



## Humberwatch Conference

Location: Country Park Inn Hessle Foreshore HU13 0HB

Date and Time: 13<sup>th</sup> June 201 4pm-8pm

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## Introduction

The purpose of this event was to gather the views of Neighbourhood watch members and associates from Humberside, including North Lincolnshire, North East Lincolnshire, East Riding of Yorkshire and Hull.

The event started with a survey conducted via slido with the aim of gaining insight into what are perceived as the major issues within Humberside and went on to conduct an information gathering exercise involving topics most raised in public consultations.

This exercise had 44 active users with a 70% average engagement per user .

## Slido Questionnaire Results

### Which Local Authority are you from?

There were 40 answers to this question, the majority selecting East Riding with 38%. This was closely followed by North Lincolnshire with 30%, then Hull with 18% and North East Lincolnshire with 15%.

### How satisfied are you with Police interaction in your area, and how can this be improved?

The majority of the 39 participants who answered are satisfied with police interaction in their area, with 79% selecting a response of 'average' or higher. The prominent idea, for improvement was the presence of more police officers and better communications. Other suggestions include more local information, better camera systems and more resources.

### How satisfied are you with Local Authority interaction in your area, and how can this be improved?

Resulting from this question 44% of participants selected 'poor' with 30% feeling 'good' or above about their satisfaction with their Local Authority. In comparison to the 39 participants active when answering about their satisfaction only 35 participants suggested a way this could be improved. The most common answer being communication, closely followed by the provision of more money. Other answers include listening to residents, consistency, and responsibility and accountability.

### How do you feel NHW is progressing in your area?

The majority of the 40 participants who answered are satisfied with the way NHW is progressing in their area with 65% choosing 'good' or 'very good'. Only 15% of participants believe NHW in their areas is progressing poorly.

### What barriers do you think communities would have that prevent residents from joining NHW?



Time is ahead of any other barrier suggested, including too busy, work and free time. However with 41 participants answering there are many other suggestions, ranging from language barriers to people worrying about repercussions to people believing NHW is too noseey.

What training/presentations would you like to see provided to NHW members?

With 38 participants answering, the lead suggestion for training to members is that of crime prevention, closely followed by first aid training. Other suggestions include minute taking, scam awareness, public presentation and social media training.

In three words tell us what CCE means

Most participants stated they had 'no idea' what CCE means, while others suggested exploitation, environment, education and community.

**Feedback:** CCE stands for Child Criminal Exploitation – “the use of a child in any way for economic gain. This often includes child labor, child slavery, child sex tourism, and even the “sale” or illegal adoption of children for profit.”

In three words tell us what CSE means

While the most common answer from the 33 participants involved the word 'child' and knew there was a connection to exploitation none defined 'CSE' in full. Others suggested secondary education certificate, support and community.

**Feedback:** CSE stands for Child Sexual Exploitation – “a type of sexual abuse in which children are sexually exploited for money, power or status. Child Sexual Exploitation can happen to anyone under the age of 18 and it is often a hidden crime.”

In three words tell us what Prevent means

Only 26 participants answered this question, most suggesting that they have 'no idea' or 'not a clue' what prevent means. While others defined the word itself, suggesting stop, early intervention or prevention. Some suggesting that it had something to do with terrorism and radicalisation.

**Feedback:** “Prevent is one of four work strands which make up the government’s counter-terrorism strategy – CONTEST. The aim of CONTEST is to reduce the risk to the UK and its interests overseas from terrorism. Prevent aims to stop people becoming terrorists or supporting terrorism.”

Does your NHW link in with Country Watch/Farm Watch?

79% of the 39 participants who answered did not think their NHW was linked with either Country Watch or Farm Watch.

Are you aware of My Community Alert?

78% of the 41 participants who answered were aware of My Community Alert.



**Feedback:** “My Community Alert is a free messaging system operated by Humberside Police and Humberside Fire & Rescue Service, giving you live information about incidents happening in your area.” More information can be found at <https://www.mycommunityalert.co.uk/> .

What are your thoughts on Our Watch?

There was a large split in opinion from the 34 participants who answered regarding Our Watch, between either ‘good’ or ‘no idea’, other answers include don’t know, distant, rubbish and gives advice.

Do you have regular contact with your local neighbourhood police team?

