

STATION ENQUIRY DESK RATIONALISATION – WIDER STAKEHOLDER FEEDBACK (Summarised)

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Penryn Town Council	Penryn	<p>Answer to Q1: Yes, through the local press and we have also been advised by our local PCSO that the Falmouth office will be closing.</p> <p>Answer to Q2: It is impossible to answer this question fully as we are not aware of where the nearest open office is. However, we have been advised by our PCSO that in the absence of the enquiry desk, contact will be made by use of a telephone outside of the police station. The telephone in question however, does not provide a direct line to the station itself.</p> <p>Answer to Q3: The office at Falmouth is closing in 'early September' so it is too early to be able to respond to this question.</p> <p>Answer to Q4: No.</p> <p>Answer to Q5: No.</p> <p>Answer to Q6: No.</p> <p>Answer to Q7: Yes, we have had enquiries from people asking how to contact the police for a non-emergency situation.</p> <p>Answer to Q8: No.</p> <p>Answer to Q9: No.</p> <p>If required would you organisation be able to provide a witness to attend the PCP meeting on 17 October 2014 to provided verbal evidence? Possibly.</p>
Luxulyan Parish Council	Bodmin	<p>To the best of my knowledge, Luxulyan Parish Council has not been consulted re the "joint announcement" about police station closures; however I have been in my post only since June 2013.</p> <p>We did write the the PCC Tony Hogg last year on 17 November and received a reply dated 2 December concerning the lack of police response to a situation with dangerous dogs.</p> <p>At the AGM of the Cornwall Association of Local Councils (CALC) on 20 Feb 2014, when PCC Hogg was guest speaker, we requested the presence of our PCSO at council meetings and PCC Hogg said he would do something about it. Though we receive our monthly crime report, we have not seen our PCSO at a meeting for over a year.</p> <p>Police participation at parish council meetings would be a good way to keep the community in</p>

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		touch with any "joint announcements" that may occur in the future, and a good way to receive the feedback you require. I vividly recall that at the CALC AGM Sarah Mason, CALC County Executive Officer, called for the Police and Crime Commissioner's office to work more closely with Local Councils and her request received enthusiastic support from the audience.
Hayle Chamber of Commerce	Truro/ Newquay/ Hayle	<p>The D&C Police and Crime Panel Scrutiny Review - Call for Evidence consultation which closes this Friday reached our Chamber for a meeting tonight. We obtained this from our Town Council who may not have received an earlier call for evidence. We resolved to object strongly to the proposals because:</p> <ol style="list-style-type: none"> 1. Cornwall will have only one permanent 9-5, five day a week front desk at any police station (Truro). This is disproportionate when compared to Devon. 2. We note that Newquay will have a seasonal facility; Hayle is little recognised yet is second only to Newquay in the number of our tourist beds. Whilst wishing to make the case for Hayle we also wonder if this consultation has been effectively shared with business in other towns in the West of Cornwall? 3. Small retail traders are often located in areas where on-line facilities are poor and one person businesses have problems in getting from the shop floor to communicate remotely with our police. The sense of the meeting was that a personal service is needed by business, and also by ourselves as citizens. These small enterprises may be subject to threats of violence as well as shop lifting and theft, and a police desk is more tangible than waiting for an officer to call. <p>We hope that these concerns are taken seriously and look forward to positive feedback.</p>
Hayle Town Mayor	Hayle	<p>I remember a "consultation" some years back about a previous round of police station enquiry office closures that affected Hayle police station, but its enquiry office closed regardless. I do not think it was a true consultation, and believe there was no way in which a decision already made would be altered by the process. A friendly and available source of daily access to police services was lost. I appreciate the cost savings in not employing station enquiry office clerks, but simple 'time and motion' type studies failed to take into account the amount of useful local knowledge that accumulated in the minds of SEOs.</p> <p>I do not recall ANY consultation on this NEW round of closures. Your (PCP) letter is the first I have heard. I have no record of consultation with my Town Council.</p>

