



Creating a safer  
**Cambridgeshire**

## **Cambridgeshire Constabulary**

Response to Feedback Received from Service Change Consultation in  
February 2020

## **1.0 Introduction**

- 1.1 Cambridgeshire Constabulary completed a robust consultation process from 1 to 29 February 2020 to gain the views of the residents of Cambridgeshire on a change of service provision.
- 1.2 The proposal is to replace the outdated station at Parkside, Cambridge with a new city centre station and a new hub on the outskirts of the city.
- 1.3 The purpose of the consultation was to gain public opinion in three main areas:-
  - The changes to policing and demand for policing in Cambridgeshire.
  - The need to change the way in which we deliver policing services.
  - How the police service delivery can be changed to meet the changing nature of policing.
- 1.4 The consultation followed on from a survey conducted by the Office of the Police and Crime Commissioner in May and June 2019, and in response to the feedback that was received from that survey and the public meetings that were held.
- 1.5 The main part of the consultation was a survey that was posted on a dedicated website, and was also available as a downloadable document and in printed format available from police stations and at the four public drop in sessions that were held.
- 1.6 In addition to completing the survey members of the public could also pose questions to the project team via a dedicated email address or by phone.

## **2.0 Background**

- 2.1 The Constabulary worked with an independent consultant company, Built Environment Communications Group (BECG), and following completion of the consultation period BECG compiled a report of the results of the survey and feedback received.
- 2.2 This independent report has been published separately to this document. It includes full detail of the process for the consultation and the detailed results from the survey.
- 2.3 Some of the feedback received from the consultation was in the form of questions and queries raised for more information in relation to the service change proposal.
- 2.4 Those questions/queries broadly fall into defined areas. BECG collated the feedback received into groups as below;
  - Current Parkside Station
  - New City Centre Station
  - New Police Hub on the outskirts of Cambridge
  - Consultation
  - General Policing Matters

### **3.0 Response to Feedback Received**

3.1 The Constabulary's responses to the feedback, questions and queries raised are grouped by theme and provided in Appendix 1.

### **4.0 Next Steps**

4.1 In the main the results of the consultation survey supported the proposals for service change and an understanding that the nature of policing and crime in Cambridgeshire is changing and that the Constabulary needs to respond to those changes.

4.2 In response to this support Cambridgeshire Constabulary has continued with work to identify locations for a new city centre station and a hub on the outskirts of the city.

4.3 In response to feedback received from the February consultation, and the OPCC survey of 2019, the Constabulary and OPCC intend to carry out a further phase of site-specific consultation and plans for the new hub.

4.4 This consultation will take place in July 2020 and will provide further opportunity to offer comment, opinion and feedback on the future plans for the new police hub

4.5 Consultation for the new city centre station will be undertaken separately.

## Appendix 1 – Cambridgeshire Constabulary’s Responses to Feedback, Questions and Queries raised during the Service Change consultation

Theme	Question/Query	Response
<b>Current Parkside Station</b>	Parkside could just be updated without moving	There is insufficient space at Parkside to provide a 24-cell custody provision as determined within the full business case (available on the OPCC website here: <a href="https://s3.eu-west-2.amazonaws.com/media.cambridgeshire-pcc.gov.uk/uploads/2020/06/Full-Business-Case-July-2019.pdf?sm_auiVVf5r07MpnVJ61R8sV46K3tJ6Jc">https://s3.eu-west-2.amazonaws.com/media.cambridgeshire-pcc.gov.uk/uploads/2020/06/Full-Business-Case-July-2019.pdf?sm_auiVVf5r07MpnVJ61R8sV46K3tJ6Jc</a> ).
	Not enough information has been given about what Parkside is like	A full condition survey was undertaken in 2014 and this is available here: <a href="https://s3.eu-west-2.amazonaws.com/media.cambridgeshire-pcc.gov.uk/uploads/2020/06/Full-Business-Case-July-2019.pdf?sm_auiVVf5r07MpnVJ61R8sV46K3tJ6Jc">https://s3.eu-west-2.amazonaws.com/media.cambridgeshire-pcc.gov.uk/uploads/2020/06/Full-Business-Case-July-2019.pdf?sm_auiVVf5r07MpnVJ61R8sV46K3tJ6Jc</a>
	No costs have been presented to show what it would take to improve Parkside	The redevelopment of Parkside Police Station has been considered but as it is not possible to provision a 24-cell custody facility on the site, which is what we believe is required to meet demand, this has not been pursued.
	What will happen to the existing city centre station and site?	Alternative uses and/or disposal will be considered for the current site following relocation to the new hub and city centre police station
	The existing site will be sold off to developers	Alternative uses and/or disposal will be considered for the current site following relocation to the new hub and city centre police station.
<b>New City Centre Station</b>	There must be a police station in the city centre, rather than a ‘public information point’	The proposals we are pursuing will fully deliver a police station in the city centre, including a public facing enquiry office and a permanent base for our city-based neighbourhood team. For members of the public, to all intents and purposes, very little will change other than the location.
	It is important that the police station still feels part of the Cambridge community	The proposed location is close to Parkside Police Station and offers collaborative working with one of our partners and continued and established links with the community we serve.

