

Maldon Online Public Meeting
Monday 2nd November 2020
PFCC Roger Hirst
Deputy PFCC Jane Gardner
Group Commander for North East ECFRS Simon Dedham
Community Safety Manager Spencer Clarke
Chief Inspector Steve SH
Chief Superintendent Ewen Wilson

Jane Gardner began the meeting by introducing herself as the Deputy Police, Fire and Crime commissioner and explained that she would be the host of the meeting and put forward any questions to the panel. She then began to ask the panel to introduce themselves.

Chief Inspector Steve SH the District Commander for Chelmsford and Maldon.

Spencer Clarke is the Community Safety Manager for Maldon District Council.

Simon Dedham is the Group Commander for North East ECFRS, which covers the South of Burnham to Harwich.

Ewen Wilson is the Chief Superintendent and the Head of Contact Management for Essex Police.

Roger Hirst is the Police, Fire and Crime Commissioner for Essex.

QUESTION	ANSWER
<p>What has been done about improving waiting times on 101 calls?</p> <p>What is the take up of the online 101 live chat?</p>	<p>Roger Hirst - Investment has been placed in this area, but the main change has been the investment in technology and adding the online service which relieves the burden on 101. Four years ago, the average wait time was 30 mins.</p> <p>Ch/Supt Wilson – The current wait time has now gone down to about three minutes. Over the weekend there was a drive to ensure non-emergencies such as COVID are also prioritised. That time taken to answer the 101 call has now gone down to minute and a half. Calls with a threat to life are always prioritised. It is recommended that people use the website for non-emergencies too. There is also a new live chat service open 7am-11pm every day for direct communication with staff.</p> <p>Ch/Supt Wilson – They receive around 50 live chats a day, with the capacity to do more.</p>
<p>Over the past few months, a resident had noticed increasing bad and reckless behaviour on water ways.</p> <p>What can be done to combat this?</p>	<p>Ch/Insp Scott-Haynes – They work closely with marine units to do Operation Kraken patrols which specifically look at ASB on waterways. The more information they receive, the more information they can use to place patrols and prevent and stop these ASB incidents. He recommended that the residents should inform them of any information they may have through the different communication methods which were earlier explained by Ewen. He explained how they are also looking at upgrading the number of reserve marine officers and training them on working on the water. Maldon council has added funding towards jet skis for a problem they had in summer.</p>

<p>With the COVID rates going up, how are the ECFRS coping, and how will they cope around bonfire night with the demand of calls they may receive?</p>	<p>Simon Dedham— He explained how the cancellation of the organised events may mean that there would be more domestic and at home events. Social media campaigns were organised to reinforce the fire safety messages. Those messages were heavily publicised on their website and in the press, community safety teams have also visited places in Essex to convey those messages. The fire and rescue service have so far been very lucky, cases have been kept down to a minimum. There are strict control measures and all the activities have been COVID risk assessed. All personnel have also been equipped with PPE. If COVID did affect the team, the service has a Key Station Policy, which identifies that stations will be kept on the run.</p>
<p>Maldon district is very large, and a resident believed that some residents feel more isolated than others.</p> <p>Is there anything specific that is done through the Community Safety Partnership or through the council to engage young people in the areas of Maldon?</p>	<p>Spencer Clarke – Maldon has a large team of Community Engagement Officers who are accredited with the police. The team provides many types of patrols, for example they use true-cam road safety equipment. There is also the neighbourhood watch and farm watch.</p> <p>When it comes to engaging with young people, a lot has been done through statutory agencies to engage young people, such as the education the partnership provides. For example, they have delivered education to year six with Crucial Crew. Work has also been done with teenagers and the parents. They hosted an event earlier in the year in January, where over 100 parents attended a session on gang awareness which was delivered by someone with lived experience. There are also many other agencies to support the youth.</p>
<p>A resident has seen youths openly dealing drugs on the streets. The resident has reported this, but she doesn't believe anything has been done. She asks what is being done about this?</p> <p>What is the extent of this problem in Maldon?</p>	<p>Roger Hirst— this was covered in the meeting preamble that drug-related violence is one of the key things they want to deal with. A violence and vulnerability framework had been set up around two years ago, which focussed on how collaborations would work with partners. He explained that there are three parts of dealing with drug-related violence. The first is the less visible work, such as interventions and cracking networks and rolling up the directors of these operations. Next is the fact that Essex police have been doing 5x the amount of stop and search, and there is a better return rate as a result. Around a third of those searched are committing a crime. Finally, they work on teaching children and helping them understand there is a way out of drug-violence. They also work on counselling and mentoring to teach them the dangers of the drug lifestyle, and there are sports clubs available.</p> <p>Ch/Insp Scott-Haynes – Maldon has more home-grown drug dealers rather than county line cases. In the last eighteen months, the team has progressed. The main drug line has been broken up, and proactive warrants have been organised. For example, one raid found £50,000 worth of drugs, another stopped vehicle found £35,000 worth of drugs and cash. The team targets the people that do this dealing. The Ch/Insp urged the residents to provide as much information about these drug deals as possible so that more intelligence can be built, and strategic patrols can be placed.</p>

