



## OUR PARTNERSHIP CHALLENGE: PENNINE DIVISION EVALUATION

### Background and objectives:

Lancashire Police Authority as one of the statutory partners within the Community Safety agenda hosted 6 divisional "Our Partnership Challenge" events across Lancashire.

The events sought representation from a wide range of partner agencies and organisations to meet together to identify and discuss some of the major issues and challenges facing community safety and resident confidence over the next 12 – 18 months.

The evenings provided a key opportunity for open and honest discussion and debate around a range of issues relating to the trust and confidence agenda and provided an opportunity for participants to share what they saw as the major challenges, identify where these are shared with other partners, and then develop shared thinking about how best to address these in a way that helps to build local resident confidence and satisfaction.

This report details the core emerging themes identified from the evening.

### Event Format

3 x Round table workshop sessions using pre-prepared questions and information.

### Pennine Division Event - Burnley, Pendle and Rossendale Council areas.

Thursday 3<sup>rd</sup> December at Turf Moor, Burnley FC, Burnely.

### Who took part?

46 participants took part and they included representatives from:

Burnley Borough Council	Pendle Borough Council
Rossendale Borough Council	Nelson Town Council
Lancashire County Council	Lancashire Constabulary
Lancashire Fire & Rescue	Lancashire Police Authority
Crown Prosecution Service	Burnley, Pendle & Rossendale CVS
NHS East Lancashire Hospital Trust	Lancashire Probation Trust
Calico Housing	Green Vale Homes

## What did we ask about?

### Workshop Session 1:

Identifying and prioritising the challenges facing community safety over the next 12-18 months for the agencies and organisations represented.

This workshop session classified challenges under four 'priority headings' – *Urgent & Essential*, *Urgent but not Essential*, *Not Urgent but Essential* and *Not Urgent or Essential*. For the purposes of this report the Key Themes are primarily taken from challenges identified as *Urgent & Essential* and *Urgent but not Essential*.

The Workshop also looked at those challenges that are specific to the local neighbourhoods represented and those felt to be better addressed at a divisional or county level.

### **Key Themes Identified –**

- Need for agencies and organisations to maintain services against reductions in funding and resources, looking to mainstream where at all possible, especially those relating to Domestic Violence and Young Peoples' Services.
- Partners to review services provided to identify any areas of duplication or gaps in services, rationalise services and better allocate resources to achieve outcomes.
- Tackle perception of all young people as ASB perpetrators and general negative perceptions by community. Need for better communications with residents, finding out what they want in their area and what they see as local issues and concerns.
- Inherent fear of racist issues in the community including the rise of the BNP and rumours creating fear and suspicion. Reluctance to give information to the police and a perception that the police are biased.
- Need to maintain focus on issues such as: Alcohol related crime, Drugs, Burglary, Litter and Vandalism, Domestic Violence and Car Crime..

### **Key Challenges that have an impact at the Local / Neighbourhood level:**

- Increasing number of victims resulting in a higher workload for constabulary and other agencies.
- Develop use of alley gating schemes to increase security in local areas.
- Building capacity, understanding and resilience of local communities.

### **Key Challenges that have an impact at Divisional / County level:**

- Increase resources to tackle cross boarder crime and criminals or those who travel into the area from other parts of the county.
- Increase in older, poorly maintained, vehicles involved in road traffic incidents due to vehicles being operated for longer as recession has impact on amount of money available to residents.

### **Top Priorities for Community Safety:**

From the Challenges identified a top priority was agreed by each group resulting in the following 3 themes:

- Rationalising service delivery to minimise duplication, develop more joint activity and commissioning and aim to mainstream partnership working.
- Improve communication with residents, listening to their views and involving them in the decision making process. Ensure that the community is kept informed and updated on actions taken and outcomes achieved.
- Anti-social behaviour, drugs and alcohol.

### **Workshop session 2:**

Do organisations and agencies have a robust strategic approach to developing resident confidence and what are the internal barriers to this happening?

This Workshop session explored what barriers or issues within the organisations represented at each table may exist to reduce the effectiveness of developing resident confidence and trust. The session also looked for examples of good practice with organisations helping to develop resident confidence and trust.

#### **Main barriers identified included:**

- A lack of co-operation between agencies and need to ensure that the public have a better understanding of what agencies do.
- There is a need to educate all staff about corporate messages around confidence and ensure that residents' first point of contact is always positive. Ensure that staff are equipped to deal with dissatisfied residents and provide feedback where relevant.
- Lack of direct engagement with communities and offices being remote or at a distance from neighbourhoods. Need to better understand and make use of existing local structures such as Area Forums.

#### **Examples of good practice:**

- Community events and activities such as Court Open Day, Agency Fun Days etc can be used to develop trust and confidence and increase understanding of the agencies.
- Use a multi-agency approach to tackling issues and concerns and developing initiatives such as "Staysafe".
- Changes to delivery structures such as in Rossendale can provide opportunities for improved community engagement.

### **Workshop session 3:**

A range of resident types were identified through the use of life size cut-outs and working groups considered the potential barriers and issues that "their" resident might raise and what actions could be taken to resolve these.

In this session some groups chose to develop a "back story" for their particular resident and looked at barriers and issues relating to the particular resident group or type represented by their cut-out.

#### **Key issues and barriers identified included:**

- For older people there is often a fear of going out and of how they will be treated by other members of the community, especially by younger people. Need for older people to be listened to and respected and recognise that they may not make use of facilities such as the internet, so information needs to be available in a form that is accessible to them.
- For young people there can also be a fear of crime, although this is often overlooked, have concerns over drug dealing in the community, and be impacted by domestic violence. Ensure that young people have a voice and that their views are taken into account and adult led services are not imposed on them.
- Ensuring that there is access to buildings and services and that resources such as Braille versions, loop systems and translated materials are available when required.

**Actions to overcome barriers included:**

- Use a wide range of communication media including facebook, twitter, text, etc as well as more traditional methods.
- Improve knowledge and understanding of your "customer".

The full list of data and information from the evening that the above report has been compiled from is available on request from Robert Ruston, Partnership & Performance Office:

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