

## DEVON AND CORNWALL POLICE AUTHORITY

Notes of the **POLICE AUTHORITY LIAISON MEETING – KERRIER** held on Thursday 1st March 2007 in Redruth Community School, Redruth at 7-30pm.

### Present

#### Police Authority

Graham Hicks.....Chairman  
Mike Hicks, Ian Thompson (Administrator)

#### Constabulary

Inspector Mark Bolt, Sector Inspector  
Chief Superintendent Rob Cooper, BCU Commander

In attendance: Julian Commons - Manager Antisocial Behaviour Team, West Cornwall  
Dorian Thomas - Antisocial Behaviour Case Worker, West Cornwall

33 people attended the meeting as recorded in the attendance register

### Introductions and Welcome

The Chairman welcomed all and introduced the Members, Officers and Speakers.

#### 1. Presentation on “Police Call Handling System”

In the absence of Chief Superintendent Webster, Chief Superintendent Cooper gave the report:

The central telephone system receives: -

A quarter of a million 999 calls per year equating to 20/30 calls per incident. This was due to the now prolific use of mobile phones; 90% of all calls were answered within 10 seconds.

1 million non-emergency calls per year, equating to 2 calls per minute. Having answered, the average time taken to direct the call to the appropriate place was 2 ½ minutes. The call centre was now reviewing the types of calls received to see if they can be moved/categorised and handled more swiftly. It was noted that Mr Graham Hicks was talking with the Deputy Chief Constable about the workings of the call centre.

Questions generated from the Presentation were then addressed: -

- The Central telephone centre does not have police officers taking calls. It was suggested that operators should, as part of their ongoing training, go out on patrol with uniformed staff and experience being on the streets.
- Civilians answering calls from the public have little idea of the urgency on many occasions.
- One person thought she saw the missing lady from Redruth and when she rang the call centre, she was not helped by the operator. The caller felt that the attitude of the operator was not conducive to helping the police.
- Officers in Cornwall have received training in answering calls from the public and were able to offer concern and attention to the needs of the caller.
- Redruth Town Councillor sought clarification as to when to use the 999 emergency service and when to use the 08452 number.

- The initial classification of a crime reported by a member of the public would be reviewed, and possibly reclassified, once an officer had attended
- Attention was drawn to the Police Authority News Letter which clearly defines which number to ring for each type of circumstance.
- With the elderly in mind, could the police please produce a “sticker” giving this information which could be placed by the telephone?
- Police were pursuing different ways of promoting the central telephone number e.g. asking mobile phone suppliers to put the number in the mobile phone when selling them.
- A Neighbourhood Watch co-ordinator informed the meeting that they always put the telephone numbers on their newsletter each time they produced it.
- Why do we continue to promote Call Centres when they obviously do not work?
- Direct dialling to individual officers was difficult as the officer concerned could be out on patrol.
- All Officers on duty must log on so that the call centre knows they are on duty and their voice mail is switched on.
- Some Officers now give their direct dialling number.

It was noted that a continuous review of the central telephone system was in place and further training and development of the service was being undertaken.

## **2. Presentation - West Cornwall Anti-Social Behaviour Team**

Julian Commons gave the presentation.

This team has been up and running since October 2006 in partnership with the police and local authorities and was addressing the following issues: -

The definition of anti-social behaviour: - Any behaviour that gives harassment, alarm or distress to a person.

- The team was not an immediate response service.
- The team was based in both Kerrier and Penwith District Council Offices.
- Advertising material giving contact telephone numbers and email addresses was now going out into the public arena.
- The team addresses issues with parents, businesses and schools.
- The team has Police Community Support Officer (PCSO) attachment.
- There have been targeted operations such as “Boy Racers Initiative”.
- PCSOs were responsible for intelligence gathering.
- Dorian Thomas, the Case Worker, was responsible for the co-ordination of cases and work in hand, keeping all the partners in touch with the proceedings.
- The team has a strategic role in court work and the issue of ASBOs along with ensuring that parenting work was carried out.
- The system works on a “Three strikes and you’re out” basis i.e.
  - Low level problem person brought in and a “telling off” took place - this was a Stage One warning.
  - Should the problem continue a Stage Two warning would be issued.
  - Stage Three involves taking the person to court to obtain an ASBO.
  - The team works in partnership with other agencies such as Probation, Youth Offending Team, White Gold, Youth Services etc.
- This was the only Anti-Social behaviour team in Cornwall and was being carefully monitored by other areas.

