
OPCC NEWSLETTER: FEBRUARY 2019

I've been working across North Lincolnshire since June 2017. My role is to engage with local communities to help identify local priorities, understand issues and support agencies to identify good practice and improvements. I am not a representative of the police to the public but rather the voice of the public to the police and other agencies involved in Community Safety. I will often be able to guide people who to direct their enquiries at regarding specific issues and find out more information about various processes to help manage expectations of the public. By doing this my role contributes to building confidence in local agencies involved in Community Safety.

FORCE CONTROL ROOM: UPDATE 1

(NB: Numbers have been rounded and any change is when compared with 2017) In an average day Humberside Police deal with around 1500 calls of which around 400 are 999 calls. During 2018 the volume of 999 calls to Humberside Police rose by 1% compared to around 14% rise nationally. There were around 150,000 calls of which 89% were answered within 10 seconds.

During 2018 calls to the 101 incident team reduced 10% to around 267,000 calls, 79% have been answered post switchboard in 30 seconds. The abandonment rate of calls is 12%. The average call length is around 9 minutes.

During 2018 calls to the 101 crime team increased by 19% (in part due to the switchboard better identifying the type of call) to 125,000 calls, of which 67% were answered post switchboard within 30 seconds. The abandonment rate of calls here is 9%. Average call length is around 23 minutes.

TRADE WATCH: LAUNCH

I was pleased to be able to attend the launch event of the Trade Watch initiative at the end of February. The initiative is a voluntary scheme where residents agree to refuse any work offered on their doorstep and will report any suspicious activity to Humberside Police. Residents can receive window stickers and where suitable street signs can be installed. For more information call Safer Neighbourhoods 01724 244665

CRIME STOPPERS

The Office of Police and Crime Commissioner has been working with CrimeStoppers a national independent charity which supports people to report crimes and intelligence anonymously. It has been identified that in rural communities there can be a reluctance to engage with community safety agencies for fear of reprisals. Our office have procured CrimeStoppers materials to be circulated shortly via the Engagement Team throughout the area advertising their service.



NEIGHBOURHOOD ACTION TEAMS

Each ward area of North Lincolnshire has a Neighbourhood Action Team (NAT). There are 17 in total and they are tasked with looking at local community issues. They are attended by a range of partners from Police, Safer Neighbourhoods, Town and Parish Council representatives, Ongo, Local Authority Representatives, Office of Police and Crime Commissioner, local community groups and businesses. They are usually chaired by elected ward councilors. The group identify local emerging issues and community priorities to work on based on community intelligence, attendees and crime reports. If you would like to share any issues contact your ward councillor in the first instance <https://www.northlincs.gov.uk/your-council/have-your-say/councillors/>

FORCE CONTROL ROOM: UPDATE 2

Humberside Police have worked hard over the last 12 months to improve the service provided by the Force Control Room.

All calls to 101 are directed to the Force Switchboard which direct the calls to the right place. They take some basic details to determine if it requires a police department or the incident and crime teams to deal with. The teams specialize in taking calls to ensure the maximum amount of information is gained in the shortest time.

Humberside is seen as a very good performing force in terms of its call handling and has been visited by almost a dozen other forces to look at their good work. You can also report certain crimes online via their website and they offer other agencies who may be able to help with specific issues <https://www.humberside.police.uk/reporting-crime>

COMMUNITY SPEED WATCH

Police and Crime Commissioner, Keith Hunter, was keen to roll out this initiative and has secured agreement from the Chief Constable and the Safer Roads Partnership. The aim of the project is to improve road safety and public perceptions of speeding. It will build on the pilot approach from Thorton Curtis.

This initiative will empower communities to take action against speeding in their local area. The scheme will build community resilience to tackle a problem that many communities (especially rural) report remaining unresolved within the current speed strategy matrix.

Local volunteers will be trained to operate the speed devices, have their key locations risk assessed and be given equipment to carry out enforcement as they wish. Letters will be sent out to those caught speeding and for those caught speeding three times they will receive a visit.

The first Steering Group for the project will meet this month. The project will launch in Spring 2019.

Interested parties are asked to go via their Town and Parish Councils in the first instance or their local Neighbourhood Action Team where no local council exists.

Connect # @	Browse WWW	Visit in person	Call 101	Emergency 999
Stay informed through social media & My Community Alert	For 24/7 information & news & updates:	Your nearest police desk to speak to an officer:	For incidents that don't require an immediate response:	For an immediate response:
<ul style="list-style-type: none">✓ Latest news & appeals✓ Road closures & traffic updates also follow @HighwaysEngland✓ Safety information & advice	<ul style="list-style-type: none">✓ Crime prevention & advice✓ Local appeals✓ Non emergency crime reporting e.g. non injury road traffic collision	<ul style="list-style-type: none">✓ Report a crime✓ Arrange to make a statement✓ Receive local advice & information	<ul style="list-style-type: none">✓ Car has been stolen✓ Property damaged✓ House has been broken into	<ul style="list-style-type: none">✓ Life is in danger✓ Violence to being used or threatened✓ Crime is in progress
				
 Humberside Police	 @Humberbeat	 humberside.police.uk	 My Community Alert	