

B DIVISION - PUBLIC CONSULTATION

INTRODUCTION

1. The purpose of this report is to update Members on the product of public consultation at Police Authority Neighbourhood Panels (PANels) in B Division during the period 1 June to 31 August 2005.

INFORMATION

2. During the period this report covers there were four public consultation meetings held in B Division. A matrix attached at Appendix A shows the results of this consultation and a full breakdown of the issues raised. The top three issues causing the most concern for local residents of this area are (in order of popularity);
 - i. **Call handling/contacting the police.** This issue has caused the most concern with residents complaining that 0845 calls are not being answered, transfers lost or being kept on hold for great lengths of time. There is also concern about not being able to get in touch with named officers or put through to requested departments.
 - ii. **Speeding/dangerous driving** is another major concern in this, largely rural, area. There were a number of requests for speed monitoring exercises to be carried out by the police and local authority, and queries about getting traffic calming measures installed.
 - iii. **Anti-Social Behaviour** was also quite high on residents agenda's with the majority of complaints being against young people congregating in large groups, causing noise nuisance and low level damage.
3. Two other popular issues for communities are both vehicle related and these are parking/obstruction problems and the use of motorbikes/mopeds in an irresponsible manner by young people raising safety and noise nuisance concerns.
4. The PANels meetings received a number of informative presentations during the meetings including;
 - Road Safety Quiz – Pete Scott, North Lincolnshire Council
 - Call Handling – John Blanchard, Humberside Police

- North Lincolnshire Road Safety Partnership – Pete Scott, North Lincolnshire Council

DIVISIONAL PERFORMANCE SUMMARY

5. The issues raised by the public once again do not reflect the policing priorities of B Division, however, quality of life issues such as Anti-Social Behaviour and road safety are addressed as part of the Crime and Disorder Strategy for North Lincolnshire for 2005 – 2008.
6. B Division performance figures for crime are currently as follows:

Issue	Reduction April - June 2005 (compared to Jan - March 2005)
Total Crime	Down 11%
Domestic Burglary	Down 32%
Vehicle Crime	Up 16%
Robbery	Down 6%
Violent Crime	Up 20%
Racially Aggravated Offences	Up 20%
Drug Offences	Down 80%

7. However, the British Crime Survey shows that public satisfaction with Humberside Police is currently 38.2% ($\pm 4\%$). This does not compare favourably with others in our Most Similar Force (MSF) 'family' who exhibit levels between 43.0% – 49.7%.

CDRP PERFORMANCE SUMMARY

8. Safer Neighbourhoods, the Community Safety Partnership for B Division, is currently ranked 15th out of 15 in their Most Similar CDRP family grouping despite showing a 2% decrease in the British Crime Survey (BCS) comparator crimes for the last quarter. BCS comparator crimes include, vehicle theft, burglary, bicycle theft, theft from person, vandalism, common assault, wounding and robbery.
9. Recently Humberside Police have produced a Service Level Agreement to be signed by themselves and the four CDRPs in the Force area. The purpose of the agreement is to provide to those signed, and partner agencies, *“a clear understanding of how they will support each other and work towards the shared partnership aims of preventing and reducing crime, disorder and anti social behaviour in the Humberside Police area”* This process will thereby help to create safer neighbourhoods and confident communities.
10. The agreement is designed to deal effectively with *‘Anti-social Behaviour and related matters’* this will be achieved by:
 - Identifying lead agencies
 - Utilising appropriate legal services
 - Humberside Police Force service provision
 - Local Authority service provision

- Problem resolution
- Monitoring information
- Evaluation of processes and effects

11. The agreement has been circulated to all signatories for consideration, further reports on the progress and success of the agreement will be presented to the Committee.

RECOMMENDATIONS

12. It is recommended that: -

- i. That the issues and concerns raised at PANels in B Division be fed into the planning of the budget and setting priorities.
- ii. Further reports to the committee contain information relating to the Anti-social Behaviour Service Level Agreement when available
- iii. Matters of operational policing continue to be referred to the Chief Constable for action.
- iv. The Chief Constable is requested to report to the Authority, under the next agenda item, as to how the issues raised in this report have been resolved.
- v. This report is forwarded to all B Division PANel Chairs for their information.

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Chief Executive to the Police Authority

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Background Documents: iQuanta performance data

Appendix A

	Scunthorpe East	Scunthorpe West	Scunthorpe North	Epworth	Barton	Brigg	Total
Parking/Obstruction		2	3				5
Complaints against young people			2				2
Vandalism/Criminal Damage			1				1
Anti-social Behaviour		2	1	1	2		6
Motorbikes/Mopeds		2	2				4
Vehicle Crime			1				1
Speeding/Dangerous Driving		4		4	1		9
Call Handling/Contacting		2	1	3	4		10
Response to incidents		1			1		2
High Visibility Patrols		1		1			2
Praise for the Police					1		1
Neighbourhood Watch/Community Safety				2			2

Neither Scunthorpe East nor Brigg have held meetings during the period this report covers.