From 195 interventions (Stage Ones) only 3% have gone on past the first visit, giving a very clear picture that early intervention was the most successful way to ensure that the behaviour does not accelerate into something more.

10 mosquito units were now in place and were working very well. Mosquito units are fixed on an outside wall in an area where young people congregate. The unit emits a high frequency sound which only teenagers can hear and which then makes them "move on".

Questions addressed from the presentation: -

- Operations to be carried out in the future would include addressing the issue of cars with noisy radios and exhausts.
- It was noted that this team / role has already been main-streamed and will continue with the support of the Police and Kerrier and Penwith District Councils.
- Mosquito units emit a high pitched sound which only teenagers can hear. As the hearing matures (22 years and older) an adult can no longer hear this frequency.

### **3. Police Report**

Chief Superintendent Cooper and Inspector Bolt gave the report: -

- From 1 April 2006 to today - house burglaries have been reduced by 9% which means that there were 3 burglaries in every 24 hours over the half million population of Cornwall and the Isles of Scilly equating to 3 house burglaries per day.
- Vehicle crime has also reduced by 9%, equating to 7/8 vehicles damaged every 24 hours across the county.
- Criminal damage still gives greater concern as there are some 24 reported incidents per day.
- There are significant decreases in overall crime in Cornwall which are not reflected across the force area, making Cornwall one of the safest places to live.
- Since 1999 there has been an increase of 1,000 uniformed staff across the force area which has resulted in a significant reduction of crime. The national average in the increase of Police Officers was some 12%. The Devon and Cornwall force has seen a 22% increase in staff.

Whilst there will be some changes to the Neighbourhood Policing initiative and some uniformed staff will move, there will be an overall increase of staff across the 12 policing sectors. The 14 officers from the Special Constabulary will be working much closer with the neighbourhood policing teams.

New arrangements enabling the police to work more closely with the public and all neighbourhood teams will see the setting up of PACTs (Partners and Communities Together) holding local meetings when local issues and concerns would be identified and addressed, with the police reporting back at the next meeting.

A new Initiative to help with domestic violence issues has been launched in Camborne. Janine Mundy, murdered by her husband in Camborne, used to sign her text messages to the family with J9. A new training programme has been instigated with local shops i.e. hairdressers, chemists etc which will assist them in recognising the symptoms of domestic abuse and will enable them to assist those requiring help to access the help and support required. Shops joining this project will display large signs with the J9 logo. Any person or local business

wishing to get involved should contact Chief Superintendent Cooper direct at Truro Police Station.

### **Inspector Mark Bolt**

Inspector Bolt gave a brief overview of his geographical area of responsibility i.e. Camborne, Pool and Redruth (CPR) otherwise known as North Kerrier, with management responsibility for C.I.D. staff patrolling officers and Neighbourhood policing teams.

The Camborne, Poole and Redruth area has seen a 11.2% drop in overall crime. Some 50% of reported crime was criminal damage which has also seen a reduction of 6%. This was in the main due to the excellent work of the ASBO team. Several other initiatives have also helped/assisted the formation of the TR14s dance group which came second in a recent national competition. 1 in 4 offenders end up convicted but this figure does need to improve. There was now a push to enhance customer service.