	<p>Sometimes the officers may be less visible however, so that criminals can be caught.</p>
<p>Has there been a rise in certain crimes since the lockdown?</p>	<p>PFCC Hirst – Overall, crime is down. Before lockdown, burglary, theft and antisocial behaviour was decreasing and in crime overall. Most of the reporting of COVID-19 guidance has increased, which comes under the anti-social behaviour category. Therefore, ASB has increased by 6000 extra incidents. The PFCC is confident that this trend can be reversed at the end of the pandemic. Reporting of domestic abuse and child exploitation is currently more difficult to report as a result of the lockdown. The team has tried hard to be more alert to these issues, and they have worked with charities to ensure people can reach out. However, there has been no apparent major increase.</p> <p>Ch/Insp Scott Haynes – Violence with injury has increased within Maldon, which can be matched with domestic violence. He explained how strong reporting has caused the increase, so the police team are able to respond to these cases and get good results. Steve urged residents to contact the Police or charities to prevent domestic abuse.</p>
<p>Who pays for the Community Protection team who do the speed gun in Maldon? Could they be given more powers?</p>	<p>Spencer Clarke – the community protection officers are employed by Maldon District Council. Some of the work in the parishes is funded by parish councils. The officers are all accredited with Essex Police.</p> <p>Roger Hirst – The Chief Constable has been very constructive with the powers he’s been willing to give to community protection officers. Essex has one of the largest cohorts of partner officers in the country (over 500) who have enforcement powers. All these powers require extensive training and is under review all the time.</p>
<p>Are there plans for more roads policing provision?</p> <p>Why have the Police stopped running the bike safety workshops?</p>	<p>Roger Hirst – This is one of the areas that the team is investing in. Often when vehicles are stopped for poor driving, other crimes such as drunk and drug driving are discovered. Taking bad drivers off the road prevents other crimes. There are also more investments being made in AMPR technology.</p> <p>Spencer Clarke – MDC are in the process of adding two more True-cam sites, one at Market Hill and one on the high street. There has also been a huge investment in CCTV for Maldon in recent months. The High Street, Promenade and the Quay have had new HD cameras installed and are directly monitored to pick up on incidents in the town.</p> <p>Simon Dedham– They now have fire-bike workshops. Road safety is one of the forefronts within fire safety. There is the bike scheme which engages with motorcyclists at every opportunity.</p> <p>Roger Hirst – There is a strong partnership called the Essex Road Safety Partnership, which has been very successful; the number of people seriously injured or killed on the roads has been reduced by 40% since this partnership. More targets will be set to bring this down further.</p>
<p>A resident believes fly tipping is an issue within the district, and the closure</p>	<p>Spencer Clarke – MDC is increasing patrols around this. There has also been more multi-agency work with environment agencies. For example, there was a day of action on metal theft and illegal waste</p>

