

Policing East Cambridgeshire



Creating a safer
Cambridgeshire

Police launch new non-emergency number

ALL NON-EMERGENCIES ACROSS Cambridgeshire can now be reported by calling -

0345 456 456 4.

The move will allow people with call packages which provide free local calls to benefit as 0345 numbers are classed as local calls.

The old 0845 number will remain operational alongside the new number until April 2011 to allow people time to get used to the new number.

Force Control Room manager Ed Essad said: "The number

has been introduced in response to requests from the public for us to move to a number which is cheaper for people to call.

"Although we are only changing the number by one digit we have made the decision to phase in the change over a matter of years. This means that the cost to the force will be minimal and it will give the public time to get used to the new number."

Cambridgeshire Police are being consistent with other forces who are also making similar changes to 03 numbers.



Opening new lines of communication

CAMBRIDGESHIRE POLICE HAVE launched two new services to deliver to local people ensuring it is easier for people to contact them.

We have launched a new service for the deaf or hard of hearing and those who have difficulties with communication and may benefit from additional support.

The text service will enable people to send text messages directly to the police for non-emergency incidents.

People will need to register their details with us before they can use the service. This will ensure that when a text is received, we know immediately who it is from and where you live.

The texts will be monitored 24 hours a day, seven days a week, and we will be able to respond by text or by sending out a police response as appropriate. The service will be charged at your standard network rate for a text message.

"This service is great for our users and will really improve the way they communicate with the police," said Debbie Powell, Co-ordinator of the Peterborough Deaf Drop In.

The Police Enhanced Access Line provides pre-registered customers direct access to a highly trained police call taker. This reduces the amount of time the customer is waiting, helps minimise any pain or discomfort they may have when holding a telephone and may also reduce the customers' confusion or agitation enabling them to communicate more effectively.

Tracy Blackwood, Police Service Centre Manager said: "By using the dedicated telephone number, our operators will have prior knowledge that the customer has a disability or illness."

This line is available 24 hours a day, seven days a week and is for non-emergency use only, with the aim that calls are answered promptly.

In an emergency 999

When life is in danger or a serious crime is being committed, always call.

For all non emergencies 0345 456 456 4

For calls not requiring immediate police attendance, or any other enquiry

To give information anonymously about crime



Online

Visit the Cambridgeshire Constabulary website www.cambs.police.uk

Visit the Police Authority website
www.cambs-pa.gov.uk

To obtain a copy of this report in a different language, or format, contact Cambridgeshire Constabulary Marketing team on 0345 456 456 4.





Road safety targeted

ROAD SAFETY ISSUES and anti-social use of vehicles has been targeted across East Cambs.

This was a joint operation involving Cambridgeshire Constabulary's roads policing unit and the Special Constabulary.

It was started following residents' concerns about issues of road safety raised at neighbourhood panel meetings.

During the operation:

- 53 people were caught for improper use of seat belts
- 16 were caught for using mobile phones whilst driving
- 14 vehicles were found to have tinted windscreen offences
- Two vehicles had number plate offences
- Two drivers were caught speeding
- Six drivers were caught for having no insurance

Sergeant Will Davis said: "The results from this operation were very pleasing. We aimed to educate drivers as well as prosecute.

"It was good to have the opportunity put a lot of resources into this issue which troubled so many local people.

"Where an issue like this is raised, we will do our best to tackle it. Hopefully those drivers caught will have learned their lesson and will not re-offend."

Although these results were from a specific operation, local officers are very aware that road safety issues are ongoing, and are continually targeting offences of this nature.

Late night policing success

ELY OFFICERS HAVE been volunteering their own time ON FRIDAY AND Saturday evenings to make sure the town stays safe.

The local neighbourhood officers rotate and work 12 hour shifts, instead of the usual eight, to make sure they are on duty when the pubs and clubs close.

This operation has been ongoing since January.

Sergeant Will Davis said: "It's been a great success. A group of officers position themselves in areas such as the Market Place, and by taxi ranks, to make sure there is no alcohol related anti-social behaviour."

Officers have also started a new scheme known as 'Street Bail'. This means that any individual showing signs of anti-social behaviour can be arrested, then immediately put on bail. They are then tied into the legal system through their bail conditions, and must report back to a named police station in the near future.

Local police officers and PCSOs have also been targeting under age drinking, particularly in central areas of Ely and Stretham.

Police not only dispose of alcohol from the youths, but also target any adults who may be supplying it.

Officers have been thanking members of the public who have called in and reported underage drinking so officers can deal with it.

The Policing Pledge –

what you can expect from us

CAMBRIDGESHIRE CONSTABULARY IS committed to delivering a service deserved and expected by residents of Cambridgeshire and Peterborough. We will support law abiding citizens and pursue criminals relentlessly to keep you and your neighbours safe from harm. That is why we have signed up to the Policing Pledge, a list of ten service delivery points that you can expect from us. We want to do our best for you, but if we fail to meet our pledge we will always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and you deserve.

WANT TO KNOW MORE?

To find out more about what you can expect from us, visit www.cambs.police.uk, call 0345 456 456 4 or visit your nearest police station.

Force 'heading in right direction'

IT IS ALMOST a year since we signed the national Pledge and since that time we have been working hard to ensure the service you receive is of the highest standard.

The recent report, conducted in May 2009, into the initial implementation of the Pledge from Her Majesty's Inspectorate of Constabulary shows that we are heading in the right direction, with the force receiving an overall rating of 'fair'.

Chief Constable Julie Spence said: "During the past six months we have been sharpening up our act and will continue to do this over the coming months until we consistently give the best service we're able to.

