



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

# “DIALOGUE”

Issue 8 - August 2008

Western

# “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 REDUCTIONS CONTINUE



CHIEF SUPERINTENDENT  
RUSS WEAVER

The overall downward trend in crime has continued, in some cases quite dramatically. Reductions can be seen in virtually every category of crime and there has been a substantial drop in numbers of cars being broken into or stolen across the Fylde.

We are now focussing on reducing violent crime, a third of which is actually committed by people known to each other in domestic relationships. We are encouraging victims of domestic abuse to report this, which obviously makes the number of violent crimes increase, but we can only protect people from this sort of violence if they have the confidence to come forward and tell us.

Our emphasis is still firmly on making more and more officers locally based, working regularly on their own particular area, who are easily accessible through PACT meetings, known personally to local people and part of neighbourhood teams. It is a style of policing that is not only popular, but effective.

## Restorative Justice Success in Staining

Life has been changing for the better for youths and residents in Staining thanks to the work of officers and Restorative Justice.

The Neighbourhood Policing Team at Kirkham were asked to attend a meeting regarding youth problems throughout the Staining Ward.

PCSO Rigby recognised an opportunity offered by restorative justice to address the problem by bringing local youths and members of the community together. Both sides were able to put across their issues with the community explaining how it was making their lives difficult whilst members of the younger community said 'there was nothing to do in Staining'.

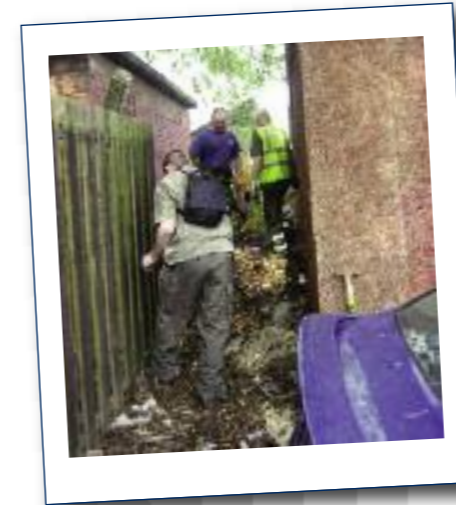
Thanks to a multi agency approach which included partners from youth services, Lancashire County Council, the Parish Council and Lancashire Fire and Rescue funding was obtained and a youth club was opened.

PCSO Rigby said: "What's really great is that the youth club now provides an opportunity for us to speak to young people about various issues. So far we have talked to them about alcohol awareness and the consequences of drinking to excess and about the penalties for drinking underage or buying alcohol by proxy - i.e. when someone older buys it for them."

PS Helen Ford heads up the Neighbourhood Policing Team for the area, she said; "Anti-social behaviour has been reduced by 27% and criminal damage by 42% in the Staining Ward compared to last year. I would like to say a huge thank you to everyone that has contributed or supported the youths of Staining".

## NEIGHBOURHOOD POLICING TACKLES FLY TIPPING, GRAFFITI AND ANTI-SOCIAL BEHAVIOUR

Freckleton & Warton Neighbourhood Policing Teams have responded to complaints from residents who had been plagued by unsightly fly tipping, graffiti and subsequent anti-social behaviour by young people around Harbour Lane, Queensway Bridges playing fields and Freckleton Village.



Neighbourhood Policing Teams, together with the local community, Fylde Borough Council Environmental Health, Fylde Community Safety Partnership and New Fylde Housing got together for a major clean up.

Community Beat Manager Paul Edson co-ordinated the event. He said: "Following complaints from local residents regarding fly tipping, graffiti and anti-social behaviour, the Neighbourhood Policing Teams

arranged for our local partners to help in Operation Allclean. After all this effort there will be a "Zero Tolerance" approach towards dog fouling, graffiti and littering."

Bryan Ward, Community Safety Manager for Fylde Borough Council, lent a helping hand with the clean up on Queensway Bridges playing fields, Harbour Lane. He said: "This was a Police led initiative in which we were delighted to help alongside numerous volunteers."

HMP Kirkham Prison had helped the NHP Teams and Lancashire Fire & Rescue to clear 20 tons of rubbish from the Canberra Way area alone.

## 'Your Space' - youth Initiative launched in South Shore

'Your Space' a major new initiative funded by the BSafe Blackpool partnership, to engage young people aged 11-17 in fun and educational activities during the summer has been launched. The scheme will run every Wednesday evening from 4 June until 20 August 2008 at Palatine Leisure Centre, 5pm-6pm for 11-13 year olds and 6pm-7.30pm for those aged 14-17 years.

Local Police Constables Sarah Darwen and Nicola Bingham have worked closely with Blackpool's Integrated Youth Service and BSafe Blackpool staff to develop a programme of activities to keep the young people of South Shore occupied during the summer.

PC Nicola Bingham said: "We hear so often that young people have nothing to do in the evenings during the summer and for many this can lead to becoming involved with anti-social behaviour. This scheme not only gives young people something they can enjoy but also keeps them fit, helps them meet new friends and helps break down barriers there may be with the police and other organisations involved."



Activities are FREE and include supervised sessions delivered by skilled sports coaches for sports such as football, netball, basketball, hockey and rugby. Police Officers will be joining in to improve links with the young people and to support the leaders of the activities.

Councillor Tony Williams, Chair of BSafe Blackpool, said: "This is a fantastic initiative that will engage young people from all walks of life who can enjoy a wide range of supervised activities in a safe and secure environment.

"It will be a wholesome and fun distraction from their normal activities and a positive way to help young people to avoid being involved in any potential anti-social behaviour.

"I hope that parents will encourage their children to take part in the scheme which is free for everyone."

## Delivering successful crime reductions in Fylde

Fylde CDRP has a number of initiatives in place to help its successful crime reduction work to develop even further.

At the end of March, its three year strategy had led to an 18% overall crime reduction and the partnership thanks all its partners for their contribution. It is now working to an Annual Strategic Assessment and a Community Plan over a three year rolling programme. Initiatives include:

- An alcohol strategy to reduce the problems associated with alcohol abuse
- A specialist Alcohol Worker For Young People to educate youngsters about the dangers of alcohol



- Improved CCTV equipment monitored by Police Staff
- Additional facilities for diversionary activities, including three more Youth Shelters in the Fylde district.

The Community Development Officer will provide a programme of Diversionary Activities building on the very successful model delivered over the Easter school holiday period.

This included a week where young people were taken to Tower Woods in the Lake District and initial feedback from this is very positive from all partners. Funding came from several sources including the Police Authority.



# “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



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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.”