<p>and reopening of refuge sights has made it worse. What is the council doing about this to reduce fly tipping in the area?</p>	<p>carriers where they worked with HMRC and the roads policing unit. Over 100 vehicles were stopped that day. He is looking at doing more days like this and increasing patrols with agencies to address this issue.</p>
<p>What kind of commitment do on call firefighters need to give? And is there a difference in skill set between on call and whole- time firefighters?</p>	<p>Simon Dedham – an on-call firefighter is trained in the exact same way as a wholetime firefighter. This is an issue as the team expects them to maintain the skills in a smaller timeframe. All firefighters can be presented with similar incidents, so all must have the appropriate skills. Currently, the ECFRS expect on-call firefighters to give 90-120 hours of their week which is a huge amount. The team is currently looking at ways that they can reduce expectations to reduce commitment, but that is the current expectation.</p>
<p>Residents in the Dengie often feel neglected by the police and rarely see patrols and feel isolated as they live in small villages. Where can residents look for crime prevention advice and reassurance?</p>	<p>Roger Hirst– One of the commitments in the Police and Crime plan is to improve local, visible and accessible policing, and this is being heavily invested in. Community Policing Teams cover the more rural areas. A rural engagement team was set up and this has improved the consistency of policing in rural areas. The team is in the process of being doubled in size. There is also work being done on having Community Safety Officers for the rural areas.</p> <p>Simon Dedham– Someone has just been appointed to this post. His role will be to look at all aspects of safety in Dengie areas for fire, community and welfare. He will be a point of contact for these areas.</p> <p>Spencer Clarke– In September, there was a safe, well and secure day of action in Burnham. 800 properties were looked at to install fire safety equipment such as fire alarms.</p> <p>Ch/Insp Scott Haynes – officers were also involved in this day. The community policing team have planned to be more involved in these Dengie areas for patrols. He urged residents to report issues so that resources can be directed in these areas.</p>
<p>For many years there was a decline in Policing numbers. What are the numbers of Policing now compared to when the PFCC took office in 2016?</p> <p>Do local officers feel there are more police to police with?</p>	<p>Roger Hirst – The case of the decrease in policing was taken to the Home Office and the public, where more funding was won. He thanked the residents for supporting Essex Police, as there has been 75% public endorsement in surveys. So far, over additional 500 officers have been hired. The target for the end of the year is 3369 total officers. In addition, some of the officers are funded by central government. In summary, by the time the Police Officer Uplift programme has been completed, there will be more than 3600 officers.</p> <p>Ch/Insp Scott-Haynes – Definitely within the Community Policing team. There are now 16 uniformed officers, 3 sergeants and an Inspector. This team has been spread across Chelmsford and Maldon. There are also Children and Young persons’ officers. These are all to engage and ensure the officers are as visible as possible.</p>
<p>What times are the Community Hub open for members of the public to come in?</p>	<p>Spencer Clarke– It’s open 9-5, and there is a front desk where people can ask questions. The main community safety hub is in Chelmsford. The team is looking to extend the resources available in Maldon.</p>

<p>Where is the yellow telephone on the Council Offices?</p>	<p>Ch/Insp Scott Haynes – Last week Steve contacted facilities regarding the telephone and was told it would be done by last week. It has not arrived, so the Ch/Insp has contacted them again. Everything else has been organised and the cabling is in, so they are just waiting for the actual phone.</p>
<p>Roger has been given an additional year in office due to COVID-19? What do you want to see happen in the next couple months in terms of Police and Fire?</p>	<p>Roger Hirst – A lot has been done in terms of investment in Town Centre teams and strategies. They did a review on the Police and Crime plan and concluded the places where they have not done enough, such as with Domestic Abuse and Drug Related Violence. He also expressed the importance of ensuring the COVID situation is regulated and that people comply. Fire Service – He wishes to ensure that the fire service continues to be a good place to work and that officers want to commit.</p>