

# "Your views are very important..."

Thank you for continuing to take part in Opinion."



Lancashire Constabulary  
police and communities together

# Opinion

have your say

Issue 4 April 2007

## Community Engagement

Neighbourhood policing is designed to provide a dedicated and visible service to help tackle problems in your area. This type of policing is carried out by a group of police officers and/or police community support officers (PCSO) who are assigned to a particular area. To see what you think of how it's working we asked you a series of questions related to this type of policing.

- Almost 59% of you said that you did not know any of your local police officers or PCSOs by sight or name
- 42% of you had never seen a foot patrol Officer or PCSO although 44% were aware that there was a neighbourhood policing team in the area
- 39% of you had the phone number for the neighbourhood team or the PCSO and 9% had the email address. However, almost 59% knew where to obtain the telephone number and 30% knew where to obtain the e-mail address
- Over 90% of you hadn't had a Police Officer / PCSO knock on your door to discuss local policing in the last 12 months
- 84% of you had had no opportunity to get involved in actions to tackle crime and disorder in the local area and only 5% of you were currently involved in these sort of activities
- Newspaper articles were the most popular form of communication about local police initiatives with the policing newsletter as the second most popular method

From your responses to questions asked about communication, we recognise the need to improve how we communicate information about policing in your local area and how you can get in touch with your local officer.

The Constabulary is committed to providing you with high quality policing that you can see and easily access in your local area. PACT - Police and Communities Together meetings are a great opportunity to meet your neighbourhood policing team every month, have a say on how your neighbourhood is policed and monitor our performance.

You can find out when your next PACT meeting is by entering your postcode into the 'My Neighbourhood' panel on the Constabulary's website. If you don't want to come to a meeting but would like to talk to your neighbourhood policing team, get in touch with your local officer by contacting 0845 1 253545.

We're also working to encourage young people to openly communicate with the Constabulary. We recently launched an exciting new website, which features a whole host of information dedicated to young people between 7 and 16, including information about the force, a section on crime prevention and personal safety as well as 'Schools in Focus' section which gives young people an opportunity to get involved in a special educational program.

The site aims to build on existing good relations between Lancashire Constabulary and young people, in turn providing a friendly and approachable face to the police. Visit [www.LimaCharlie.org](http://www.LimaCharlie.org) to find out more.



## Recommend to a friend

We are always on the look out for new people to join our panel to make sure that we gather a wide variety of views and opinions so if you know anyone who would be interested in becoming an Opinion member please

ask them to contact us in any of the following ways:  
Via Darren Hornby at SMSR, our research agency:  
Free phone: 0800 138 0845  
E-mail: [opinion@smsr.co.uk](mailto:opinion@smsr.co.uk)  
Fax: 01482 211201

## You have to send it to spend it!



That's the message we are sending to you with the introduction of our new £100 prize draw.

Through completion of our questionnaires we gain valuable information which tells us where you feel that we need to improve and where you think we should look to shape our future work. To show our appreciation, we have decided to introduce a prize draw as a thank you.

After each survey all names of panel members who have returned their completed questionnaires will be automatically entered into the draw and one lucky winner will receive a cash prize of £100.



Malcolm Doherty  
Chair of the  
Lancashire Police Authority

Steve Finnigan  
Chief Constable

We would like to offer a warm welcome to new panel members and say 'hello' again to those of you who've been involved with Opinion for a while. We really do value the views and opinions that you share with us.

## Coppers for cash

Like you, both the Authority and the Constabulary want to see the service we provide get even better, but cutting crime and keeping people safe costs money. The question we asked you about willingness to pay increases in council tax is related to the dilemma that the Authority faces each year. How do we match low levels of funding and a limit on the amount of money we can raise locally, with the growing demands on the service. The Constabulary calculated those demands as needing another £17.6m per year on our budget.

From consultation we know that over half of you (56%) were willing to pay at least £10 more per year to provide some increase in service. A quarter (26%) thought that the increase in payment should be £8.50 to maintain current service levels and 6% wanted the increase restricted to £5.00. A further 7% wanted no increase at all.

### The outcome

On the 14th February 2007 Lancashire Police Authority agreed to increase the council tax on a typical band B property in Lancashire by £10.00. That increase will result in an extra £3.3million for the service. Taken together with the Constabulary's own savings of £2.6m, this will provide:

- more detectives to deal with major crime
- more officers to respond to calls for assistance from the public
- more investment in technology, equipment and buildings to support the police in their work.



## A look ahead

We want to make sure that the questionnaires we send to you are addressing issues that are important to you, so we would like to hear from you about any issues or topics that you would like us to look at in the future. Please complete the space at the end of the questionnaire or email our Communications Manager [naomi.walker@lpa.lancscc.gov.uk](mailto:naomi.walker@lpa.lancscc.gov.uk)

## How to contact us

If you have a query about completing the questionnaire, a question about being a panel member or have any change of details e.g. name or address, please contact Darren Hornby at SMSR 01482 301043 or e-mail [dhornby@smsr.co.uk](mailto:dhornby@smsr.co.uk).