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		<p>I have not been made aware of a new Public “Contact Strategy” and any local policing detailed “engagement plan” introduced by Devon and Cornwall Police.</p> <p>I have no recollection of Devon and Cornwall Police contacting my council to actively discuss how they will engage more effectively in the future eg. through the use of regular surgeries in libraries, supermarkets, partner agencies premises etc.</p> <p>I AM aware of a level of public grumpiness that the “police station has closed”. I do not recall ANY communication from the COG.</p> <p>Again I understand the financial reasons behind it, but find it very sad that the Devon and Cornwall Police are driven to such extremes that possibly the last true links between public and police are being closed. Has no-on considered volunteers? What has happened to the Special Constabulary? Was any real effort expended on other possibilities?</p> <p>The officers that police Hayle regularly attend our council meetings, provide relevant anonymised crime figures, brief us on latest trends and respond to questions. I see PCSOs and regular officers on patrol and about their business, and I am happy with our local police, but I feel little connection to COG or Mr Hogg. I also appreciate that most of the staffing issues result from the funding decisions by the current coalition government rather than the serving officers.</p>
St Keverne & Meneage Parish Councils	Helston	<p>Answer to Q1: No we were not aware</p> <p>Answer to Q2: Probably no different because Helston front desk was already closed</p> <p>Answer to Q3: Less accessible, further to go to speak to the Police</p> <p>Answer to Q4: No we were not consulted</p> <p>Answer to Q5: No</p> <p>Answer to Q6: No</p> <p>Answer to Q7: 101 call centre totally unaware of local situation that being contacted about</p> <p>Answer to Q8: No</p> <p>Answer to Q9: No</p>

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St Ives Town Council		St Ives Town Council does not have a formal response, but if you are seeking evidence to inform your review, it may help to refer to our <u>Neighbourhood Plan Survey</u> - page 7 has information relating to satisfaction with services, including the police.
Carn Brea Parish Council.	Truro/ Camborne	<p>I am responding to your letter of 29 August 2014 regarding the above heading, on behalf of Carn Brea Parish Council. Your letter came to us by way of e-mail, on 12th September 2014, from our colleagues at Cornwall Council. Within CBPC I have the role of Police Liaison Councillor, predicated on the basis that I am a retired Police Officer, having served for 37 years, although not within the local force. I have found and printed off the letter, dated 13 May 2014, headed 'Devon & Cornwall Police Public Contact Strategy, Station Enquiry Offices' Rationalisation'.</p> <p>Our Parish Council has no record, nor any recollection, of having been consulted by anyone representing Devon & Cornwall Police Force, either directly or indirectly, in respect of Station Enquiry Offices.</p> <p>We have been aware that changes to service provision to the public were being considered, and discussed, within Force Management, via articles within the news media, and not least, as a result of the recent virtual collapse of meaningful contact between our Local Policing Team and the Parish Council.</p> <p>Response to Q1. CBPC was not aware of the proposals (as set out in your letter of 13th May 2014)</p> <p>Response to Q2. The Parish of Carn Brea sits between Redruth to the east and Camborne to the west. Linked with those two towns we represent one of the largest centres of population within Cornwall. Our citizens who wish to attend a police station for counter service have had a choice between Truro or Camborne. The proposals as set out appear to retain those two facilities, albeit with slightly modified opening times. It would therefore be fair to say that there will be minimal impact in relation to travel and contact.</p> <p>Response to Q3. Over a number of years local provision of Station Enquiry Services has progressively reduced. Or as you say, has been 'rationalised'. The office in Pool closed a few years ago, and the facility in Redruth was then shut. The nearest Enquiry Office is now Camborne. Local residents accept this history with a weary resignation, aware of the economic drivers facing the Force, but nevertheless irritated by what they perceive as a process which makes it more difficult to see, and speak to, and get to know, and obtain reassurance, or service, from 'their' local officers.</p>