"The Pledge is our reminder to respond to calls promptly, to listen to the concerns of the public and to keep the public informed of police activity in their neighbourhood."

The force has launched a 20 week communications campaign to raise public awareness of the Pledge and the work that is underway to meet it.

The Policing Pledge – what do you know?

YOUR VIEWS ARE important to us. By completing this short questionnaire you will help us identify how much work is needed to raise awareness of the Policing Pledge. Please take a few minutes to fill in this survey and return it **FREEPOST RRZB-JHLG-SSLR, Cambridgeshire Police Authority, Hinchingsbrooke Park, Huntingdon, PE29 6NP**. Alternatively you can fill it in online at www.cambs-pa.gov.uk. The details you provide will help us find out how we can improve our service.

Age.....

Ethnic Origin.....

Postcode.....

1. Before reading this, were you aware of the Policing Pledge?

Yes No

2. Do you know who your neighbourhood policing team is?

Yes No

3. Do you know how to contact them?

Yes No

4. Have you ever attended a public meeting held by police and partners to discuss the concerns and priorities of local residents?

Yes No

5. If yes to Q4, how satisfied were you with the content and structure of the meeting?

Very satisfied Satisfied Dissatisfied Very Dissatisfied

6. If no to question 4, why not?

Please state.....
.....
.....
.....

We asked, you told us, we listened

THANK YOU TO the 1,100 people who responded to the anti-social behaviour survey sent out to homes across Cambridgeshire and Peterborough in November. The majority of you who replied favoured a mixed 'tough action' and 'preventative' approach to dealing with the problem.

Eviction of problem neighbours, dispersal zones, prosecution and community service all scored highly in the 'tough action' approach category. More local activities for young people, and better liaison with schools and parents fared best in the 'preventative' category.

Least popular choices of dealing with problems of anti-social behaviour within communities were Anti-Social Behaviour Orders, fines for offenders and neighbour mediation. Results are available on the Police Authority website's 'Community Consultation' section at www.cambs-pa.gov.uk/asbresults.cfm Tackling anti-social behaviour is included in the Police Authority's Local Policing Plan as a priority for the current year. We will continue to work with residents and other agencies to tackle this important issue.



Ruth Rogers

What the Police Authority does for you

Cambridgeshire Police Authority is an independent organisation and separate from the Constabulary. Here, we ask the Authority's chair, Ruth Rogers, what the organisation actually does for the people of Cambridge.

Q. What does the Police Authority actually do?

Our main role is to hold the Chief Constable to account for delivering policing in Cambridge. We agree the police budget for the year ahead, we hire and, if necessary, fire the chief constable and we publish an annual policing plan. This sets out what we expect of the force in terms of tackling national and local priorities, explains the resources available and how they will be used and details how the force's performance will be monitored.

Q. What have you been doing so far this year?

We have been making sure the force is focusing on various priorities highlighted by both the Home Office (nationally) and ourselves (locally) in the Local Policing Plan. Local priorities are determined by what people tell us is important to them at public meetings and through other types of survey work. Increasing public confidence in what the police do, reducing crime including serious violence, working in partnership with other organisations, working with and through local communities to counter terrorism and violent extremism, reducing anti-social behaviour and making the best use of resources all feature in the list of 'must do' priorities.

Q. How well or badly are the police doing?

We know how dedicated and hard working the force's officers and staff are and hope that's obvious to the public from the way in which they go about their work. But I would be lying if I said it was all perfect. We think there is still a long way to go to improve public confidence in the police service. This can be extremely difficult when news coverage can impact on public perception of the service they are receiving. There is a huge amount of excellent work taking place, but we have been challenged in the past year by a few headlines that have reflected badly on the whole organisation. Anti-social behaviour continues to cause concern for many communities in Cambridge and there is more work that we can be doing in partnership with schools, councils and other organisations to combat this problem. To see what your local team has been doing to tackle the issues that matter in your local area turn to page 6.



Independent custody visiting – find out more

YOU CAN NOW find out more about how the rights of detainees held in Cambridgeshire Constabulary's cells are safeguarded.

Cambridgeshire's Independent Custody Visitors (ICV) Scheme involves members of the local community (volunteers), who are recruited by the Police Authority to undertake unannounced visits to custody suites in Cambridgeshire to check on the welfare of the detainees and the conditions in which they are being held.

Every year Cambridgeshire Police Authority publishes the findings of the visits and the purpose of the ICV Scheme.

To find out more about the ICV Scheme visit the Police Authority's website, or call, write or email Cambridgeshire Police Authority.



Focus on: **policing in a recession**

ALTHOUGH THERE HAVE been some increases in certain types of crime, the widely anticipated crime wave as a result of recession has not happened. Less money in your pocket does not necessarily mean you will turn to crime. However, listen to police advice about crime prevention, particularly as Christmas approaches.

So what other impact does recession have on policing? The same effect it has on everybody – even less money to go around. Cambridgeshire Police Authority has not been well funded in the past and local taxpayers help to make up the shortfall in funding from the Government. The force still has the challenges posed by a fast growing population and already has one of the lowest numbers of officers per head of population in the country. We will undoubtedly feel the squeeze in the coming years as the Government tries to balance its own budget and reduce the levels of public spending to prevent a worsening economy.

Cambridgeshire Police Authority has planned well for financial difficulties. Cuts to services are always the very last option we consider. But there are some tough times ahead.

WANT TO KNOW MORE?

To find out more about the work of the Police Authority visit www.cambs-pa.gov.uk, email police.authority@cambs.pnn.police.uk, call 0300 333 3456 or write to us at Cambridgeshire Police Authority, Police Headquarters, Hinchingsbrooke Park, Huntingdon, PE29 6NP.