## **4. Open Session**

Members of the Authority, Police Officers and visiting speakers then responded to questions from the public: -

- A Neighbourhood Watch co-ordinator referred to the recent local publicity regarding the size of the geographical area being policed by one officer. This was explained as a temporary situation.
- PCSOs patrol the streets and are not withdrawn for other duties. At present they have 10 powers which will be increased to 42 as from April 2007.
- A County Councillor requested that police officers were employed in the Redruth area and not PCSOs with very few powers.
- Camborne / Poole / Redruth has the largest population plus the largest number of remand homes and children's centres.
- Continuity in the management of policing in the North Kerrier area.
- There has been no reduction in numbers of staff at Redruth police station.
- Interviews will be held for the position of Neighbourhood Beat Manager.
- There will shortly be a recruitment drive for Special Constables seeking to attract people who work and live in the local community.
- There will be a new policing post introduced to look after the Gypsy and Traveller sites in North Kerrier.
- It was noted that there was a significant reduction in serious crime in the area.
- Congratulations were then extended to the police for the excellent work to date and assurances were sought that the fear of crime was to be addressed with the same urgency as anti-social behaviour.
- Chief Superintendent Cooper assured the meeting that there would not be a reduction in the overall number of staff in this area.
- Whilst the crime rate per 1,000 head of population had been reduced there was however still a high rate of possibility that local people could be a victim of crime in this area compared with other parts of the County.
- A request was made by District Councillors that the police seek to discuss with local District/Town councils how the system might work after the possible changes from the Government restructuring of local government.
- Chief Superintendent Cooper then related to a recent training session he had attended which looked into the workings of the statutory authorities after restructure.
- Concern was expressed at the loss of police officers who were to be replaced by PCSOs.

- Cornwall County Council was considering the issue of decriminalised parking enforcement.
- The increase of powers for PCSOs will be in the areas of anti-social behaviour.
- 39 Police Officers will not be lost. The 39 NBM posts will be used in other ways e.g. investigation of serious crimes. Domestic violence teams have seen some £800,000 funding introduced enabling the recruitment of advocacy posts to work with survivors of domestic violence.
- PCSOs are to be given the powers to issue parking fines/fixed penalty notices. This requirement had been identified after extensive consultation with the public at Police Authority Liaison Meetings and other groups.
- The new Police initiative "Police Cadets" was now working excellently in West Cornwall. The force was now looking to roll this out across the County.
- A Redruth Town Councillor and local retail trader highlighted the problem of young people consuming alcohol in the main street. She had witnessed adults purchasing alcohol and passing it onto the young people outside the shop. Could the CCTV system not record this and charges be brought?
- It was noted that fixed penalty notices were issued in the main street of Redruth last week as a result of CCTV monitoring.
- PCSO extra powers will also be part of addressing this specific issue in the future.
- The ASB Team had run two initiatives in West Cornwall recently targeting young people and shops. 30 names were taken and all will be called into the police station for a first warning.
- Recently a young person, who had been recorded on the CCTV system behaving badly whilst drunk, was invited with his/her parents to watch the CCTV footage. This had had the desired effect.
- Problems of young people taking alcohol to a certain area of Redruth on a Thursday night after the disco closed - Inspector Bolt to investigate.

## **5. Matters of Interest from the Police Authority**

The Police Authority News Letter was distributed: -

It was noted that Assistant Chief Constable Richard Stowe was moving to take up a specialised post as the National Co-ordinator Chemical, Biological , Radiological and Nuclear Terrorism.

## **6. Neighbourhood Watch Schemes**

Gill Gillvrey reported: -

Neighbourhood Watch highlighted the excellent work of the PCSOs and asked for support from the public.

NHW now has 320 schemes working. The team has been attending local shows and will, this year, make appearances at several local events.

During November 2006 the first Industrial Business Watch scheme had been started. The Force donated £100 which was used for the production of new signs and logos for this project. There were now a further 2 Industrial Businesses showing interest.

The Camborne Office was delighted to receive a visit from the local M.P. Julia Goldsworthy who saw first hand the complexities of the workings of Neighbourhood Watch.

Three awards have been made to volunteers in the Kerrier area for their work with NHW.

The Chairman congratulated the Volunteers for their unstinting work. The meeting then extended a special vote of thanks to Gill Gillvrey for her ongoing commitment to Neighbourhood Watch.

**7. Date, Time and Venue of Next meeting**

The next Police Authority Liaison Meeting in Kerrier will take place on **Tuesday, 25 September 2007 in The Wesley Hall, Methodist Church, Coinagehall Street, Helston at 7-30pm.**

The Chairman thanked the members of the public for their contributions to the evening's debate and the Officers and Presenters for their presentations. The meeting closed at 9.40pm.