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		<p>Response to Q4. CBPC was not consulted in 2010/11.</p> <p>Response to Q5. CBPC is not aware of the new Public 'Contact Strategy'. I am aware of the strategy now insofar as it is set out in your letter of 13 May 2014. However, although I note in the letter the expression 'local policing detailed "engagement plan" ' I am not aware of any such plan locally. For it to be a 'local plan' I would be interested to know, on behalf of CBPC, who locally has been involved in its creation, and what it sets out to do. If the local Town or Parish Council have not been involved it does raise the question of how such a plan is genuinely 'local'. Perhaps it is still being devised.</p> <p>Response to Q6. The answer is no. There has been no contact or approach from Devon & Cornwall Police regarding this subject. In fact, the vehicle by which this might have been achieved, the attendance at our monthly Parish Council Meetings by a PC or PCSO, has now been withdrawn, without any consultation with us. In fact we were notified of the decision by e-mail! No officer of any rank has had the courtesy to come and explain the decision, still less actually ask us. The reality in this area of policing is that not only is the level of service diminishing, the standard of courtesy and professional conduct is quite poor and inexcusable. Within the e-mail notifying us of the future non-attendance of police at our Council Meetings was 'an instruction' advising us as to how to find our Crime Figures ourselves. As a former Police Officer I was both highly embarrassed to read the e-mail, and seriously perturbed by what I saw as gross bad manners.</p> <p>Response to Q7. Anecdotally the view of local residents is that they will only attend Camborne Police Station (our nearest Counter station) if the matter is regarded by them as serious. I am aware of a number of local matters, such as assaults, arson, and thefts which victims have not reported as they do not wish to go all the way to Camborne. Turning immediately to the 101 service. In my professional capacity I have experience of using the 101 service. I am aware of the views of some local residents. We share a joint experience. The service is generally seen as very poor, even shambolic. My last personal experience involved waiting initially 12 minutes and then being cut off, then waiting 18 minutes and being cut off again. On my third call I identified myself as an officer of Truro Court and explained what had happened and the nature of my call and was put straight through. Not a 999 call, but nevertheless very important and my experience on this occasion was not an isolated one, either for me or for local people who have recounted similar frustrations. The 101 service does not have, generally speaking, a good reputation.</p> <p>Response to Q8. CBPC was not contacted by the Chief Officer Group.</p> <p>Response to Q9. CBPC has not been approached by Devon & Cornwall Police to discuss alternative options, etc.</p>

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		Carn Brea Parish Council would be prepared to provide myself, as a witness, to attend the PCP meeting on 17th October 2014.
Stithians Parish Council		<ol style="list-style-type: none"> 1 Why the Parish Council was not contacted directly is unclear. Without the foresight of Rob Andrew of Cornwall Council, the PC (and presumably all the other parishes in Cornwall) would have been unaware of the consultation. Even taking into account the date of the letter, the consultation period is ludicrously short. As it is Stithians Parish Council has had one week to respond – it is fortunate that during that week there was a PC meeting. Other parishes will not have been so fortunate. 2 Following the internet link brought to light a letter from the Police to various organisations, again not including Parish and Town Councils dated 13th May 2014. 3 The four page letter of 13th May describes the proposal to close twelve front offices in the D&C Police area from 31st October. 4 The rationale given is that they have conducted footfall surveys and examined demand on our front offices and have ascertained that demand has fallen since 2010. Reference is made to an enhanced appointment system. It does not say if those attending by appointment are included in the footfall numbers. 5 “During the review into our enquiry offices we found that in some of our smaller towns less than one member of the public was visiting the office per hour.”. It does not say if this was per twenty four hour period or per hour of opening. 6 It is proposed to retain six front offices: Barnstaple, Crownhill, Camborne, Truro, Bodmin, St Austell. No rationale is given for retaining these. 7 Newquay will be open in the summer only. 8 They state that no Police station is closing. This is no doubt true - what is also true is that they are closing to the public. A blue phone on the wall outside will connect callers free of charge to the central switchboard. 9 The document states that this move will save £750,000 which can be reinvested in frontline policing. Note it says ‘can’, not ‘will’ be invested. 10 Note also that it is a long term annual saving. Does this mean that in the short term there will not be this saving, perhaps due to the costs of making the staff redundant? 11 The document states: “We will do this as part of a new contact strategy by undertaking active local discussions and discussing alternative means of engagement with the public such as regular surgeries in libraries, supermarkets, partner agencies premises etc..... By the time of any changes we will have a clear plan of existing and additional police engagement opportunities in

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		<p>each locality” If such a clear plan is available, it is not referred to in this document.</p> <p>12 The next paragraph says: “We would really welcome discussions with yourselves and other local partners in order to engage with your ideas about how engagement and physical be further enhanced in each locality.” How is this going to happen when we are not even consulted by letter?</p> <p>13 The letter of 29th August asks some specific questions which are responded to below as highlighted:</p> <p>Answer to Q1: Only since 12th September against a deadline of 19th September so effectively one week’s notice. Made aware by Cornwall Council, not the Police.</p> <p>Answer to Q2: People will have to travel further to make contact with the Police face to face and the time available will be reduced. Will public transport allow people to make such contacts? This costs time and money.</p> <p>Answer to Q3: Not yet happened.</p> <p>Answer to Q4: Stithians Parish Council was not consulted.</p> <p>Answer to Q5: Stithians Parish Council is not aware of what the new strategy is as the consultation document did not lay out any specific proposals other than closure of twelve front offices and reducing the opening hours of others. It is suggested that the following be recommended as a contact strategy between the Police and public:</p> <ul style="list-style-type: none"> • Open an office in each village or suburb even if only during office hours. • Enable that office to conduct all aspects of police business, thus provide it with telephone and secure internet links. • Staff these offices with experienced officers and or PCSO’s, perhaps some who are close to retirement, perhaps some of those who otherwise might be paid off as unfit for whatever reason, so that their experience is brought to bear. • Have an on call contact phone for the officers staffing local offices, operated on a rota basis amongst a cluster of such offices, centred on a local town. • Ensure that patrol cars, PCSOs and other police contact the local office when they are operating in an area • Ensure that Police attend Parish and Town Council meetings regularly. Councillors are

