

## **DEVON AND CORNWALL POLICE AUTHORITY.**

Notes of the **POLICE AUTHORITY LIAISON MEETING – RESTORMEL** held In Newquay Tretherras Community School, Trevenson Road, Newquay on Monday 12 March 2007 at 21:30hrs.

### **Present.**

#### **Authority**

Mr. B. Preston.....Chairman

Mr. I. Thompson (Administrator)

#### **Constabulary**

Sergeant D. Folland (Neighbourhood Beat Sergeant) Inspector J. Pearce (Sector Inspector) and Superintendent P. Strawbridge (Communications)

10 people attended the meeting as recorded in the Attendance Book

The Chairman welcomed everyone and introduced the Police Officers.

### **1. Police Report**

Crime Figures for the period 1<sup>st</sup> April 2006 to date were circulated and form part of these notes.

There had been changes in recorded crime from this time last year: -

- Assaults were down by 36%
- Violent crime was down 7%
- Burglary was up slightly on last year.
- Vehicle crime again up due to people leaving their car keys on their vehicles wheels whilst surfing.

The current detection rate for the area is 25% which was almost on the Force target.

In the Newquay Sector there have been

- 1313 people Arrested
- 3181 crimes Recorded
- 795 crimes Detected

Reductions in Criminal damage - Newquay was the best performing in the sector and was showing a reduction of 8.9%

The area will shortly have 9 Police Community Support Officers in place covering Newquay and St Columb Major.

There have been 2 major drugs convictions for which persons are now serving custodial sentences. There has also been the successful arrest and prosecution of a sex offender.

Recorded crime last summer was down with the town centre being an alcohol free zone. All alcohol was and will continue to be confiscated 4,500 items were confiscated last year.

There were no questions generated from the report.

## 2 Telephone System

This report was given by Superintendent Strawbridge. There has been a significant increase in the volume of calls with some 700, 999 calls per day answered within 4 seconds. Calls received on the 08452 number necessitate call handlers having to ascertain the urgency of the call by completing a check. Some 1 million calls per year are answered within the target time factor and at the longest within 30 seconds. Some 580,000 calls were passed on to handlers where the caller might be kept on hold for an average of 1 minute.

A new system has been implemented for Police Officers at the scene of a crime to ring in and record the situation straight into the system and onto the computer. This takes approximately 13 minutes to complete. Police Officers linking into the system in this manner alleviates the need for the officer to go back to the station and complete a written report thus allowing Officers to remain out on the beat for longer.

A recent audit completed on crime reporting moved the Force from a "good" rating to an "excellent" rating making Devon & Cornwall within the top three forces in the U.K using this new system. Dispatchers form an integral part of the system sending out Police Officers, SOCO officers and PCSO's as identified from calls. Plus now we have the added advantage of using the new Airwave (Police radio system) which reaches areas which were out of contact in the past. It was also much better at protecting officers from people "listening in" to police conversations.

There was an officer at inspector level on duty 24 hours a day making final decisions on who when and where people were deployed including firearms operators.

The system uses ordinance survey maps and in addition operators have limited internet accesses for aerial maps of the area you are speaking from so exact location can be pinpointed.

Telephone numbers for contacting the Police on both the 0842 number and in an emergency were now on special cards which were distributed to those present. It was requested that they were distributed to friends and family.

40% of all 999 calls received were inappropriate requests.

Questions generated by the presentation were then addressed: -

- 13 minutes was for a police officer to record a crime recording full details into the police computer system.
- When a member of the public reports a crime the operator would be: -
  - a) Creating an incident log
  - b) A dispatcher will be monitoring the call and making a decision of who and when to send out help/support.
  - c) The Inspector would be monitoring in case it needed possibly an armed response team.

So right from the start of the call decisions were being made about the urgency and type of response required against the call. Another reason why Police Stations could not now handle the volume and response to the number and variety of calls today.

- New initiatives to inform callers how long before the call would be answered were being investigated.
- Operators should be able to pinpoint the callers' location within seconds with the equipment now in use.
- The Chairman noted that the audit commission had visited the Call Centre and recoded an improvement in the system.

### **3. General Questions.**

- A Crantock Parish Councillor voiced concerns about the speeding traffic through the village. Local people are very worried for the elderly residents and children going and coming from school. The Police Community Support Officers will be instructed to liaise direct with the speaker.
- The two way traffic system in the town centre of Newquay where vehicles park on one side of the road was causing great concern.
- Parking difficulties were now further exacerbated by homes now having more than one car per family
- A Newquay Town councillor reported that there were anomalies with the times of exemption for some of the double yellow lines. PCSO's will have from April traffic warden powers.
- In the near future the County Council will be taking over responsibility for the policing of traffic issues.
- Police Community Support Officers work up until 10pm at present this was however being reviewed for the future.
- Can the police put out photographs of persons they wish to interview for circulation between neighbourhood co-ordinators or would this break the data protection act? It was noted that the police were in talks with the local press on such an initiative.
- Extra police staffs were brought in to Newquay during the height of the summer season.

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

The Chairman reported: -

It was noted that this meeting was poorly attended and the Authority was now reviewing how future liaison meetings should be operated to ensure a better liaison with all groups within the community.

A New Chief Constable was now in place and things were now being reviewed/changed. A new Deputy Chief Constable had also been appointed.

The Authority decided to go ahead with recruitment of Police Community Support Officers despite the change in funding available from Home Office although the numbers of people to be recruited have been reviewed.

The Authority has now set the budget for 2007/2008 with a 4.9% increase. Specialist services were giving concern as they were inflating at a greater rate than the budget allowed in increases.

This force was now looking to forge much closer links with other / neighbouring police forces.

## **5. Neighbourhood Watch Schemes.**

John Adams NHW Newquay forum Chairman reported: -

A seminar was attended last week which explored the growing of the involvement of the local community. The growth of NHW schemes was now a priority especially in the rural areas. An informal event was being set up giving people/local residents and businesses the chance to meet up with police officers and Neighbourhood Beat Managers, the press and local groups. This event was to take place on the 27 March and would take the form of a "Drop In" session giving as many people as possible the chance to be involved and meet their local neighbourhood team; invitations to the event would be available after the meeting.

A vote of thanks was then expressed to local police officers and the Sector Inspector for their/his continued support and help.

There continues to be a problem with the community messaging system giving out recorded messages which were still too long for some answer machines could this please be addressed for the future.

## **6. Date, Time and Venue of Future Meetings.**

The next Police Authority Liaison Meeting to be held in Restormel will take place at the Village Hall, Fraddon on Tuesday 18 September 2007 at 19:30hrs

There being no further discussions the Chairman thanked those attending for their contributions to the evening's debate and closed the meeting at 20:50hrs.