Positive feedback of 67% of the 39 participants who answered believed they had regular contact with their local neighbourhood police team.

What communication would you like with other statutory agencies?

Many suggestions were made, however only 30 participants took part in this question. The majority of those who took part would like communication with trading standards and social services. Other agencies suggested include environmental health, fire & rescue, education and the highways agency.

What do you feel are the issues causing the most concern in your area?

Out of the 41 participants the most common answer was the very broad suggestion of anti-social behaviour.

Other suggestions included:

- Drugs from one particular house
- Off road motorbikes
- Suspicious vehicles
- Prostitution
- McDonalds ( ASB )
- Fraud
- Burglary
- Cold Calling
- Gangs
- Rogue Traders
- Travellers

Please select the issue you would like to focus on most?

With a small response from 30 participants the most popular answer was burglary.

Followed by:

- Dog fouling
- Rubbish
- Drugs
- Fear of crime
- Anti-social behaviour
- Theft
- Speeding
- Violent crime
- Fraud



What does community resilience mean to you?

With 36 participants answering, the most popular suggestions were community togetherness and crime. Other suggestions include getting involved, taking ownership and stronger community.

What resources would you like to have access to?

The majority of the 32 respondents stated they would like access to funding, closely followed by access to police resources. Other options include leaflets, crime statistics, speed cameras and training.



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## Scenario Feedback

We asked eight different groups to analyse a scenario we had given them and feedback to us information regarding the perceived victims and offenders, and then asked for their opinion on how they would approach the issue.

Each scenario was split into three different groups, namely Vulnerable, Environmental and Crime. Within vulnerable came street drinking and homelessness/begging. Graffiti, fly-tipping and overflowing rubbish fall in environmental, and speeding vehicles, shop lifting and anti-social behaviour are held in the crime section.

**It is important to note that this feedback was obtained from the general public at the meeting, and is in no way a reflection of the views of any police force or local authority.**

### Street Drinking

The participants decided that the most important reason to deal with the issue of street drinking was to reduce the number of calls for service to the police. The main victims of street drinking are believed to be business owners and residents in the prominent areas.

Suggestions mainly involve partnership work with referrals to drug and alcohol agencies and visits by outreach workers. Other options include a 'no-drinking' zone, Criminal Behaviour Orders (CBO) applications and providing CCTV in the area.

### Homelessness

The issues put forward by this team were the links between homelessness and drugs, mental health and anti-social behaviour.

Ideas on how to approach the issue mainly revolve around statutory bodies and enforcement, however emphasis is also placed on the need for education to both the victim and offender. Additionally, there were suggestions of playing classical music in public areas and using success stories to encourage others in similar situations.

### Graffiti

This group identified possible disputes surrounding the offenders and victims due to the challenges found in identifying the offenders and the common perception that youths are at fault, causing issues when they are blamed with no fault, placing them in the victims category.

With the target of reducing the amount of graffiti and minimising the opportunity this group suggested a number of approaches. Namely reporting to the Community Protection and Compliance Team and setting up a NHW monitoring scheme. Other approaches include a visual audit, presentations at schools and introducing a community payback scheme.

### Fly-tipping

The information gathered states that while fly-tipping is a concern to a number of residents and the partnership, the participants do not believe it is not something that the community, police and



partnership agencies can impact on with available resources. The main issue provided is that rented properties are being let with rubbish piled up in the gardens.

Suggestions for the main approaches include providing a community skip, education, CCTV hotspots and holding landlords accountable.

### Overflowing Rubbish

The feedback suggests that this is an on-going issue in all wards, and it is believed that it will not go away on its own. The main issue mentioned is the incorrect use, or even non-use, of bin facilities, leading to issues for the general public, residents and visitors – with offenders ranging from children to tradesmen in a wide range of areas.

Suggestions for the main approaches include contacting the ward councillor with the hope that it will be reported to the council, organising a litter pick or introducing community payback.

### Speeding Vehicles

Speeding vehicles can cause a number of problems to the community and the surrounding areas. This group put forward a number of diverse ideas to prevent the issue, the stand out idea being organising local radio stations to ask “what speed are you doing now” between songs and news clips, to ensure people consider and think about the effect of their speeding.

