

POLICING IN HERTSMERE

Crime in Hertsmere continued to fall during 2008/09, with the most significant reductions being a 25% decrease in vehicle crime in the traditionally problematic area around Bushey, and reduced levels of violent crime across the borough.

- In conjunction with Halfords, 'PL8 SAF3' (Plate Safe) events were held in Bushey and Borehamwood to provide and fit theft-resistant screws to residents' vehicles at risk of having number plates stolen. The partnership also organised a 'Fix & Trix' event to 'tag' young people's bikes.
- Hertsmere Crime and Disorder Reduction Partnership (CDRP) won the 'Hertfordshire Problem Solving Award' for its partnership approach to tackling crime and disorder on Halloween 2007. The initiative provided constructive and supervised activities for young people throughout the district and was repeated last year with significant success.
- Christmas 2008 saw the availability of the 'Christmas Crime House' which, again, was organised by the Hertsmere CDRP, providing residents with advice on keeping safe over the festive period.
- Police worked with Hertsmere's Environmental Health Department to tackle noise nuisance offences in the borough, visiting reported premises and enforcing legislation against perpetrators at key times such as at weekends.
- This year, we have made particularly good progress in our work with young people, working with partners to provide diversionary activities. In the coming months, we will continue this with the introduction of the 'Youth Identification Matrix' – a process to identify young people who are at risk of offending.

We will continue to develop our partnership work to create a safe environment for all residents of Hertsmere and, in particular, reduce the fear of crime which, whilst low, remains disproportionate to the actual levels of crime in the area.

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CONTACTS IN HERTSMERE

Hertfordshire Constabulary

Central Area Commander
Chief Superintendent Julia Wortley
Hatfield Police Station, Comet Way, Hatfield, Hertfordshire, AL10 9SJ
Tel: 0845 33 00 222
Email: contactus@herts.pnn.police.uk
Website: www.herts.police.uk

Your local officers:

Chief Inspector Hertsmere: Sian Lockley
Borehamwood Police Station, Elstree Way, Borehamwood, Hertfordshire, WD6 1JP
Email: sian.lockley@herts.pnn.police.uk
Neighbourhood Inspector: Dave Rankin
Neighbourhood Policing Team telephone numbers:
Borehamwood North: 01727 796612
Borehamwood South: 01727 796614
Radlett & Elstree: 01727 796615
Shenley: 01727 796615
Bushey Heath and Park: 01923 472712
Bushey Village: 01923 472711
Potters Bar: 01727 356512
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 Hertsmere is:
Brenda Griffiths – Tel: 01923 856394
Email: bl.griffiths@btinternet.com

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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**REMEMBER IN AN EMERGENCY
ALWAYS DIAL 999**



The services we provide
and the money it costs.

2009 – 2010



**HERTFORDSHIRE
POLICE AUTHORITY**

www.herts-police-authority.org.uk

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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