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		<p>representatives of the people and are in touch with their constituencies.</p> <ul style="list-style-type: none"> • Fund this strategy by applying the funds 'saved' by closing the 12 offices. • Divert the staff from the closing offices to local offices thereby saving the costs of their redundancy. • Add to those the funds saved by abolishing the Police and Crime Commissioner and his office. • Either open or close Newquay. Closing part time saves no money. <p>Answer to Q6: No Answer to Q7: No Answer to Q8: Stithians Parish Council was not contacted. It is also likely from contacts with Mining Villages Regeneration Members that none of the other Member Parishes has been contacted either. Answer to Q9: Stithians Parish Council was not contacted.</p>
Safer Communities Torbay	Torquay	<p>Answer to Q1: I am aware of the proposals. From the hyperlink in your correspondence I note that the letter from Devon and Cornwall Police and the Office of the Police and Crime Commissioner was issued to various groups. Whilst Local Authorities feature, Community Safety Partnership (CSP) Chairs and/or Managers do not appear to be listed. I can confirm that <i>Torbay Council</i> did receive the correspondence.</p> <p>Answer to Q2: Without carrying out specific consultation on these proposals we are unable to provide an accurate and evidence based response to this question. However other than the changes already implemented to Station Enquiry Offices in Torbay, the correspondence does not appear to make reference to any significant changes for our area.</p> <p>Answer to Q3: The CSP has no data to provide an evidence based response to this question. I would however assume that Devon and Cornwall Police collate the views of communities when proposing/implementing changes to services so suggest that they would be better placed to respond.</p> <p>Answer to Q4: Having searched our records we cannot source evidence to indicate that Torbay CSP was formally consulted with.</p> <p>Answer to Q5: In my position as Interim Chair of Torbay's CSP I can confirm that I have no knowledge of the strategy or plan and as such have not been asked to comment on its contents.</p> <p>Answer to Q6: Not on this occasion. The CSP would however be willing to support the police with suggestions and creative solutions to engaging with communities. Our CSP has an excellent</p>

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		<p>relationship with our Area Commander and other senior police officers therefore I am confident that these discussions will take place.</p> <p>Answer to Q7:Torbay CSP has no data to provide an evidence based response to this question. I am however aware through anecdotal feedback of various issues relating to the 101 service.</p> <p>Answer to Q8: Torbay CSP was not contacted.</p> <p>Answer to Q9: Informally yes. I have had discussions with the previous Torbay Area Commander to explore the feasibility of several options within the Torbay area.</p>
<p>Penzance Town Council</p>	<p>Penzance/ Camborne</p>	<p>Penzance Town Council has consulted with its Members who have expressed their deep concern with the proposals which I have paraphrased below</p> <p>"as towns of a similar size with a similar night time economy, are losing public access to their police stations, perhaps we need to emphasise the number of visitors we get in PZ, it seems to have helped in the case of Newquay. Although if a place with the night life and visitor numbers of Falmouth is not exempt from this process I am not hopeful. The obvious place to make savings would actually be with the job of Police Commissioner itself".</p> <p>"The Police are becoming ever more remote (and unaccountable) from the community they serve and this has to be harmful. The opportunities for interaction are becoming more limited. The 101 telephone service is shockingly unresponsive. The website is anodyne/token – another impenetrable barrier. Opportunities to feedback to the Police information about situations that are suspicious or which might become criminal are limited and would become much more so with the loss of Penzance as a public access point. It is unreasonable that the nearest public access point for the Police serving 100,000+ residents and perhaps a further 50,000 visitors in Penwith/Lizard is to be in Camborne. Just how long does it take to get to Camborne from say St Just by public transport? Whilst I am sure the Police will produce figures showing that public's usage of Police Stations is limited, this is a result of a policy of disengagement at the local level. It is impossible for an ordinary resident to contact the local Police – every opportunity has been closed off. The public have no idea what the Police are doing or what their concerns are. It seems likely that the local Police are poorly informed about the concerns of local residents. The loss to the public seems out of proportion to the estimated savings"</p> <p>"In addition to the strong arguments already made in favour of keeping the desk open at Penzance</p>