Other suggestions include a community speed watch, a children’s competition for new posters and providing signage which states how many accidents there have been on a particular stretch of road.

### Shop lifting

Shop lifting impacts the community and surrounding areas, with links to the local economy. This group decided that the main offenders were youths, drug addicts and the homeless. It is important to note that offenders come from many different backgrounds and purely focusing on these groups may not lead to the outcome target of a reduction in theft.

The group suggested approaches including a shop watch scheme, introducing CCTV and restricting access to youths. Other approaches mentioned include social intervention, the use of an Acceptable Behaviour Contract ( ABC ) and placing staff at the front of shops.

### Anti-social Behaviour

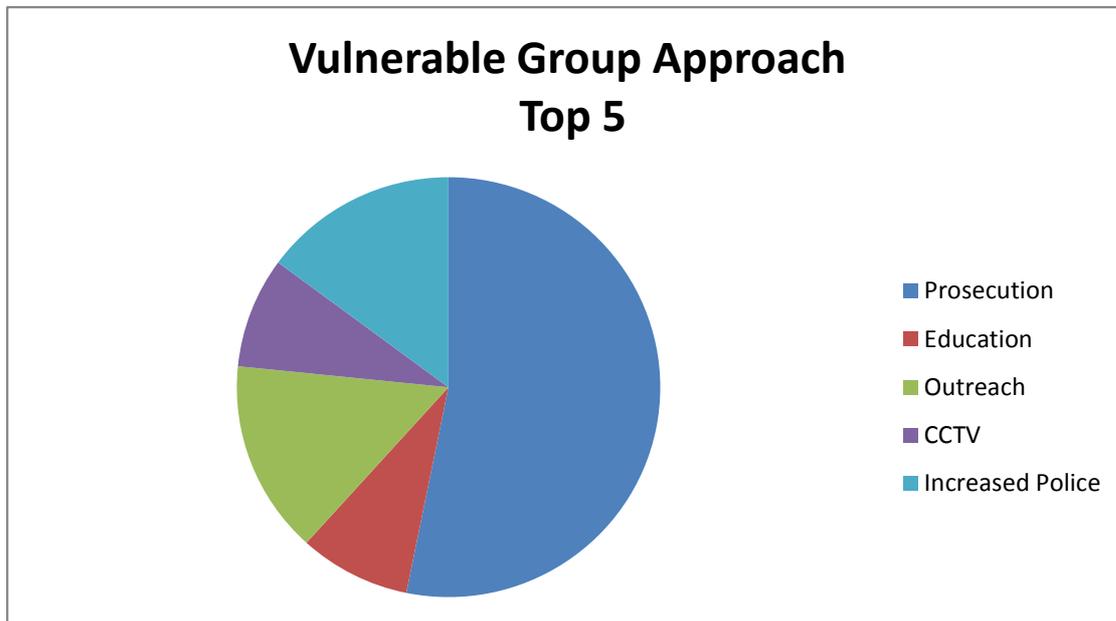
This group suggested that the aim in this scenario should be to reduce the number of calls reporting anti-social behaviour to the police.

The main approaches put forward include youth outreach programmes, drugs and alcohol outreach and improving the environmental layout. Other suggestions included involving the parents of youth offenders, confiscating alcohol, restorative justice and telling youths about active Facebook groups monitoring their behaviour. We would not advocate this last suggestion.



