



Epping Public Meeting Notes

Epping District Council Chamber  
Thursday 2<sup>nd</sup> August 2018

Panel Members:  
Roger Hirst PFCC  
Jane Gardner DPFCC  
Ch/Insp Lewis Basford  
ECFRS Station Manager Dave Barnard  
CSP Chair Cllr Sam Kane

Roger Hirst welcomed all present and ran through the responsibilities of the OPFCC which included governance of the Police and the Fire & Rescue Service.

Questions from the audience	Answers
What is happening with Waltham Abbey Fire Station?	Roger Hirst – The on call system works really well, some counties in the country that only have on call fire stations. Waltham Abbey is an on call fire station. Coverage for the M25 remains robust with support from Loughton and Grays. Dave Barnard – when we do have incidents that draw appliances away from the stations we make sure we have appliances in strategic positions, the area is covered and responses to incidents on the motorway are no different at all. At Waltham Abbey we have two watches. Currently we are running a recruitment campaign for on call firefighters and that recruitment is successful. The firefighters are being brought in on positive hours during the day to expand their knowledge and they do on call during the evening too. I would be looking to employ around about 16 people. We can't just train people overnight but we have got a number of employees from other fire services who want to be on call firefighters in Essex on their days off.

<p>What is happening with answering 101 calls? There is still a delay and when is the right time for people to call 999?</p>	<p>Roger Hirst – it is much more efficient to use the online service and you can do it via a smartphone, you will get a better response. But we still need to invest heavily in 101. We invested last year and this year we have ACC Pippa Mills who used to run Met control room and now she has come in and is doing lots of work to de bug the system. There was an average wait time of 19 minutes but now we have got that down to below 15 minutes but we need to get it down further. Lewis Basford – if your car is being stolen then call 999. ACTION Lewis Basford to speak to Essex Police media team to ensure they clarify to the public the difference between when people should call 999 and when people should call 101 as part of the More Time to Fight Crime Campaign.</p>
<p>Access for Emergency vehicles when roads are closed. Roads are being closed regularly without much notice for various works. One end of road is London and other is Essex. My concern is are police aware of that? We feel vulnerable when the roads are closed.</p>	<p>Lewis Basford - we do get pre-warning on that from Essex Highways if roads are to be closed. They let our control room know and officers are alerted.</p>
<p>I live in Theydon Bois and on the local Facebook page there are always reports of crime on there. There are reports of youths walking about in the middle of the night. I appreciate days of patrol are gone but is there any chance we could have a visit?</p>	<p>Lewis Basford - in the last four weeks alone I personally have spent four nights in Theydon, sometimes officers are not visible but we are there. We are seeing a rise in burglary in Epping Forest with Met Police offenders coming into Essex. Today we did have people sentenced at Crown Court for burglary thanks to the work we have been doing. We have had an increase in high end cars being stolen and we are doing lots of work around that. There are Smart water programmes, special bags. There are people out door knocking to give advice and there will be extra officers coming in to the area. We have also got a team funded by Epping Forest District Council working on dedicated problems. They are very busy and very active and we are out there but if you see people acting suspiciously report it and we can bid for extra patrols. Cllr Kane – there was a decision made by this council to fund directly three police officers to work specifically on local issues including ASB, burglary and hate crime. It has been very successful already in getting the bad guys which is what we are after.</p>

<p>I have a keyless car and I am amazed that people put keys right by front door making it easy for them to get stolen. I think the police and district council should get a campaign going telling people how to protect themselves.</p>	<p>Lewis Basford – we have just had funding from the Community Safety Partnership and have purchased 3,000 Faraday bags. We will be looking at giving those out in hotspot areas and will go and do door to door with those. Roger Hirst - we do raise this issue with the car manufacturers.</p>
<p>Now you are Police, Fire and Crime Commissioner why isn't there details of fire incidents in the public briefing sheet? Also I sent a letter to you and the Chief Fire Officer and have never had a response</p>	<p>Roger Hirst agreed to look into it. ACTION – Fire details will now be included in the public briefing packs.</p>
<p>In the late 1990s Stansted airport had an off road vehicle and Epping had a foam tanker. This has been taken to Stansted and there is no off road vehicle. There should be an off road vehicle in Epping for the Forest.</p>	<p>Roger Hirst - will take that back and look at the strategic assessment of risk. Dave Barnard – Dunmow has two engines and there will be a new off road vehicle going into Stansted. We have been developing tactical fire plans working with the Corp of London and the Forest Rangers to use some of their vehicles that will make our response so much better.</p>
<p>Loughton and Waltham Abbey fire stations are paired and if one of those are out what happens?</p>	<p>Dave Barnard - Loughton has attracted primary key station status. Roger Hirst – decisions like these would have been made according to population density.</p>
<p>I live in a village and you hear people saying it's not worth reporting crime as the police will never get there but does that skew crime figures? There are specific issues in the area and people are uncomfortable about reporting certain crimes.</p>	<p>Roger Hirst - it is really important that people report crime, the website is up and running and we are investing more in the online reporting system. There will be additional officers and this will make it easier to support victims.</p>
<p>I live in North Weald and feel that I am on the phone to the police every week. Very often I report things and never hear anything back. Once it took police 50 minutes to respond to a 999 call.</p>	<p>Roger Hirst – that is not the standard of service I would expect for a 999 call. Lewis Basford – Please give me details outside of the meeting and I will look into that incident for you.</p>
<p>Is road safety a priority? I live on a 20mph zone – if I was caught speeding what would you do?</p>	<p>Lewis Basford – we have new speed devices that can be used at night. If we are aware of a problem in a specific area we will contact our Casualty Reduction Section. They have equipment which we can place to gather analytical data and if there is a problem we can then get officers deployed in those areas. We can do this for side streets as well as main roads</p>
<p>Do you work with the British Transport Police? We have problems in Theydon with people causing trouble behind the station.</p>	<p>Lewis Basford - Yes we go to joint tasking meetings and work with the Met doing joint patrols. If there are problems please get the call in and we will deal with it.</p>

