



Report of the Chief Community Safety Officer

Outer East Area Committee

Date: 18 September 2007

Subject: West Yorkshire Police Community Contact Points

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Council
Function

Delegated Executive
Function available
for Call In

Delegated Executive
Function not available for
Call In Details set out in the
report

Executive Summary

The report provides information on West Yorkshire Police's current community contact points and summarises good practice. It asks area committees to suggest further potential contact points, and to support the use of council premises if these are so identified.

1.0 Purpose Of This Report

The purpose of this report is to inform Members about West Yorkshire Police's community contact points, to seek Area Committee input into selecting further contact points (based on an evaluation of good practice) and to support the use of any council premises so identified.

2.0 Background Information

In line with local government reform, the police are seeking to improve the ways in which they can be contacted by and engage with the public. One aspect of this is the use of "contact points" based in communities rather than traditional police stations. (Note that this is different to police attendance at forums).

3.0 Issues for the area committee

- 3.1 Appendix 1 is an extract from an internal West Yorkshire Police (county-wide) review of its contact points. The summary indicates best practice. The most important point is the first one – the contact points should be located where people will go anyway. The arrangements range from the simple to the sophisticated – joint arrangements for sharing premises with other agencies. Some examples include joint surgeries with ward Members.
- 3.2 Appendix 2 provides information on current arrangements (note that these were correct at the time of writing but the most up-to-date versions can be found on the relevant Neighbourhood Policing Team webpage – see <http://www.wypnpt.org/>). Specific information on dates has not been included here; the purpose of the list is not to give the full details of contact points but to start a consideration of locations that may improve on these).
- 3.3 Through their local knowledge, Members may be able to propose other potential contact points or indeed be interested in developing further joint arrangements. Any suggestions from the area committee should be passed to the local Neighbourhood Policing Team, and the committee is asked to endorse the use of those locations as contact points (especially where these are council premises) if the police follow through on its suggestion. Note that the police's capacity to service further - rather than different – points might be an issue.
- 3.4 Appendix 3 provides Members with the Neighbourhood Policing Teams by Ward.

4.0 Implications For Council Policy and Governance

There are no implications for policy or governance.

5.0 Legal and Resource Implications

There are no legal and resource implications unless council premises are identified and resources requested to enable their use as contact points. In such cases the implications will be an issue for the relevant service and asset management. This report is not seeking funding for contact points from the area committee.

6.0 Conclusions

- 6.1 The use of contact points by the police is part of both the neighbourhood policing and the localization agendas.
- 6.2 West Yorkshire Police have identified good practice as to operating contact points.
- 6.3 Members may be able to identify opportunities for further good contact points within their wards.

7.0 Recommendation

Members are asked to consider this report and identify any further suitable contact points to the relevant Neighbourhood Policing Team, and the area committee is requested to support the use of identified premises for this purpose.

Community Contact Points – Examples of Good Practice (Extract)

A key aspect for Neighbourhood Policing Teams is the opportunity for face-to-face contact with the public to discuss local problems, many of which are suitable for NPT intervention on a problem-solving basis. Community contact points have a vital role to play in this process.

A survey of existing contact points around the force area in March 2006 revealed some inconsistency around the force, in that some NPTs had fixed regular contact points, whereas others had regular or non regular flexible points. At the Quality of Service Commitments Project Board on 21st June 2006, DCC Hodson agreed that as a general principle, all NPTs should have at least one fixed regular contact point per month, to provide some consistency and clarity for members of the community.

Summary of Good Practice

- **“Watering Holes”** – arrange contact points where people would congregate naturally, in areas that are a focal point for the community and that are likely to be visited for other purposes. E.g. regular coffee mornings, supermarkets, libraries. Using supermarkets etc for contact points has often resulted in issues being raised that are not of a local nature, due to visitors not always living in the locality. However, from a public reassurance point of view, it does give the member of the public the satisfaction of having been able to speak to somebody about his or her issue.

Divisions also need to be aware that the positioning of a contact point could preclude certain members of the community from attending. E.g. using church rooms may put off people not of that faith from attending. In Thornton (Bradford North), they have also experienced that where a contact point was based in church rooms, the church was against having computers installed in the premises.