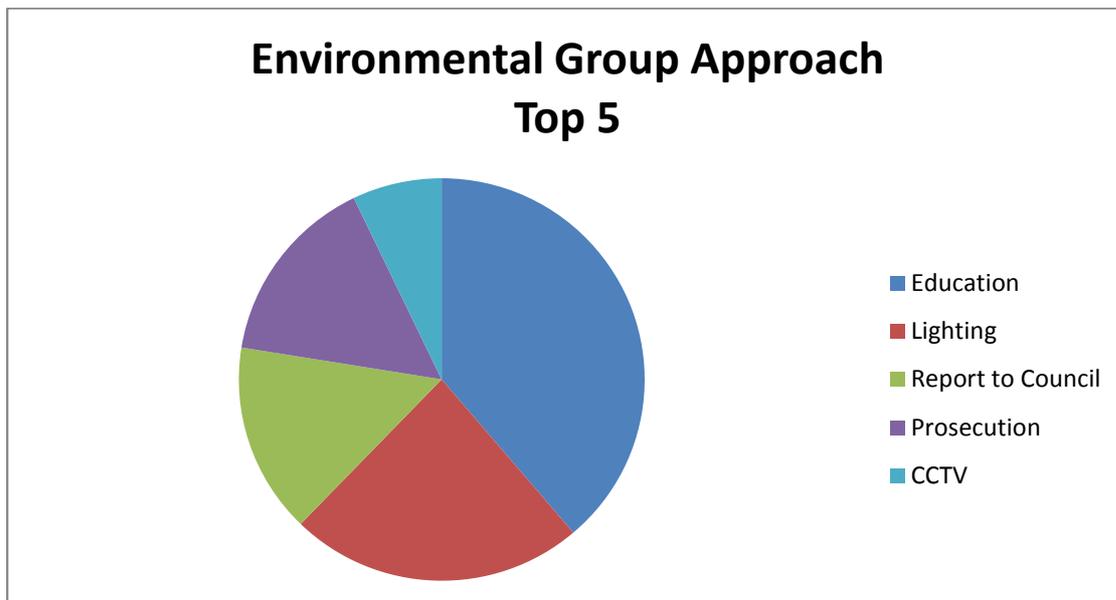
## Group Poll Results

Approach results for street drinking and homelessness.



Feedback from the groups working on the 'vulnerable' scenarios has shown that the most popular way to approach the issues surrounded prosecutions and fines, with over half of the suggestions leading to police or council enforcement. Other opinions expressed included outreach programmes, education in the community, community payback schemes and multi-agency cooperation.

Approach results for graffiti, fly-tipping and overflowing rubbish.

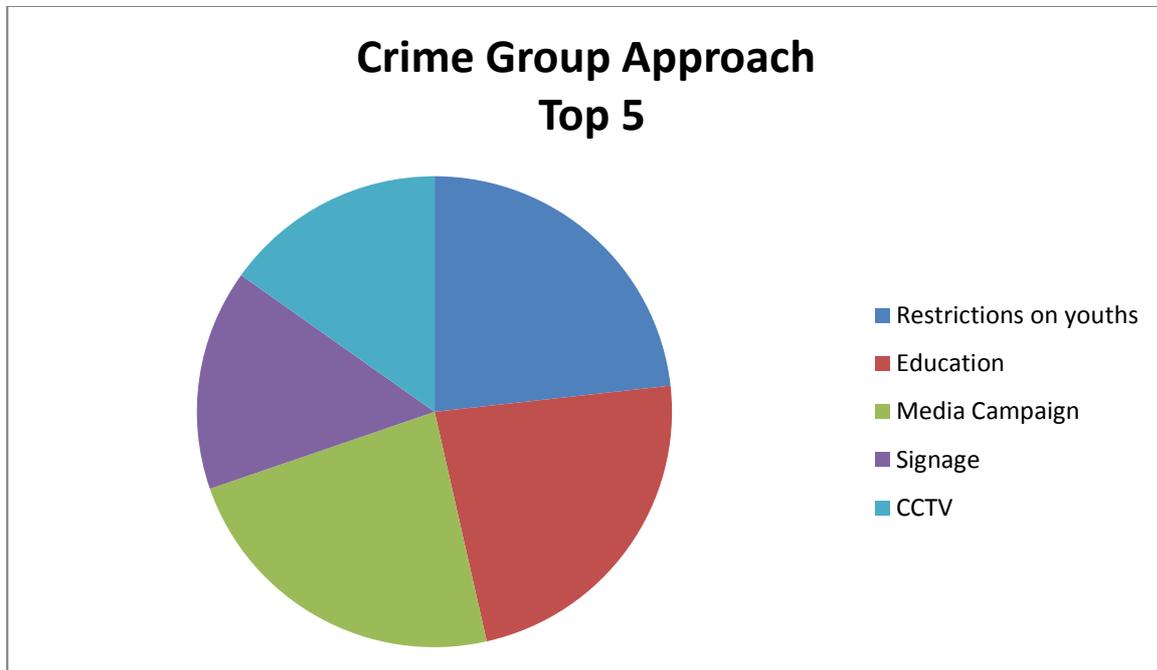


Feedback from the groups working on the 'environmental' scenarios has shown that the most popular approach to the issues was education, in both schools and the community in general. Very close behind this is the use of strategic lighting to prevent issues going undetected and to deter



perpetrators from the area. Other solutions included outreach, community payback and increased signage.

