



IPSWICH WEST PUBLIC MEETING

A public meeting was held at Landmark House, Egerton Road, Ipswich IP1 5PF on Monday 17 October 2016 at 18:30 hrs.

PRESENT:

Office of the Police & Crime Commissioner

Sandra Graffham (Communications Manager) and Tim Passmore (Police and Crime Commissioner)

Suffolk Constabulary

Inspector Kevin Horton (Locality Inspector - Ipswich West) and Gareth Wilson (Chief Constable).

1. POLICE & CRIME COMMISSIONER OVERVIEW

- 1.1 The PCC welcomed 32 members of the public to the meeting and made introductions. The PCC gave a presentation on the key elements of his role and action taken over the past year. A copy of the presentation slides will be attached to these notes for the record.

2. POLICING UPDATE

- 2.1 Following an overview of the position across the county from the Chief Constable, Inspector Kevin Horton gave a presentation on policing in the Ipswich West area; a copy of their slides will also be attached for the record.

3. KEY AREAS OF DISCUSSION

- **STREET PROSTITUTION** – Ten years after the murder of five young women in Ipswich, local Ipswich Borough Councillor called for greater awareness and asked whether the issue had moved to behind closed doors. Chief Constable reassured audience that prostitution will not be tolerated and will be being dealt with.
- **POLICE FUNDING FORMULA** – Discussion regarding the Police Funding Formula and the fact that it does not recognise the specific needs of a rural county. PCC called for support. The PCC agreed to publish key data to enable public to lobby local MPs to get a better deal for Suffolk.

- FLYTIPPING – Discussion regarding flytipping and whether charges at household waste and recycling centres has increased the issue.
- NEIGHBOURHOOD WATCH – Concern regarding the lack of attendance of police offices at NHW meetings and that NHW is not been valued. PCC explained he is a great supporter of the work of NHW. Chief Constable explained that unfortunately officer time cannot be allocated to attending meetings but work is being done to improve monthly briefing sheet to be circulated through Police Connect. ACTION: agreed to a single point of contact for NHW co-ordinator to SNT rep.
- 101 SERVICE – Lack of confidence in the service due to length of time spent waiting for calls to be answered. There has been significant investment in a new Constabulary website to take pressure off the 101 call takers and in new IP Telephony. Chief Constable also explained that a queue-buster service which calls callers back is also being looked at. A local councillor highlighted an ASB issue in Ulster Avenue saying that calling 101 to report the ASB took too long. Insp Horton updated the audience to say there had been three arrests for local ASB issues.
- POLICE ATTENDANCE AT MEETINGS – Since the adoption of the SLPR local police officers do not attend residents meetings. Discussion around possibility of updating several organisations in one meeting. Insp Horton committed to looking at options. A member of the NW Ipswich Big Local Trust said they appreciated why officers did not attend meeting but thought communication to the public could be better. A question was asked as to whether confidence in the police had been lost, the PCC said trust and confidence in police is high but we need to communicate successes more effectively.
- ANTI SOCIAL BEHAVIOUR – Issue of ASB in the Garrick Way area was raised and ASB around the park was building again. A 999 call was dealt with badly. The Chief Constable said all calls are recorded so he will get it checked.
- SUFFOLK LOCAL POLICING REVIEW – Discussion around the new policing model which was adopted in April 2016. A review of the model is being carried out and will be published early next year.
- EMERGENCY CALLS – Question about when to call 999 and when to call 101. A Norwich Road resident said they were concerned about a large freezer which was causing a hazard in the road and didn't know which number to call. The Chief Constable explained 999 was for an active crime, 101 otherwise. The PCC added his ambition was to have one number to deal with non-urgent police calls and other issues to avoid people being passed between council and police switchboards.
- HATE CRIME – there was concern that hate crime is increasing in the county and the support was decreasing. PCC said hate crime is taken seriously. He would raise the issue at the Suffolk Public Sector Leaders meeting to ensure partners are working together.

- RELATIONSHIP BETWEEN PCC AND CHIEF CONSTABLE – A question was asked about the relationship between the two roles. The PCC explained that the Chief Constable is responsible for operational policing and his role is to hold the Chief to account.
- DANGEROUS DRIVING – Issue raised about an incident in Felixstowe Road when car drove into a house; what was being done to improve road safety? The PCC explained that Suffolk Constabulary has an excellent track record for investing in roads policing which includes a collision reduction team.

The PCC thanked everyone for attending and closed the meeting at 20:40 hrs.