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		<p>Police Station I'd like to add a more general point. Police forces around Britain must recognise that the public want them to be visible, active and approachable. Devon and Cornwall Police appear to be intent on moving in the opposite direction and retreating from the public wherever possible. It's seemingly impossible to telephone Penzance Police Station, you seldom see a full-time police officer outside a squad car and now they want to prevent the public from entering a police station (unless they're under arrest). In the light of recent revelations about the extent of police inertia in the face of serious allegations in other parts of the country and their reluctance to follow up what they regard as petty crimes, the constabularies everywhere need to stop regarding the public as a nuisance and to engage in rebuilding confidence in their ability to listen and to act"</p> <p>"Why can't the police, Cornwall council and the government just do what they are paid for for once they charge us enough. The police want to down grade car theft apparently and get us to deal with it ourselves. They don't deal with parking offenses any more, the list of what they don't do is getting longer and longer but the cost still go's up and up. And it seems no matter what and we are helpless to do anything about it. So yes I am opposed to the closing of the closing of the desk in the police station"</p> <p>"If you read the original letter of May 2014, the Chief Constable and Police and Crime Commissioner stress that the closure refers only to front line services and that staff will continue to work at the police station but the public will need to use the blue phone outside which from my own experience takes you to Exeter. They stress that no police station will close"</p> <p>"My opinion is that the size of our town needs a direct opportunity for the public to contact the police and the second reason is the fact that Penzance is at the top of the 8 main criminal incidents list when averaged out. Taking these two elements together, it would increase the efficiency of the police in West Cornwall and be cost effective to keep the station fully open"</p> <p>To answer the specific questions raised in your letter, as Town Clerk</p> <ol style="list-style-type: none"> 1 We became aware through a story that appeared in our local newspaper presumably following a press release from the PCC's office 2 This point is covered in the comments 3 Although our station retains limited opening hours, when they were reduced, there was a

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		<p>strong objection from the community particularly focussed on the poor non-emergency response.</p> <p>4 Yes we were consulted by letter and our Mayor of the time placed on record our objections to the proposals.</p> <p>5 No, we are not made aware of them until now.</p> <p>6 No</p> <p>7 As elected Members, the Penzance Town Councillors and I, as Clerk, frequently receive complaints about both front desk and the 101 number which given our office's near proximity to the Police Station, will no doubt increase.</p> <p>8 No</p> <p>9 No</p> <p>The Mayor, Councillor David Nebesnick and the Council would very much like to be kept informed of the outcome of the meeting on 17 October and whole heartedly rejects the proposal to close our Station to the public.</p>
Budock Parish Council	Falmouth Dracaena Avenue	<p>Budock Parish Council thanks you for the opportunity to respond to your review. We will make comment on the points as you have set them out.</p> <p>1. We are only aware of the proposals through the media i.e local television, radio and papers.</p> <p>2. There has been a history of declining service over many years. At one time there was a Police Station centrally positioned on the Moor in Falmouth and a Station in Penryn. The Falmouth Station was closed and replaced by a temporary Portakabin in Quarry Hill. Subsequently the Penryn Station and the Portakabin were closed and a new Police Station was opened on the outskirts of Falmouth in Dracaena Avenue. Over time the Front Office opening hours at Dracaena Avenue have been reduced. It was good to have a brand new Station but considerably less convenient for people to access. If this is closed to the public it will cause considerable inconvenience to anyone from Budock. We have a largely aged population many of whom do not drive or have computers. In the case of having to hand in found property, for example, it would involve an individual having to make a journey well in excess of one hour each way to either Truro or Camborne this involving two buses and considerable expense.</p> <p>3. See 2 above.</p> <p>4. Not to our knowledge.</p>

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		5. We are not aware. 6. We have not been contacted. 7. No feedback has been received. 8. No contact has been made. 9. We have received no approach from Devon and Cornwall Police.