Approach results for speeding vehicles, shop lifting and anti-social behaviour.



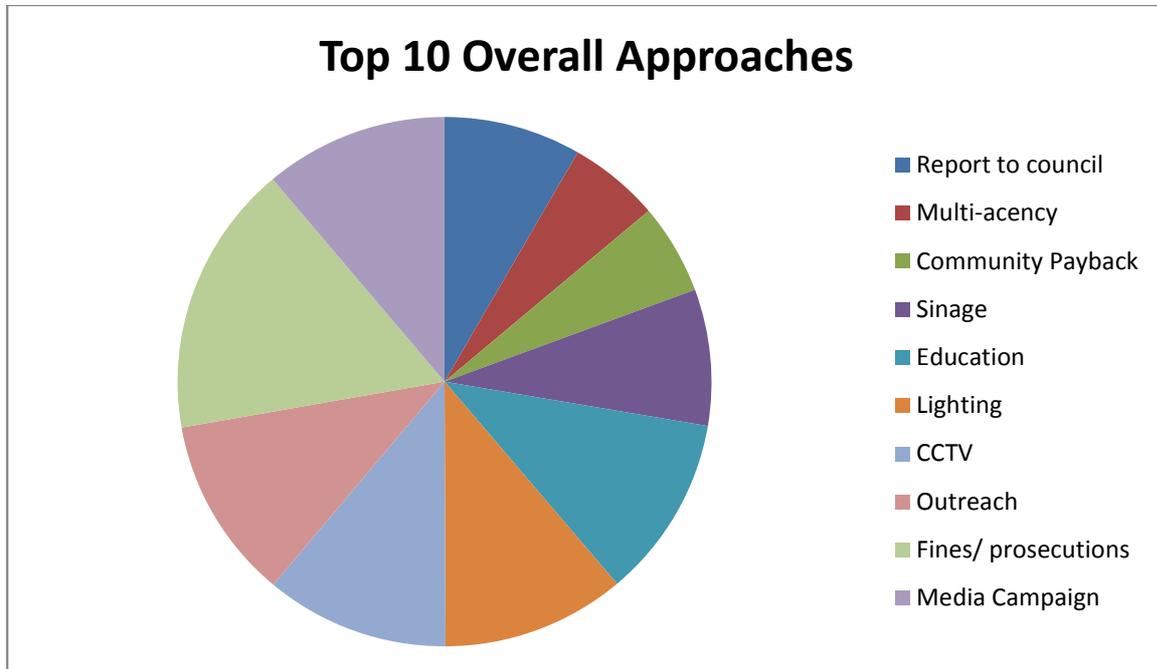
Feedback from the groups working on the 'crime' scenarios has shown a relatively equal split in suggestions on how to approach the issue. The most popular suggestion being placing restrictions in the amount of youths in an area, very close behind this is education, particularly education in schools. Other suggestions include increased signage, multi-agency cooperation and outreach programmes.