Theme	Question/Query	Response
	There must be a 'fully functioning' police station in the city centre	The new station will provide the full facilities required to support our neighbourhood teams and our public facing enquiry office.
	The new city centre station needs to be 24/7 (either manned, or staffed for 16 hours a day with 24/7 phone system)	The neighbourhood teams do not operate over 24 hours but will carry out their full shifts from the new location and it is proposed the enquiry office will open to the same hours as the existing office at Parkside, currently 8am to 8pm Monday to Sunday excluding bank holidays, with out of hours contact provided by an external phone. The station can also act as a base for response teams if they need access to office-based systems whilst within the city centre.
	Where will the new station be located?	This is still to be confirmed, but we are committed to maintaining a police station within the city centre as outlined in previous engagement events.
	The new city centre station should have a rapid response unit	The new station will be a neighbourhood team base and response teams will operate from the new hub.
	The new city centre station should not just be for neighbourhood policing, it needs to provide all police services	The new station cannot provide a reduced version of Parkside, however, it will provide a city base for the neighbourhood teams and a public facing enquiry office. Calls for service (response) and investigations teams will be responded to in the same way as they are now: by flexing the responses and resources across the whole county with the support of our collaborated Joint Protective Services. Those policing services that will remain in the city will be key to maintaining our local neighbourhood policing provision.

Theme	Question/Query	Response
	Will the city centre station be staffed by 'qualified' police officers?	Yes. Neighbourhood teams are a mix of police officers and PCSOs, all of whom are fully qualified within their own roles.
	The new station needs to be easily accessible by public transport	The new station will be in the city centre and therefore will be fully served by public transport as the existing station is.
<b>New Police Hub on the outskirts of Cambridge</b>	What will happen to offenders after they are released? Will they just be released into the new location? How will the impact of this be managed?	There will be no change to existing operational activity. People arrested for offences are currently released into a city centre environment and are subject to a risk assessment prior to release. This practice of carrying out a risk assessment will not change. Dispersal is still undertaken with the assistance of family/ friends and legal advisors as and when required. Those remanded in custody will be transported to court or further detention to prison by a private security company as per the existing contracts.
	Offenders should only be provided with the minimum of facilities to meet legal requirements	All functions that will be provided in the new facility will be in compliance with legislation and/or Approved Professional Practice for the safe detention of persons.
	What will be put in place so that vulnerable individuals are safeguarded in the new location?	Safeguarding measures for staff, detained persons or visitors are unaffected by a location change of operational policing. In respect of safeguarding the community where a new station may be located, individuals will be risk assessed before release as per current practice used at Parkside and other custody facilities across the county.
	How will this affect the response time in the city centre?	This is entirely dependent on the location of a police resource at the time of dispatch. The policing model does not mean that officers always respond from a station, they are often out and about within the community so the response times will be unaffected. Station location has

Theme	Question/Query	Response
		limited bearing on this. A continued policing service will be maintained in the city centre so responses within the city centre should also remain unchanged.
	The site is being moved for financial reasons/to make a profit	The full costs associated with the proposed relocations will not be recovered from the current site. The sole motivation is to improve the Constabulary's service to the people of Cambridgeshire.
	The new station should not be on the Greenbelt	A full site search has been undertaken and no suitable sites are available outside of the greenbelt.
	There is a need for more information about what will be included in the hub	The details of the functions that will be accommodated at the new station, and how the functions all work together operationally is included within the full business case for the project. The FBC has been published on the OPCC website. <a href="https://s3.eu-west-2.amazonaws.com/media.cambridgeshire-pcc.gov.uk/uploads/2020/06/Full-Business-Case-July-2019.pdf?sm_auiVVf5r07MpnVJ61R8sV46K3tJ6JjC">https://s3.eu-west-2.amazonaws.com/media.cambridgeshire-pcc.gov.uk/uploads/2020/06/Full-Business-Case-July-2019.pdf?sm_auiVVf5r07MpnVJ61R8sV46K3tJ6JjC</a>
	You must demonstrate a search for sites and why this location has been selected	The process for land search is detailed within the full business case but at this time we cannot release the exact locations as these are commercially confidential.
	This might impact on those who live in the new location – especially noise from sirens, additional activity on site, and additional traffic movements	As part of the planning process for the new station there is a requirement to undertake a review or Travel Plan for the area as well as a Transport Assessment, which the Constabulary will adhere to. This will be available to the public to review upon submission of the planning application.
	Potential for additional traffic disruption	As above.
	The new site needs to be in a position that doesn't have significant traffic – for example the A10 regularly has congestion	Accessibility was considered as part of the site search as detailed within the Full Business Case.