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# What you told us

In these pages we aim to update you on the main findings

We also tell you what we are doing with the results to improve policing in Lancashire



For more information visit our websites  
**Lancashire Police Authority** [www.lancspa.gov.uk](http://www.lancspa.gov.uk)  
**Lancashire Constabulary** [www.lancashire.police.uk](http://www.lancashire.police.uk)

## Policing your way

Every year the Police Authority asks you what you think should be the priorities for the police. This helps to target resources at those priority areas that are of most concern to the public by setting annual policing objectives that reflect these priorities. The proposed objectives are:

### 1: To reassure the public, particularly those who are vulnerable

By providing high quality, flexible and responsive policing services which give emphasis to:

- Accessibility and Visibility
- Anti-social behavior, including alcohol-related
- Diversifying our workforce
- Equitable service delivery
- Positive engagement with young people
- Road Policing
- Safer environments
- Support of victims and witnesses

### 2: To reduce and investigate crime, particularly those offences that are of concern to the public.

By providing high quality, flexible and responsive policing services which give emphasis to:

- Acquisitive crime
- Counter- terrorism
- Crimes arising from prejudice (Hate crime)
- Crimes associated with Class A drugs
- Offences brought to justice
- Serious and organised criminality
- Violent Crime, including domestic violence

## The success factor

This year in addition to that question, we asked you to tell us how successful you thought the Constabulary had been in delivering against the priorities that the Authority set for them last year.

### Objective 1: To reassure the public, particularly those who are vulnerable.

You thought the Constabulary had been most successful in respect to:

- Ensuring that road networks are safe/accessible to all
- Ensuring that the public feel safe and secure
- Dealing with alcohol related and other types of anti-social behaviour

You also considered the Constabulary had been least successful in regards to providing support to victims and witnesses.

### Objective 2: Reduce and investigate crime, concentrating on offences that are of concern to the public.

You thought the Constabulary had been most successful in respect to:

- Violent crimes including domestic violence, murder, rape, and child abuse etc
- Crimes committed as a result of prejudice against another person or group for reasons such as age, skin colour, religion, disability etc
- Crimes committed as a result of the use of or sale of Class A drugs such as cocaine and heroin

You considered the Constabulary had been least successful in regards to tackling Vehicle crime, either damaging or stealing



## Protective Services

Both the Authority and Constabulary believes that policing needs to get better at dealing with the more serious and organised type of crime ("protective services"). We asked you to rank these services in the order of importance to you. The ranking you indicated will help guide the Authority Police on where to prioritise it's spending across these services.

Protective service areas:	Importance
Major crime	1st
Counter-terrorism and extremism	2nd
Serious, organised and cross border crime	3rd
Public order	4th
Critical incidents	5th
Strategic roads policing	6th
Civil contingencies	7th

## How safe do you feel?

In every questionnaire we ask you about how safe you feel in various situations. Most of you feel safest in your own homes and least safe in your nearest town centre both during the day and after dark. The two main things that make you feel less safe referred to-

- No/slow response from the police
- Unhappy with the police reaction or follow up.

The two main reasons that make you feel less safe are related to problems associated with groups of young people hanging around and seeing or hearing about anti-social behaviour.

## Operation Summer Nights

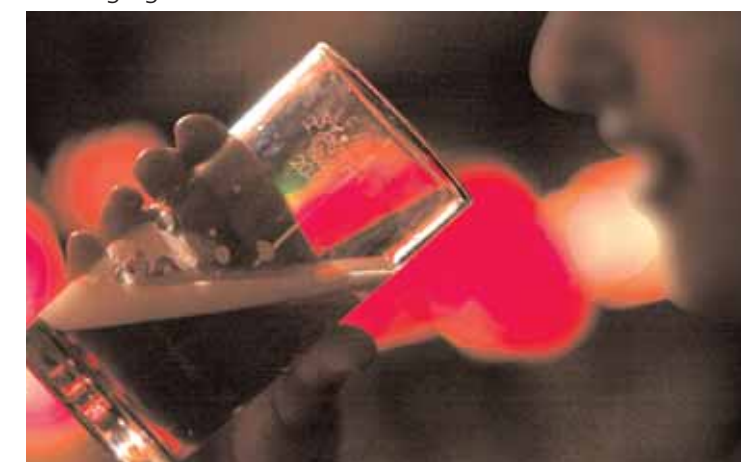
From April to August 2006 the Constabulary ran Operation Summer Nights. This operation brought together agencies from across Lancashire to focus on the negative aspects of excessive alcohol consumption.



In the previous questionnaire we asked you about the types of communication you had encountered over the past few months and which of a number of specific police campaigns or information you were aware of. Summer Nights was one of the campaigns we asked about so asking questions again allowed us to check

if this latest campaign was effective. This time:

- Over half of you had heard of the Summer Nights operation. This has improved from 39% who were aware in the last questionnaire. In addition those of you who were aware of Summer Nights said that it had a positive impact on your confidence in the Constabulary.
- You were most likely to become aware of the campaign from the local press.
- 82% of you felt that the campaign reassured you that the police and their partners are tackling the problem of alcohol related anti-social behaviour and crime.
- A third of you thought campaigns like Operation Summer Nights were influential in actually changing behaviour.



## Quick glance

### on confidence?

#### Things that increase your confidence:

- Positive/professional reaction from the police (31%)
- Rapid response from police (27%)
- Increase in visible police presence (27%)

#### Things that decrease your confidence:

- No/slow response from police (27%)
- Unhappy with police reaction/follow up (26%)
- Negative media coverage (9%)