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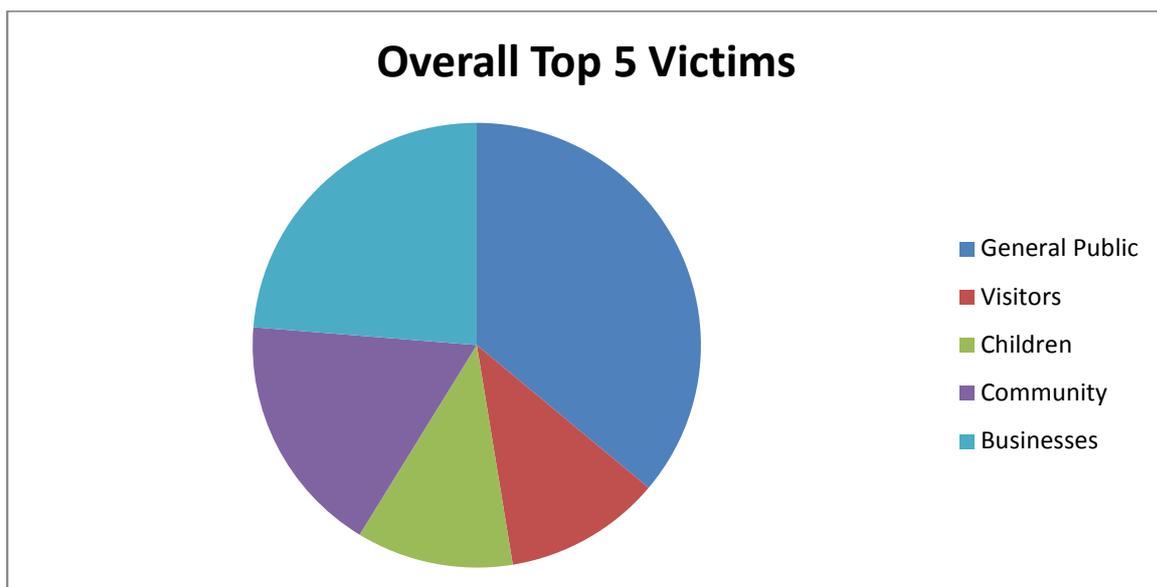
## Overall Poll Results

After analysing the information provided by the separate groups we have consolidated the feedback to provide the top 10 most popular approaches to the scenarios overall.



The most popular suggestion being that of prosecution or fines to prevent the issues shown. Other suggestions include media campaigns, outreach, community payback, and increased signage.

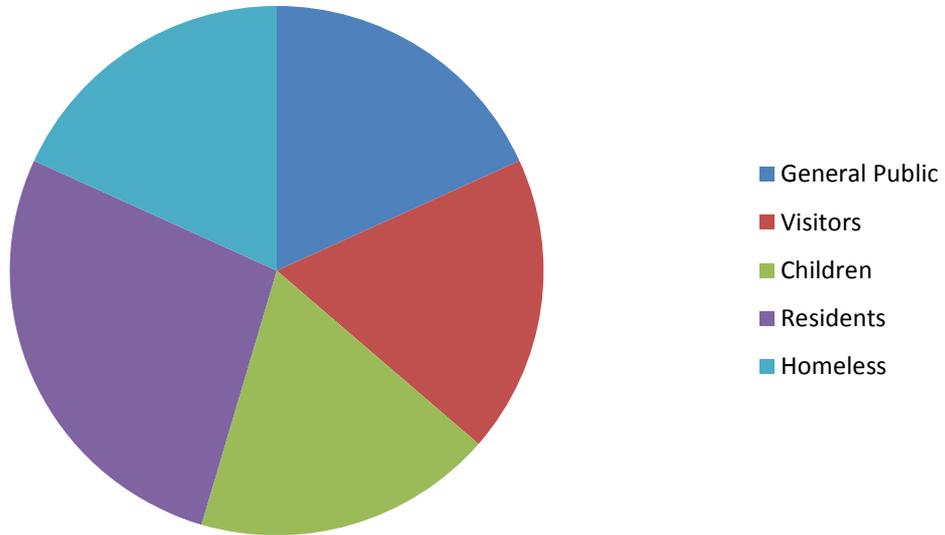
After considering the approaches to issues we have also taken into consideration the most common suggestions for victims and offenders.



The general public were perceived as the most common victims to the scenarios, followed by local businesses.



## Overall Top 5 Offenders



Residents in the community were found to be the top offenders in the scenarios followed equally by the general public, visitors, children and the homeless.



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## Q&A's

Why has there been no action taken on known drug houses?

*There have been several successful warrants across the Humberside Police area executed at premises commonly known as 'drug houses'. Information provided by the local community is often the difference between having enough intelligence to satisfy a local magistrate that he/she should authorise the necessary warrant. Information can be provided anonymously via CrimeStoppers on 0800 555 111.*

How do the Police judge how many neighbourhood officers work in a certain area?

*There are several factors involved such as calls for service, most frequent crime types, total population, number of schools and diversity of the local population for instance.*

What funds are available to NHW coordinators?

*Applications can be made to the PCC Crime Reduction Fund across the region ( see PCC website for details ) and groups can raise funds through local events.*

What additional challenges are presented by the differences in local authorities and the way they commission services?

