public Scrutiny (CfPS).

At the awards ceremony in London, Judge Andy Sawford, Chief Executive of the Local Government Information Unit, said: “I liked Lancashire’s campaigning approach and also their ambition and scale. This was about using scrutiny to raise public awareness and it had clear and impressive outcomes.”

Malcolm Doherty, Chair of Lancashire Police Authority said: “Everyone in Lancashire who has given us their views and enjoyed our innovative methods of consulting them has helped us win this award. It is proof that local people do want to help shape local policing delivery and that we have provided them with the opportunity to do this. It also demonstrates that the Authority offers people very good value for money.”

PICTURE: NAOMI WALKER, DANIELLE NORTON AND JOHN HEALEY, MINISTER FOR LOCAL GOVERNMENT



# “SUPPORT FOR VICTIMS & WITNESSES”

As a victim or a witness of crime it's important that you know what's happening, whether the offender has been caught and what the outcome is.

Over the last two years the Police Authority has worked closely with the Constabulary to focus on improving the service provided to victims and witnesses. Authority Member David Winthrop explained: "Keeping victims and witnesses informed is tremendously important. That's why Witness Care Units, formed in partnership with the Crown Prosecution Service, have been introduced. They provide a single point of contact for those cases going to Court, giving support and information throughout the process.

"People giving evidence are also offered help from Victim Support's Witness Service, a confidential service designed to help them through what can be a stressful time.

"We have monitored the progress made using a process called VICMAN, which checks that people have been kept properly informed."

Other successful initiatives include promoting the use of Victim Personal Statements, so that victims can explain to the Courts

how a crime has affected their life.

## Facing up to the impact of crime

Making offenders take responsibility for their actions is central to the Restorative Justice process.

Restorative Justice focuses on the victim receiving some form of compensation or amends from the offender, which victims say they find more satisfactory than other forms of punishment. This alternative method has been very well received. Those given a conditional caution, which is usually only offered to first time minor offenders, are expected to admit their offence and make good the harm they have done. The case doesn't go through the Criminal Justice System, saving time and money for the taxpayer, and the offender doesn't end up with a criminal record for a very minor offence.

Mr Winthrop added: "Victims are pleased to see offenders putting their wrongdoings right and the number of re-offenders goes down."



## Delivering Results on your investment - Protecting People 2008

When local people supported the Police Authority with extra funding through the police part of their Council Tax, the Constabulary pledged to address serious and organised crime and terrorist activities.

Protecting People Week, a hugely successful operation held in May, saw a number of important achievements including:

- Almost 200 people arrested
- £130,000 worth of drugs seized
- 41 people charged with Class A drugs offences
- 8 cannabis farms discovered
- £31,880 cash seized
- 60 illegal cars taken off the streets



Chief Constable Steve Finnigan was keen to show the public of Lancashire what they can expect from a top-class police force and demonstrated, through a series of high profile operations in every geographic area, that when he says his priorities are to invest in serious and organised crime, counter terrorism and neighbourhood policing, that these promises transfer into action.

Congratulating the Force, Chair of the Police Authority, Cllr Malcolm Doherty who went out with the officers on the first day of the operation, said: "This is not just a one off crackdown. I know that the Constabulary will continue to target crime in each division, proving that the extra investment local people have made in their police force is paying dividends."

Tell the Police Authority what you think. Log on to the website [www.lancspa.gov.uk](http://www.lancspa.gov.uk)

## Lancashire Crimestoppers is top!

Calls to the Crimestoppers charity from people living in the county have increased and one in four calls has resulted in a detection. According to Home Office figures that put Lancashire as the joint top performing Crimestoppers board in the country alongside Leicestershire.

PC Kay Armstong, who co-ordinates the Crimestoppers hotline said: "Crimestoppers is a valuable tool for people who do not wish to be identified by the Police but have information on crime. Information from people in Lancashire helped with the success of the recent Operation Protecting People in the county.

"If people are afraid to ring the police with information about criminal activity then we would urge them to pass it anonymously to Crimestoppers. There isn't a call line identifier, calls are not traced, and calls by a landline don't appear on an itemised bill."

The head of the county's Crimestoppers charity, Mrs Gail Porter, said: "We act on all these calls and we are really pleased with our current success but we would urge people to continue to contact us with any information they have about crime in their area."

Crimestoppers can be contacted round-the-clock on 0800 555111.

People can also supply information anonymously on the Crimestoppers website [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org) where there are also details of suspects wanted by police in the district.