<p>According to the figures on police.uk in my area there were 23 burglaries in May and in June there were six. What happened?</p>	<p>Lewis Basford - we had good results, we had someone brought back from Spain which cleared up a significant amount of burglaries. We also have a new CID DI Rob Staples, who is putting people in the right place at the right time.</p>
<p>Why are we employing security guards and not seeing police officers. I think the funds you are spending could better spent on police officers.</p>	<p>Sam Kane - through the council we use Park Guard – they don't have powers of arrest but are there to discourage ASB. We use them mostly particularly around Guy Fawkes, Halloween. If anything it's an aid for us and they are very effective at dealing with youngsters.</p>
<p>Why are lights being turned off at night? Often I walk up and down with a torch as I see drug deals going on outside my home.</p>	<p>Response from Essex County Councillor who was in the audience - street lights are the responsibility of ECC. We are lobbying to get street lights on. Some areas don't want lights on, others do, we are working on it but I don't know when it is going to happen.</p>
<p>What is happening to help homeless people?</p>	<p>County Councillor is taking that on board and agreed to speak to his colleagues.</p>
<p>I noticed a police car following me to my house late at night – why would they want to follow me?</p>	<p>Lewis Basford - I will quite happily look at the date and time and find out why for you. We are putting in extra resources in the area.</p>
<p>There are no details about the fire service in the briefing document. We would also like more information on successes, arrests and conviction rates and scams we need to be aware of.</p>	<p>Roger Hirst – we will take that on board for future briefings. We do need to get better about publicising success. Lewis Basford – please keep an eye on our social media accounts. We publish lots of details and updates on those.</p>
<p>Can we get more good news out? People need to know the good news.</p>	<p>Lewis Basford – we try to get the good news out but sometimes when we are busy responding it can be difficult.</p>
<p>There was an accident in North Weald recently and it took a long time for the road to reopen which caused problems for local residents. Is there a reason as to why it took such a long time?</p>	<p>Lewis Basford - I was at that accident. We had a traffic Senior Investigating Officer on scene within the hour. There was an investigative reason as to why the road was closed for the length it time it was.</p>
<p>I spoke last year about fireworks in Theydon Bois – tents were put up and these were a great success. Last week I had to call 999. The person kept me on phone, I gave them very clear directions of where to come and within about seven or eight minutes there was a unit outside my house and they were apprehended. I'm just so grateful there was someone there dealing. It was a real success story – you should employ a success officers to tell people the good news.</p>	<p>Speaker was thanked and comments noted.</p>

<p>I moved into the district about 12 months ago. Is there a recruitment and staff retention issue in the area?</p>	<p>Lewis Basford - I have been lobbying for a shift change, keeping our fingers crossed for six on four off shifts. We do lose individuals to the Met but we are getting there and we are trying to make the working environment as best as it can be.</p>
<p>You currently have full time fire coverage which is moving to on call. Will there be an increase of calls and does that limit recruitment?</p>	<p>Roger Hirst – need to have the cover and need to cover the risk. We are set up to cover the risk across the county and the numbers of fires have been coming down. Dave Barnard – Epping Fire Station do a fantastic job. Month on month Epping have exceeded the availability targets set them.</p>
<p>There are been some great successes but what are the Crown Prosecution Service doing? What is being done to hold them to account</p>	<p>Roger Hirst - my father used to be a police crown prosecutor –I’m not in charge of CPS but I do get to chair the Criminal Justice Board so I do get to see their stats. Lewis Basford we can push back and challenge charging decisions. We do appeal.</p>