*All areas face differing challenges for example in NE Lincs rural crime is not such a big issue compared with the East Riding . In terms of NHW the four representatives are supported and financed differently . Commissioning services is a matter for each unitary authority.*

What training is available to coordinators?

*In NE Lincs we have held mini classes around safeguarding and specific topics such as the Prevent agenda . Looking to the future we hope to put together bespoke bite-size training inputs relating to the role of a coordinator and the issues faced in local communities . The national site Our Watch have very recently added some excellent advice / information packages that I would encourage coordinators to have a look at .*

Do police officers receive adequate and appropriate self-defence training?

*Yes, officers undertake a comprehensive officer safety training programme when they first join and thereafter must attend a refresher course every six months (officer safety and first aid).*

What do the police think about citizen's arrest?

*The law provides a power for any person to make an arrest in certain circumstances (Sec 24A Police & Criminal Evidence Act 1984 for reference). The decision as to whether to arrest in these circumstances is a matter for the individual. Police would never encourage anyone to put themselves at risk but every situation must be judged on its merits based on the threat, risk and harm to that person and other persons involved including the victim of any crime committed and any other persons including the suspect.*

Are the police under staffed?



*Humberside Police is currently going through a programme of recruitment which will significantly increase our overall numbers.*

Can 101 be improved in their ability to identify rural locations?

*Our communications team are always looking at ways to improve our contact with our communities whether that be for emergency or non-emergency calls. The 101 number was a huge transformation in how we handled calls from the public and there have been teething problems as the system has been bedded in. There are many ways in which a location or address can be identified from the number that is calling in but ultimately a call-taker will always have to speak with the caller to obtain details of the call.*

Do the council and police work together?

*Very much so and we have to obtain positive results when resolving local problems. All the statutory agencies play a part in the partnership but without doubt members of the public supported by NHW play the most important element in providing the information on which to base a tactical response.*

Where can NHW go to see elected members and police together?

*In North Lincolnshire, all NHW co-ordinators are invited to attend their respective monthly Neighbourhood Action Team (NAT) meetings where they will find police and ward councillors attending. You should contact your local Neighbourhood Beat Officer for your area to check their arrangements / their version of a NAT meeting as each of the four unitary authority areas differ slightly in their approach. Ultimately if you wish to meet your elected representative and local police officer then that can be arranged if it is to discuss concerns you have about your local area.*

Is it appropriate for the community to be informed of drug peddling individuals/gangs which are infiltrating a particular area?

*Police have to be careful to protect information and intelligence we hold on our systems about a variety of issues so as not to compromise any future investigations or place the source of that intelligence in any danger. When it is appropriate and proportionate to share information with the public in the interests of protecting the community and reducing and preventing crime and disorder, police will do so. As always though we urge people to provide information to us regarding any criminal activity they are aware of either by calling 101, speaking to a local officer or calling CrimeStoppers anonymously on 0800 555 111. What may seem a minor piece of information in isolation, could be an important piece of a much bigger picture.*

Do you think a copy of information police send out should go to vulnerable people via post who don't have smart phones or internet?

*We are aware that whilst in general as a society we have moved towards digital communications, some of the most vulnerable people in our society are not contactable via text, email or social media and therefore there is still very much a place for paper copies of key information, and we aim to facilitate this process wherever we can where it is needed.*

What improvements are planned to improve the 101 wait times and response times to 999 calls?



*999 calls are up 5% compared to this point last year and 90% of them are answered within 10 seconds. 75% of non-emergency calls to the 101 number are answered within 30 seconds. There are times in the evenings when wait times will be longer due to the peak in demand and answering 999 calls is prioritised over 101 calls for obvious reasons. The 101 system has improved since last year and Humberside Police are committed to improving further next year too.*

*The response time target is 15 minutes once a call has been confirmed as an emergency (people often use the 999 system when their call is not an emergency). We do not always meet that target but that is often due to the demand at the time with several emergency calls coming in in a short period of time.*

Why are all new communications systems ignoring older people who don't know how to use them?  
What about post?

