



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

# “DIALOGUE”

Issue 8 - August 2008

Southern

# “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)

# BETTER QUALITY OF SERVICE FOR YOU



CHIEF SUPERINTENDENT  
IRENE CURTIS

Changes in Southern Division, in terms of new staff and new initiatives, are making a real difference to the quality of service we provide.

A new way of working, called QUEST, has been introduced. It means that when you need to see a police officer on a non-emergency matter, we make an appointment to see you at a time and place convenient to you.

Our Neighbourhood Policing Teams continue to carry out some excellent work, if you are interested in getting more involved in helping to identify and resolve policing issues in your area then you can find out more via the internet [www.lancashirepolice.uk](http://www.lancashirepolice.uk) or by calling 08451 253545, selecting option 5 and asking for details of your local officers and their Police and Communities Together (PACT) meetings.

I am pleased to say that following a very successful year in terms of reducing and detecting crime, this trend is continuing, although it is proving more challenging now that crime levels are at their lowest for many years. We continue to work closely with our partners to make Chorley, South Ribble and West Lancashire safer, and are grateful for the continued support from our communities.

## “National Neighbourhood Watch week”

Officers from Southern Division were out in Penwortham in June to promote Neighbourhood Watch schemes as part of a national campaign. Neighbourhood Watch schemes help to bring communities together and encourage neighbours to look out for each other and be vigilant.

There are currently 205 schemes in South Ribble alone with 19 being set up since the turn of the year. Groups are given advice from the police about crime prevention and also meet their local officers.

Teams were out speaking to local residents on the Wade Hall Estate and Hawkesbury Drive and also did a mail drop on Stone Croft and Marl Croft in Penwortham. Other areas will follow throughout the year.

For further information please contact Crime Prevention Officer Beverley Warburton on 01772 625593.



## Operation Cherub

Operation Cherub is a high profile operation involving neighbourhood officers which is jointly funded by Chorley Community Safety Partnership. Officers target locations where there have been reports of anti-social behaviour to prevent alcohol related crime.



In cases where young people are found to be drinking alcohol, the alcohol is seized, they are returned to their home addresses by officers who meet with the parents or guardians and explain the dangers associated with this type of behaviour. The officers also give the parents an information pack on the dangers of alcohol misuse which is carefully explained to them. The feedback so far has been positive and recently featured on Granada Reports.

This is a preventative approach rather than reactive and aims to change the behaviour and attitudes of those individuals concerned as well as respond positively to issues raised by local people.

# Operation Protecting People - Southern Division Success

Operation Protecting People had a fantastic week in Southern Division. In just five days, officers confiscated over £100,000 worth of drugs and other illegal material.

Just over £65,000 of the overall figure was recovered in Class A drugs and just under £35,000 in Class B drugs.

A total of 19 drugs warrants were executed throughout the week, 15 targeting Class A and 4 targeting Class B. In total, 14 people were arrested altogether, eight for Class A offences including possession with intent to supply, money laundering and conspiracy offences and three for Class B offences including possession.

In conjunction with Merseyside Police, a premises in Kirby was also searched for class A supply offences. Seven of the offenders arrested have been charged and the rest remain on bail pending forensic results.

Detective Chief Inspector Andy Murphy said, “This was a huge operation and the results speak for themselves – we have had an extremely successful week and in support of the arrests there has been a considerable amount of disruption activity and a great

deal of support and reassurance work carried out by the response teams, neighbourhood policing teams and partners Addaction and the Tower Team to fill the void created by our successes.

As a result of an ANPR (Automatic Number Plate Recognition) Operation around Garth and Wymott prisons, over 4,000 vehicles were checked and the team had 53 hits. Overall, four people were arrested, one man for intent to supply Class A drugs and three for possession of a Class C controlled substance.”

Inspector Kevin Otter said, “The ANPR Team are a really important part of our Protecting People Strategy and this demonstrates what they can do to prevent people using our roads to commit crime.”



## Pub drug tests reveal cocaine use

Pub landlords in Chorley were horrified after discovering surfaces within their premises were smeared with class A drugs - now they can start work with police and partners to do something about it.

The shocking facts were revealed following an innovative testing exercise carried out by licensing officers at Chorley Council, in conjunction with Lancashire Police and Chorley’s Pubwatch scheme, which included testing a number of premises with swabs to identify traces of drugs.

Six premises were tested on the first day of the operation and all six had traces of cocaine.

Councillor Alan Cullens, Executive Member for Governance, oversees licensing as part of his portfolio.

He said: “This operation was done in full co-operation with our licensees who wanted to know what was going on in their premises. They were shocked and horrified by what we found –

but at least now they can start to work with ourselves and the Police to do something about it.”

The operation was first raised through Chorley’s hugely successful Pubwatch scheme, which provides a forum for landlords, licensing officers and the Police to get together to discuss issues and concerns.

The testing was carried out on a number of premises, all of which will remain anonymous as testimony to their co-operation and willingness to get involved and help tackle drugs.

Inspector Kevin Otter of Chorley Police said: “Chorley, like many towns, has some issues with drugs, however, drug related crime and drug activity is relatively low across the Borough. While clearly the identification of drugs in a public house is a concern, it must be looked at in context of the crime in the area as a whole.

“I am very pleased with the licensees’ and council’s response and involvement in Operation Protecting People. The operation has been very successful and we will all continue to work together to address the problem of drugs.”





# “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



## “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



## “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



# “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

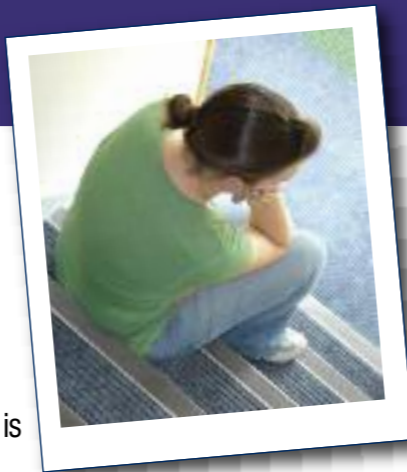
how a crime has affected their life.

## 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 555 111.

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."

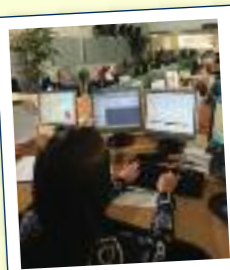
## The 'QUEST' for Service

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



**Lancashire**  
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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.”

