

## POLICING IN NORTH HERTS

**Crime in North Herts is continuing to fall and 2008/09 has seen further significant reductions in violent crime, criminal damage and vehicle related theft offences. Meanwhile, the proportion of offenders brought to justice has never been higher.**

- Through North Herts' Children's Trust Partnership, we have been working hard to safeguard and promote the wellbeing of children in the area. This work is spearheaded by our dedicated Youth & Schools Police Officer and five Schools Police Community Support Officers (PCSOs).
- The introduction of the vehicle crime initiative, 'Operation Tarantula', has reduced motor vehicle crimes significantly by focusing on key offenders and crime 'hotspots', reawakening drivers to the risks of leaving valuables on display in their vehicles.
- A continued close working relationship between police, petrol stations and the local media has led to a dramatic reduction in fuel drive-off offences.
- 'Rural Watch' has been set up in North Herts, as part of the highly successful countywide Neighbourhood Watch scheme. Rural Watch activities aim to improve information sharing in more remote areas and reduce the number of rural thefts, farm burglaries, hare coursing and fly-tipping offences.

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## CONTACTS IN NORTH HERTS

### Hertfordshire Constabulary

**Eastern Area Commander**  
Chief Superintendent Al Thomas  
Stevenage Police Station, Lytton Way, Stevenage,  
Hertfordshire, SG1 1HF  
Tel: 0845 33 00 222  
Email: [contactus@herts.pnn.police.uk](mailto:contactus@herts.pnn.police.uk)  
Website: [www.herts.police.uk](http://www.herts.police.uk)

#### Your local officers:

**Chief Inspector North Herts:** Geoff Camp  
Hitchin Police Station, College Road, Hitchin,  
Hertfordshire, SG5 1JX  
**Neighbourhood Inspectors:** Simon Tabert (Hitchin)  
Jason Thorne (Letchworth, Baldock & Royston)  
**Neighbourhood Policing Team telephone numbers:**  
Hitchin – 01438 757680  
Letchworth – 01438 757793  
Baldock – 01438 757388  
Royston – 01438 757966

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](mailto:enquiries.hpa@herts.pnn.police.uk)  
Website: [www.herts-police-authority.org.uk](http://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 North Herts is:  
Kevin McGetrick – Tel: 01707 335599  
Email: [kevin.mcgetrick@roundhouse-healthad.com](mailto:kevin.mcgetrick@roundhouse-healthad.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  
如需要翻译请致电 01438 737555  
Tercüme için telefon numarası 01438 737555  
অনুবাদের জন্য এই নম্বরে ফোন করুন 01438 737555  
ਅਨੁਵਾਦ ਲਈ ਟੈਲੀਫੋਨ ਨੰਬਰ ਹੈ 01438 737555  
ترجمہ کے لئے ٹیلیفون کریں 01438 737555  
Aby uzyskać pomoc w tłumaczeniu zadzwoń pod numer telefonu 01438 737555  
Para tradução, telefone para o 01438 737555

**REMEMBER IN AN EMERGENCY  
ALWAYS DIAL 999**

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

**2009 – 2010**



**HERTFORDSHIRE  
POLICE AUTHORITY**

[www.herts-police-authority.org.uk](http://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
<b>NET BUDGET</b>	<b>178.2</b>	<b>184.9</b>
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
<b>GROSS BUDGET</b>	<b>197.6</b>	<b>204.9</b>
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
<b>TOTAL</b>	<b>197.6</b>	<b>204.9</b>