*In reality it boils down to two things timeliness and cost . Information especially relating to emerging crime trends needs to be with the public ASAP this is especially true when for example recent spate of cycle thefts or an on-line fraud emerges . In terms of cost a 2nd Class postage stamp is now 58p so this makes it un - realistic to use as a distribution method .*

*Here in NE Lincs ( and I am sure similar schemes exist across the Humber region) free IT lessons are provided and access to computers are widely available .*

*That said it should not be a reason for an individual to be excluded from being part of any NHW scheme and I would encourage others who are able to use social media to assist / brief those cannot.*

Why don't the police tell NHW groups about recent crime in their area?

*This can be frustrating and its about forging good relationships with local officers to improve communications . I think it needs to be based on emerging issues other than those that have passed weeks or months previously . The new My neighbourhood alert scheme is available for all to register with via the Humberside*

Is there any assistance with printing/photocopying of newsletters, minutes of residents meetings etc.?

*These costs can be included in any application to the crime reduction fund via the PCC it can include room hire as well.*

Can the safer roads team share their speed awareness films to NHW/community groups so instead of watching them after an offence it could help prevent an offence?

*Safer Roads Humber are available to attend community events on request dependant on other commitments and operational demands.*

What exact type of training would be useful to coordinators?

*I think we have to be careful in the training given as it needs to be refreshed as different trends emerge however safeguarding and recognising vulnerability is very important so would be centred*



*around these areas. It could also include things like first aid and use of community first response equipment for example defibrillators .*

Is there any method to assist NHW groups with local tender bids for local small projects?

*All the areas crime reduction funding application have guidance to assist and can be found on the respective websites .*

*In NELincs the funding is administered through Vanel who will provide individual help. Member's within schemes often have the experience and skills to assist so its well worth asking around .*

Can the police influence the courts more?

*The police put all the evidence before the courts, both that which points towards a person's guilt and that which points away from it. Any attempt to influence proceedings over and above providing all available evidence to the court would surely be detrimental to the criminal justice system, on which this country prides itself.*

I reported a problem, acknowledged with just 3 words: 'yes, we know'. No 'thank you for your trouble'. Why don't counter staff appreciate public's effort to help?

*I cannot comment on an individual case about which I have no knowledge. I can assure you that we are extremely grateful for all information supplied by the community and that we take all reports from the public seriously. If you are dissatisfied with the service given to you by any member of Humberside Police then you have a right to record a complaint and have your dissatisfaction investigated. We always aim to provide the best service we can for all our communities.*

Why is it so hard to get funding from PCC funds?

*The funding process has been set up to reduce crime therefore its important that an existing problem is identified hence the importance of reporting crime . The resolution to the problem is what the funding panel are seeking to support . Simply applying for security gates as it would be desirable to stop access without a crime issue being present is not likely to succeed.*

What is the average response time to answer 101 calls?

*75% of 101 calls are currently answered within 30 seconds. There is still improvement to be made and we are working hard to do so. Last year we answered 230,000 101 calls.*

Is there a directory of local support services including a referral pathway?

*There is no one directory for all however most agencies will have additional websites / telephone numbers that could be relevant to your enquiry . In NE Lincs for example adult safeguarding is via the Single Point Access telephone 01472 256256.*

Would the police agree that some of the homeless charities/groups contribute to begging etc. by 'enabling' beggars by removing the consequences for the perpetrators?

*No I would not agree. The biggest contributor to begging are the general public who believing they are doing their good deed for the day, give money to beggars and this makes it worthwhile /*



*lucrative for the beggars to sit there. Unfortunately the public are often (not always but more often than not) simply providing the funds for a drug habit or drink problem. We urge people who wish to help the homeless, to give to registered charities so the money can be used in the right way. It should also be borne in mind that many beggars are not genuinely homeless but sit on the street because it can be a lucrative business.*

What happened to police on bikes? You don't see them anymore.

*PCSOs and Neighbourhood Beat Officers do have access to police cycles. I can only speak for North Lincolnshire where several of my staff do cycle to jobs. It is of course dependant on the size of the area an officer covers and whether there is a need to get somewhere quickly.*

According to a local authority representative, a piece of land behind 5 nearby properties is classed as "no mans land" It is now a tip with asbestos, the action delay is unacceptable, whose responsibility is it?

*Unfortunately I am not in a position to answer this directly as I don't have the location in question . What I will say is however asbestos is treated as a priority and specific officers in the local authorities waste teams deal with . Land ownership can be difficult to resolve however the ordinance survey website can be helpful as a starting point .*



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