Theme	Question/Query	Response
	Need to ensure that this represents value for money and not burden the taxpayer	Construction of the new facility will follow a competitive procurement process and will be procured through a government framework to ensure value for money. Project costs will be mitigated through alternative uses and/or disposal of the existing Parkside police station site and minimising the burden to the taxpayer. It is expected that value for money will also be achieved through running a cost effective, modern building as well as enabling a more agile working approach through the design of the new building. The Constabulary will work with other public sector bodies to provide the City Centre Policing model to similarly provide a value for money solution.
<b>Consultation</b>	The questions are loaded in favour of an “agree” answer	<p>The questionnaire sought responses on three key themes:</p> <ul style="list-style-type: none"> <li>• The changing nature of policing in Cambridgeshire</li> <li>• The need for service change</li> <li>• The proposals for service change to meet the changing nature of policing</li> </ul> <p>To encourage feedback that Cambridgeshire Constabulary could use constructively, the questionnaire had closed-ended questions with an option for a longer written answer should the participant wish to feedback further. Residents were given the option of agreeing or disagreeing with the questions, or state they did not know or had no opinion – and it is important to note that some respondents did disagree with our proposals.</p>

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	I need more detail on the current services	The consultation website included a significant amount of information about the facilities available at Parkside Police Station and the reason why new facilities would enable the Constabulary to fully respond to today's demands. There were also a number of ways that the public could find out or request more information, including attending one of the four public drop-in events or getting in touch with the project team by telephone or email.
	There is not enough evidence given	See answer above
	The outcome of the consultation has already been decided	<p>When the consultation was launched, no decision had been made on whether to enact the service change, or the location where the new facilities will be located, although the Constabulary has undertaken significant background work to look at the future of Parkside police station and to identify possible new sites. This included a number of options, including retaining Parkside station and the proposals to relocate services to a new hub.</p> <p>The Constabulary's view is that Parkside cannot itself provide the facilities that would allow the constabulary to service its community fully in the long-term. This consultation was designed to determine whether the community also has that view. Since the end of the consultation we have reviewed the feedback and are taking it on board as we consider next steps.</p>

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	Consultation does not meet Cambridge City Council's consultation guiding principles	The Service Change Consultation feedback report's conclusion sets out how the consultation was designed to meet or respond to the guiding principles recommended by both the Consultation Institute and Cambridge City Council's Code of Best Practice.
	There must be a further consultation regarding the new sites	This consultation was specifically on the principle of service change, rather than a site-specific consultation. We have heard the feedback from the community – both during the service change consultation in February 2020 and during the OPCC's survey in July 2019 – and will engage with the community around the preferred site during the consultation in July ahead of any planning applications.
<b>General Policing Matters</b>	Do not forget to ensure the new service provision responds to existing crimes as well as new types of crime (e.g. youths, general property damage and petty crimes)	The new station will provide modern facilities to enable police officers to tackle the full range of policing issues affecting the county.
	Do not lose sight of the needs of parts of the county outside of Cambridge and South Cambridgeshire	Please refer to comments below - the proposed new hub is not a replacement for existing operating bases outside of the city, only for Parkside station.
	Sawston and Ely police stations are not open or utilised enough	Front desk opening hours are balanced between demand and available resource to service them. Police resources need to be sited at the points of greatest demand and Sawston and Ely stations are not areas of high demand. Should this change, it is possible that this could be revisited in the future.

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	The Constabulary should also maintain the smaller stations across the county to ensure visible local policing	The Constabulary will maintain the use of other smaller stations as long as they continue to meet operational requirements.
	Ensure that the Constabulary continues to use a variety of ways to engage, including for those who are not online or as digitally-savvy	<p>During the consultation we used a variety of communications channels to engage and communicate with people. These included both on and offline channels, such as:</p> <p>Traditional media- through press releases and media interviews  Social media - Facebook and Twitter  Email newsletter - eCops  A dedicated website  A video with subtitles was produced and was played through social media and the website  Information leaflets and posters put in libraries and other community places  Community events - both face to face 'come and speak to us' events and handing out information leaflets  Information leaflets handed out in a number of locations  Hard copies of survey handed out with reply paid envelopes</p> <p>These methods can and will be used as appropriate in the future.</p>

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	The new station will not help to tackle road and traffic crimes in particular	Road policing will be unaffected by this move.
	How will the new station have any benefit to those outside of Cambridge?	The custody facilities at Parkside are out of date - the new location will benefit from Approved Professional Practice compliant facilities which will service the South of the County - not just those in the immediate custody area.