- **Joint initiatives** - contact points that are jointly run with other partnerships tend to be more effective, in terms of being able to suggest and offer solutions to problems raised at the time.
- **If residents won't come to you, go to them** - e.g. a Reassurance Mapping Project on the Rivers Estate at Airedale/Ferry Fryston, Castleford. This is a previous mining community where the residents historically have tended not to engage with the police. The police turned the tables around by knocking on doors and speaking to residents to find out what local problems existed. This was followed up by a proper action plan and an initiative to deal with the problems. Without this the trust gained by the police would have gone.
- **Flexibility with opening times** - most contact points are only open during office hours, but feedback suggests that this excludes many people in employment with regular hours. Some divisions are currently experimenting with opening some contact points in evenings. However the concern is that these hours may then preclude the elderly from

attending. Possibly the solution could be to alternate day time opening and evening opening of some individual contact points. The disadvantage of this is that premises that open in the evenings are harder to find when looking for accommodation to host community contact points.

- Creativity with staffing - in most Divisions, contact points are staffed using primarily PCSOs, to leave Police Officers free to deal with core business. In Bradford Community Safety area and especially in Keighley Division, Inspector Tony Walker set up community contact points staffed by Police Volunteers. The Volunteers receive training on routing enquiries and complaints and so far have fielded many complaints and enquiries, which previously would have gone to Help Desks. A further advantage of staffing the contact points with volunteers rather than PCSOs was that it left the PCSOs free to do proactive community work.
- Publicity – contact points need to be well publicised, particularly those that are not at a fixed point and not held regularly. Different methods of publicising have been used, such as advertising in local papers, force web site, through Neighbourhood Watch schemes etc.

Accommodation - Often the acquisition or leasing of non-police accommodation, or leasing of police accommodation to other partners is involved in the setting up or continuance of any contact points.

Conclusions

The findings of the research to date identify that the organisation does not have a corporate response to the running of Community Contact Points, particularly in relation to maintaining records of visitors to contact points, information obtained and resulting actions.

Community Contact Points are a form of engagement activity. The force has a Community Engagement Policy and work to date has identified that there are varying degrees of engagement activity taking place. What is apparent is that as an organisation, we do not have systems and processes that allow us to capture our engagement and operational activity. We need to be able to audit that activity and to capture 'who, what, why, where, when and how' it takes place. Proposals have been suggested around the development of an information hub to address this problem, linked to recording key individual networks.

Inspector Penny Abson – HQ Community Safety 5/3/07

Current NPT Contact Points

City & Holbeck

Rothwell: Every Thursday between 4pm and 6pm at Rothwell Library, Marsh Street, Rothwell Centre.

Middleton: Every Wednesday between 2.30pm and 4pm at the St George Centre Middleton. Every Thursday between 2pm and 3pm at the Middleton Family Centre at 256-262 Sissons Road Middleton, a joint surgery with the Leeds South Homes housing representative.

Belle Isle: Between 1130am and 1pm every second Monday at the Belle Isle Family Centre (St Barnabus Church, Belle Isle Road).

Methley: Every second Wednesday of the month between 4pm and 6pm at the Methley Community Centre.

Drighlington: On a weekly basis on Saturdays from 1030am to 1130am at the Drighlington Library, Moorland Road, Drighlington.

Gildersome: Every Saturday on a bi-weekly basis from 10am - 12am at the Gildersome Library.

Ardsley: Every Wednesday from 12 noon to 2pm at East Ardsley Community Centre, Main Street, East Ardsley.

Morley Police Station: The Morley Police Station Help desk is open from 8am - 8pm every weekday from Monday to Friday, and from 10am - 6pm Saturdays. The Help Desk is closed Sundays.

Officers are available to speak to at the following locations on a weekly basis:

Mondays....3pm to 5pm St Lukes Church Malvern Road **Beeston**

Wednesdays....3pm to 5pm Co-Op Town Street **Beeston**

Fridays...4pm to 5pm St Matthews Community Centre St Matthews Street **Holbeck**

City NPT Contact Points: The HUV contact point takes place each Wednesday between 12pm and 2pm at the Round Foundry Media Centre, David Street.

Pudsey Weetwood

Ireland Wood, Tinshill, Cookridge, Adel & Holt Park: (ASDA at Holt Park).