**CSI: Lancashire**

In the glossy world of television, 'CSI' programmes don't have an issue with the big budget costs of forensic materials. In the real world, the Police Authority's role is to ensure top notch 'CSI' results on a Lancashire budget.

Thanks to a groundbreaking project, 14 forces are working together to buy forensic services as a whole to make savings and perform better. The contracts were agreed with the providers in April this year.

This approach will see Lancashire Constabulary save over £1m. By joining together savings on things like DNA mouth swabs, which used to cost £45 per swab, now cost £22. With around 1,000 such swabs being submitted each month, the savings soon mount up!

In addition, turnaround times have improved and the reporting procedure has improved so that we can ensure value for money.

County Councillor Geoff Roper, Chair of the Police Authority's Resources Committee, said: "The project offers many advantages, such as economies of scale, continuity of service provision, reduced costs and greater effectiveness. This is all part of our pledge to the local taxpayers that we will invest their money wisely and to good effect."

## The 'QUEST' for Service

Lancashire Constabulary's hugely successful Operation QUEST is now making its way across the force following its first successful trial within Northern Division last year.

QUEST is driving the Police to provide a service tailored to the needs of the public who need their help. Communication Room Operators will be able to offer better initial advice over the phone or members of the public can book an appointment, at a time convenient to them, to see a police officer at a police station 'surgery'. Where appropriate the appointment can be at the caller's home address or other preferred place.

These surgeries have been very well received and have proven their

worth with 99% of customers being satisfied with how their enquiry has been managed. As well as improving the service for non-urgent matters, since the changes came into effect repeat calls to the Communications Rooms have fallen by 52%.



One member of the public who had requested to see an officer said: "The service was very good, a polite response to the initial call, the appointment was made within two to three hours of the call, and the officer attending was very polite and helpful."

Have you experienced the new QUEST system? Let the Police Authority know what you think



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## “IMPORTANT NEWS!”

### The future of our Police Authority Community Meetings (PACs)

As you may be aware, in recent months we have been reviewing the way we engage and consult with the diverse communities of Lancashire.

Finding out your views on policing and ensuring the local police are answerable to the public is really important to us. Historically, we have used PACs as well as undertaking three pilot Local Policing Boards across West Lancashire, South Ribble and Chorley. What the PACs and the Policing Boards have demonstrated is that whilst you want to get involved you have told us that these approaches may no longer provide the best way.

Through the review we have listened to your views and in the coming months we will be working with our partners who have responsibility for crime and disorder to move from the current PAC process to a new ‘face the public’ approach. This means that the September / October cycle of PACs will be our last.

We are working very hard to ensure that our new form of consultation will be more accessible, and that the local police will be more publicly accountable on the delivery of policing services.

#### Next Steps

In the next few months there will be a transition process where we move to our new style of meeting. We will keep you updated about the meeting times and venues through our website, newsletters and letters to you.

Whilst we are shaping the way we consult with you there are other ways you can influence how policing is delivered. You can contact us through our website. [www.lancspa.gov.uk](http://www.lancspa.gov.uk). Since its launch in February 2002, we have received over 3 million hits with over 14 thousand visitors in June 2008 alone.

We also obtain the views of a broad cross-section of the population through our ‘citizens panel’ – Opinion. Through our latest survey we received the views of over 2500 members of the community on a number of policing issues from confidence in the police to feelings of safety and the use of CCTV.

Finally, we will continue to engage with the community through our public events. Last year we received the views of approximately 900 people on policing priorities during our ‘Investors in Policing’ road shows. In June this year 700 people expressed their preferences on how they would like their council tax money for policing allocated and over 400 people provided feedback on Neighbourhood Policing.

#### Have your say in the neighbourhood

The Constabulary’s PACT (Police and Communities Together) meetings will still give you the opportunity to discuss policing at a very local level and, of course, you can visit the website or talk to your neighbourhood policing team. If you want more information visit [www.lancashire.police.uk](http://www.lancashire.police.uk)

#### Staying Involved

We are developing a role for people to stay involved in helping shape policing priorities. If you want to help us please let us have your contact details.

If you have any queries please contact us. [ian.dickinson@lpa.lancscc.gov.uk](mailto:ian.dickinson@lpa.lancscc.gov.uk)

You said:  
“How is our money being used and what results am I getting for it?”

You said:  
“I want to understand police performance better.”



You said:  
“I don’t want to go to a meeting.”

You said:  
“I want more interaction and innovation on the ways you consult with me.”

