



# Policing in Peterborough

## Police launch **NEW NON-EMERGENCY NUMBER**

All non-emergencies across Peterborough 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**

Two services launched to ensure it is easier for people to contact us

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, which is funded by the Cambridgeshire Deaf Association.

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 effective communication. 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.



To register now go to: [www.cambs.police.uk/contactus](http://www.cambs.police.uk/contactus)

**LET YOUR THUMB DO THE TALKING!**

**Remember in the event of an emergency always dial 999**



## Policing in Peterborough

# BURGLARY LEVELS DROP Special operation leads to reduction

An operation to tackle burglary in Peterborough has been hailed a success after it resulted in a significant drop in crime. Since Operation Alert was launched at the end of June, there have been 251

burglaries in the city, 66 fewer than the same period last year and a drop of 20



per cent. Officers have made about 90 arrests as part of the operation and some offenders have been jailed while other suspects have been charged, with court proceedings pending.

Detective Inspector Neil Sloan said: "I am delighted with the results of Op Alert to date, particularly as we have had a fall in burglaries when we traditionally get a rise during the summer months. However, we will not become complacent and will continue to target suspects and arrest them for any offence for which we have evidence."

One persistent offender who featured in the Operation Alert top 10 list was 25-year-old Craig Chilman. He was jailed for four

and a half years last month for committing burglaries in the city.

Operation Alert has seen police tackling crime on several fronts alongside other agencies on the SaferPeterborough Partnership including a bus advertising campaign.

For the next three months officers and supportive members of the community from Peterborough are going 'on the buses'. Tying in with Operation Alert, the campaign encourages people to come forward with information to help combat serious acquisitive crime.

The adverts feature an array of local members of the public. The idea is that all members of society are the eyes and ears of the community; from ice cream van people, students, council workers and neighbourhood watch coordinators through to take away vendors. They are all responsible for keeping an eye on their community, alongside the police and partners.

So help us start building a better picture.

# OPERATION ALERT

## Stanground College joins **SAFER SCHOOLS** Partnership

Eight of Peterborough's secondary schools now have police officers based on site, with Stanground College the latest to join the Safer Schools Partnership.

On a day-to-day basis Safer Schools officers might have to react to issues such as truancy, bullying, anti-social behaviour, or pupils leaving the school without permission.

But they also do a lot of preventative work and give talks on subjects including knife

crime, drugs and internet safety. Some issues they identify are referred to agencies specialising in areas such as alcohol, drugs and child protection.

Sgt Susie Tinsley, who is responsible for Safer Schools officers in Peterborough, said putting officers in schools did not mean they were unsafe, but represented a new relationship between police and schools. The officers have clear aims, based around benefiting the children and the wider community, and are not there just to deal with naughty pupils.

Currently, there are two police constables and six PCSOs covering the Thomas Deacon Academy, Stanground College, Ormiston Bushfield Academy, The Voyager, Jack Hunt, Orton Longueville and St John Fisher.

Sgt Tinsley said the scheme has proved a

success with a decrease in calls to police from schools involved and improved attendance.

She said that alongside the teachers, the officers also provide a positive role model for youngsters and some run sport sessions voluntarily in their own time. Former professional footballer PC Scott Houghton coaches young players at The Voyager, while PC Tony French coaches pupils in rugby and cricket at the Thomas Deacon Academy.

Sgt Tinsley said: "The officers are very important to policing now, not least because they can intervene early to prevent young people from committing or becoming a victim of crime.

"It is also about building the confidence of a child so they are comfortable telling us about their problems."



PC Tony French



PC Scott Houghton

# 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. To find out more about what you can expect from us, visit [www.cambs.police.uk](http://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.



## 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, which can be filtered by postcode area, are available on the police authority website’s ‘Community Consultation’ section at [www.cambs-pa.gov.uk/asbresults.cfm](http://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.

## 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, Hinchbrook Park, Huntingdon, PE29 6NP.

Alternatively you can fill it in online at [www.cambs-pa.gov.uk](http://www.cambs-pa.gov.uk). The details you provide will help us find out how we can improve our service.

Ethnic Origin: \_\_\_\_\_

Your postcode: \_\_\_\_\_

1. 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....

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## Policing in Peterborough



# 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 Peterborough.

### Q What does the police authority actually do?

**A** Police authorities are made up of councillors and independent members – chosen from the communities served by the police. Our main role is to hold the Chief Constable to account for delivering policing services in Peterborough. 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?

**A** 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?

**A** 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 – in a professional manner. 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. We are also aware that anti-social behaviour continues to cause concern for many communities in Peterborough 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 20.

To find out more about the work of the police authority visit [www.cambs-pa.gov.uk](http://www.cambs-pa.gov.uk)

email [police.authority@cambs.pnn.police.uk](mailto: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.

## 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 a 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. More information about Cambridgeshire police funding is available by visiting [www.cambs-pa.gov.uk/policies.cfm](http://www.cambs-pa.gov.uk/policies.cfm) or contacting Cambridgeshire Police Authority by phone, letter or email.