The police contact point at the stables Adel is being discontinued due to lack of attendance. A new venue for the Adel contact point will be the Adel War Memorial Club.

Horsforth (Morrisons on Town Street): Police contact point between 11am to 1pm.

Yeadon & Rawdon: The Morrisons surgery is held on every Wednesday 11am - 12 noon.

Guiseley: Morrisons, Otley Rd 12 noon - 1pm. Surgeries run on the 1st and 3rd Wednesday of the month.

Otley: every Tuesday at Otley Library, Nelson St, Otley 2pm - 4pm.

Pool: 10am - 12 noon on the fourth Thursday of every month at The Methodist Church Hall,

Bramhope: The Robert Craven Memorial Hall between 10am and 11am.

Armley: Armley One Stop Centre, Town Street, Armley, Thursdays, 10am - 12 noon.
Armley Mosque, Brooklyn Terrace between 2.30pm and 3.30pm.

The Armley Street Wardens Surgery is held on Monday mornings 10 - 10:30am at Wortley Community Centre on Green Lane/Tong Road. PCSOs do not attend this on a regular basis.

The Raynville surgery will be held at Hollbush Primary school.

Bramley: every Tuesday 10am-12pm at the Bramley Housing Office, Town St, Bramley.
The Fairfield Police Surgery will be held once a month at Fairfield Community Centre, Fairfield Terrace.

The Rossfield surgery will be held at St. Peters Church.

There is also a surgery held at Whitecote primary School for parents and local residents.

Pudsey & Swinnow: Pudsey One Stop Shop, Pudsey Town Hall between 10am - 12pm.
A Police Surgery is held at St James' Church.

Tyersal: Tyersal Social Club on Wednesdays between 7pm and 9pm.

Tyersal Road at 7.30pm until 9pm.

Farsley: The Police Surgery is held at Farsley Library.

Calverley & Rodley: Calverley Methodist Church, *Chapel Street*.

Farnley: Police Surgery at Cow Close Library

Police Surgery at St James Church Hall, New Farnley on Thursdays 10am until 12 noon.
Police Surgery at St Michael and all Angels Church Hall on Tuesdays 6pm until 8pm.

Wortley: Police Surgery at St John's Church, *Dixon Lane* Wortley at 5pm to 7pm.

The Gambles: Police Surgery is held between 10am-12noon at the Library on *Heights Drive*

North East Leeds

Wetherby - Town Hall

Wetherby school gate contacts:

St. James Primary 3.00pm to 3.20pm

Crossley St. Primary 3.00pm to 3.20pm

Deighton Gates Primary 3.00pm to 3.20pm

St. Josephs Primary 3.00pm to 3.20pm

Thorner - Parish Centre 10.00am

Victory Hall contact point - Parish council meeting 7.00pm

Aberford 7.30pm

Scholes Community Forum Manor House 9.45am

Barwick & Scholes Parish Council Scholes, Village Hall

Barwick Methodist reading rooms 7.30pm

Scarcroft Village Hall 8.00pm

Boston Spa

Boston Spa Comp school gates 3pm – 3.45pm

Millennium Gardens 11 – 11.45am

Bramham - OAP shelter 4pm -5pm

Clifford - Village Hall 4pm - 5pm

Walton and Thorp Arch at Walton Village Hall 4pm - 5pm, 11am - 12noon

Shadwell parish meetings and contact points 7.15pm – 8.00pm

Collingham with Linton parish meetings and contact points 7.15pm – 8.00pm

North East Inner

Sainsburys, Moor Allerton Centre

Lingfields Open House, Alwoodley

North Call, Cranmer Bank, Alwoodley

Stainbeck Church, Stainbeck Road, Meanwood 1pm - 2pm

Open Door (opposite Allerton Grange High School), 225 Lidgett Lane, Roundhay Monday –

Friday 10am-4pm, Saturday 10am-2pm

Tesco, Roundhay Road

Chapel Allerton Children's Centre (new), Blake Grove, Chapel Allerton 10am-12pm

East Outer

Swarcliffe and Stanks forum at St Gregor's social club

Crossgates Forum at Cross Gates and District Good Neighbours building (opposite Cross Gates Shopping Centre, on Station Road, next to the church)

Halton Moor: Joint surgery with local councillors - Halton Moor One Stop Shop and Halton Library on the first Saturday in every month.