



Chelmsford Public Online Meeting
Tuesday 29th September

Panel Members
PFCC Roger Hirst
DPFCC Jane Gardner
CSP Manager Spencer Clarke
Ch/Insp Steve Scott Haynes
Group Manager Dave Barnard

PFCC Roger Hirst welcomed audience and panel members to the meeting. He thanked the people of Essex for their resilience in the current pandemic and also thanked the emergency services who have done an amazing job throughout the pandemic and fortunately had very low levels of infection. The fire and rescue service have been doing their bit by helping out as ambulance drivers. Burglary and theft has gone down during the pandemic but as people start going back to normalisation these could start to creep up. Domestic Abuse calls increased during lockdown and remains one of our key priorities.

Q – How are Essex County and rescue service managing fire appliance availability as a member of the public has heard that fire fighters are being sent home as they don't have enough firefighters available to crew the appliances.

Dave Barnard - They may be incidences where the odd fire appliance is not available, but these will be mainly in on call areas. We are recruiting for on call so please go to the website. We do need to look after our personal and if they are not available due to Covid those that are rostered but not needed must remain available for the rest of their shift. We have a tried and tested way for our availability so we know where all our appliances around firefighters are.

Q Have we got evidence this approach is working?

	<p>PFCC Hirst – this has been a success and although some people have had to go off due to Covid has really worked and we have better availability this summer than we have previously.</p>
<p>Q –Who deals with ASB?</p>	<p>Spencer Clarke – it depends on the nature of the ASB, we would encourage people to report ion line at the council website. The issue with ASB is having to evidence it but things like noise and neighbour dispute we can deal with these rather than the police. We also have a smaller group hat assists with youth ASB and another that deals with mental health. We now have a hub with police so we can sit alongside them and discuss issues in a joined up manner. Changes in the law also made it a lot easier to deal with ASB.</p> <p>Ch/Insp SH – the colocation works really well and if there’s a threat harm issue identified we will attend bit other wise it is a joined up effort between police and council. In the vast majority of cases it’s a visit from police and council and building the case managements together works so much better now we are based together.</p>
<p>Q – Is the online contact set up to record GPS coordinates so we can identify where the person is reporting from.</p>	<p>Supt Talbot – not aware that the online facility uses that. The 999 facility buses what 3 words app as this enables the emergency services to locate you. AS Essex is 75% rural it is a good app to download.</p>
<p>Q – Drug Dealing - How do police respond to reports of drug dealing as I see it happening quite a bit and have reported it a few times, but no officers seem to attend. What’s the point in reporting if nothing is being done?</p>	<p>Ch/Insp S-H - any report we receive is recorded as a crime or an intel report. Once we have the information we assess if we have to act immediately or build the information about what is happening. We sometimes use covert ops to build the intelligence and execute warrants. We not only look at the people on the ground we also go up the chai to get the people who are operating these county lines. So please keep reporting.</p>
<p>Q – Has 101 improved or are people still having long waiting times</p>	<p>PFCC Hirst - a few years ago we had average waiting times of half and hour and sometimes 4 hours, we’ve invested in staff and technology as well as a big investment on creating an online system where people can go on line to report crime. 101 is much better and people have around an 8 minute average wait time but some people do wait an hour.</p>

	<p>Supt Talbot – our average wait time is 3 minutes but sometimes we don't hit that if there's a spike in 999 calls. You can now report a crime online and it goes directly to the resolution team who create a crime number etc. we also have Live Chat which we launched in April and that operates between 7am and 11pm and you can talk directly to one of our operators and report or ask for advice and we can point you in the right direction. You can also report ASB on there too. Always phone 999 in an emergency.</p>
<p>Q – What is the policing approach to Covid enforcement?</p>	<p>PFCC Hirst – the new regulations do make a difference as they are clearer in so far as police know when they should act. The rule of six is much clearer. The main approach is the 3 Es, explain, engage and as a last resort enforce.</p> <p>We also have the open question around exemptions for wearing masks he would encourage people to carry some kind of proof as it makes it so much easier for officers. We do not want to enforce against people not wearing masks for exemptions, but you can expect to be challenged.</p> <p>The council has details on their website, but a lot of their work is about supporting businesses and keeping everyone safe.</p>
<p>Q – Why hasn't Essex got a transit site for Travellers?</p> <p>Q – why does it take so long to get travellers to move on when they are camping illegally.</p>	<p>PFCC Hirst – they are not very common and finding somewhere to put one is really hard. His predecessor sent out to every council asking for a site but nothing came back. There aren't many communities who want that. There are a lot of permanent traveller sites in Essex that are well run and the majority are law abiding. Some aren't where councils and police have had to clear up sites and deal with criminality.</p> <p>Spencer – we have to get a court order which takes some time but often they will move on within a couple of days. We work with Essex County wide Traveller Unit and we will attend in the first incidence and request they move on within 48 hours.</p>
<p>Q – PFCC Roads Survey - This survey I completed seems to be very simplistic especially with just eight questions. There were no questions about the fitness to drive, the driving qualifications and understanding of our traffic regulations. There were also no questions about badly</p>	<p>Q – This was conducted by the APCC specifically around the questions most asked by the public. We have road safety as a PFCC priority and take it very seriously.</p>

<p>parked vehicles especially outside our schools, all of which have a large impact on our perception of roads policing and traffic law enforcement. What was the point in it?</p>	
<p>Q – I see a lot of posts on social media to enforce speeding in the day, but what about night?</p>	<p>Ch/Insp SH – we need intel from the public where this is happening. Special constables do a lot of speed enforcement. We do them in the day as that is when we get the information. If it is happening at night please get the information on the police do it online website.</p> <p>Speedwatch has now recommenced and will be rolling out over the next few months.</p>
<p>Q – South Woodham Ferrers and Bicanacre have signed up for a community special. When can they expect to see the officer?</p>	<p>PFCC – we now have over 30 communities sign up for a special constable and they really are a fantastic asset. The recruitment campaign has been very successful and there is now over 500 Specials.</p> <p>We have one in training for South Woodham Ferrers and will join soon. We also have another two for Maldon.</p>

Q - Is there a procedure/criteria to get a 20mph limit imposed on a residential street that are close to schools?

Q – Who do I report ASB to - is the council or police?

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Q- Can you advise how ECFRS are managing fire engine availability. I am told firefighters are being sent home whilst fire engines in Essex remain unavailable because they don't have enough firefighters available at other fire stations? Is this right?