

POLICING IN DACORUM

Dacorum has continued to enjoy falling crime levels over the past year with a 4.5% reduction in all crime to date. Working with the Dacorum Community Safety Partnership, we have been able to put our efforts into making Dacorum an even safer and more pleasant place to live.

- Through effective and committed partnership working, violent crime fell by 32% during 2008/09. Motor vehicle crime and criminal damage have also shown significant reductions in the number of recorded offences.
- Targeted enforcement and diversionary activities contributed to a 5.8% decrease in anti-social behaviour offences. Police in Dacorum are now developing ways to better engage with young people in the area. Initiatives include the Alcohol Diversion Scheme, targeted at those over 18 years of age, designed to help reduce the harm associated with binge drinking. Additional schemes for those under 18 are planned to be piloted during 2009/10.
- The police are using effective offender management programmes to make it as difficult as possible for persistent and priority offenders to commit further crime in Dacorum. This work is spearheaded by our highly committed Neighbourhood Policing Teams, patrol officers and specialist officers.
- Tring became the first Neighbourhood Watch town in England last year, a tribute to the excellent part the community are playing in reducing crime. Over 90% of the roads in Tring town have a Neighbourhood Watch scheme.

We continue to place a great emphasis on engaging and building stronger relationships with all our communities. Partnership working is also key to our continued success in fighting crime.

POLICING IN DACORUM

CONTACTS IN DACORUM

Hertfordshire Constabulary

Western Area Commander
Chief Superintendent Jeremy Alford
Watford Police Station, Shady Lane, Watford,
Hertfordshire, WD17 1DD
Tel: 0845 33 00 222
Email: contactus@herts.pnn.police.uk
Website: www.herts.police.uk

Your local officers:

Chief Inspector Dacorum: Michael Pryce
Hemel Hempstead Police Station, Coombe Street,
Hemel Hempstead, Hertfordshire, HP1 1HL
Neighbourhood Inspector: Peter Edwards
Neighbourhood Policing Team telephone numbers:
Hemel Hempstead: 01442 271012
Berkhamsted: 01442 271143
Tring: 01442 271205

Check the Hertfordshire Constabulary website to find the name of your local Neighbourhood Sergeant, Constable or PCSO

Hertfordshire Police Authority

Chair: Stuart Nagler
Leahoe House, Pegs Lane, Hertford, Hertfordshire, SG13 8DE
Tel: 01992 556600
Email: enquiries.hpa@herts.pnn.police.uk
Website: www.herts-police-authority.org.uk
The Police Authority sets the budget, agrees policing priorities and monitors closely how well the Constabulary performs. We also appoint and hold to account the Chief Constable and his senior officer team.
The local Police Authority Lead member for Dacorum is:
Ian Laidlaw-Dickson – Tel: 01442 253425
Email: ian.laidlaw-dickson@hertscc.gov.uk

Other useful numbers:

CRIMESTOPPERS: 0800 555 111
Victim Support: 01707 354626
Domestic violence/abuse helpline: 08088 088 088 (freephone)

Per la traduzione, chiamare il numero 01438 737555
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Tercüme için telefon numarası 01438 737555
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**REMEMBER IN AN EMERGENCY
ALWAYS DIAL 999**

POLICING IN DACORUM



*The services we provide
and the money it costs.*

2009 – 2010



**HERTFORDSHIRE
POLICE AUTHORITY**

www.herts-police-authority.org.uk

POLICING IN DACORUM

NATIONAL POLICING PLEDGE

Hertfordshire Constabulary will support law abiding citizens and pursue criminals relentlessly to keep you and your neighbourhoods safe from harm.

Their Pledge is to:

- 1** Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable for you.
- 2** Provide you with information so you know who your dedicated Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them.
- 3** Ensure your Neighbourhood Policing Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team is not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.
- 4** Respond to every message directed to your Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.
- 5** Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. We will aim to get to you within 15 minutes.
- 6** Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival and:
 - If you are vulnerable or upset, aim to be with you within 60 minutes.

- If you are calling about an issue that we have agreed with your community will be a neighbourhood priority and attendance is required, we will aim to be with you within 60 minutes.
- Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours.
- If agreed that attendance is not necessary we will give you advice, answer your questions and/or put you in touch with someone who can help.

- 7** Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements.
- 8** Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.
- 9** If you have been a victim of crime, agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.
- 10** Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.

THE COST OF POLICING IN HERTFORDSHIRE

The Authority has to balance its commitment to high quality policing with the need to keep the cost to you as low as possible. Much of our funding comes from Government grants, but the formula used to allocate the money has left Hertfordshire with a shortfall of £3.7m.

We have, therefore, increased Council Tax by an extra 12p a week (4.5%), which means someone living in a Band D property will pay £142.82 (£2.75 a week) – well below the national average for shire forces. We will also be making £2.9m efficiency savings and using a further £1.9m from our reserves.

Our total spend will be £184.9m, a rise of £6.7m, with nationally agreed pay increases accounting for two thirds of this amount - we have 4,079 officers and staff and spend more money on frontline policing than many other forces. We will also invest £0.9m in priority areas, such as services to protect vulnerable people, staffing for our new custody facilities and training and support for additional Special Constables.

WHERE THE MONEY COMES FROM	2008/09 (£m)	2009/10 (£m)
Central Government Funding	117.7	121.1
Council Tax	60.2	63.4
Collection Fund	0.3	0.4
NET BUDGET	178.2	184.9
Fees and Charges	2.9	3.1
Other Government Grants	13.0	13.2
Partner Funding for PCSOs	2.2	1.8
Use of Reserves	1.3	1.9
GROSS BUDGET	197.6	204.9
HOW IT IS SPENT	2008/09 (£m)	2009/10 (£m)
Police Officers and Staff	166.4	171.4
Supplies, Contracted Services, Premises and Vehicles	30.1	32.4
Police Authority	1.1	1.1
TOTAL	197.6	204.9