

## POLICING IN STEVENAGE

Stevenage continued to enjoy falling crime levels during 2008/09. All violent crime, including robbery, has decreased by 5.4% and continues to fall, with serious violent crime currently down almost 49%.

- Police in Stevenage continue to target alcohol-related crime and disorder offences and the under-age purchase of alcohol. Working with Stevenage Borough Council, current initiatives include supervision of licensed premises, proactive enforcement and targeted campaigns through the local media including the most recent, 'Know Your Limits'.
- Other initiatives to combat alcohol-related crime include anti-social behaviour patrols, targeting youths in possession of alcohol, and 'Test Purchase' operations to identify licensed premises who are operating unlawfully. Stevenage 'Pubwatch', 'Barred From One, Barred From All' and the 'Safer Pubs, Clubs and Bars' schemes also make a significant contribution.
- Anti-social behaviour continues to be a concern and 'Environmental Actions Days', noise nuisance patrols and the closure of houses believed to be associated with the production of drugs are being used to tackle the problems. Particular emphasis was placed on Halloween and Bonfire Night celebrations, when anti-social behaviour offences often increase. Forward planning ensured that they remained relatively trouble-free for yet another year.
- The vehicle crime initiative, 'Operation Tarantula', was introduced to target vehicle crime offences in Stevenage by focusing on key offenders and crime 'hotspots', reawakening drivers to the risks of leaving valuables on display in their vehicles.
- Neighbourhood Watch continues to grow with 298 watch schemes now operating across the town, supported by the on-line crime messaging service 'OWL' (Online Watch Link) which provides local crime information. 'Dog Watch' is to be launched in February 2009. If you would like to join Neighbourhood Watch, you can contact your Watch Liaison Officer for Stevenage on 01438 757102.
- In July 2008, Stevenage was the first town in the county to distribute 'Enigma Tag' technology to all its schools. The innovative property marking system has also been made available to residential properties in the Martins Wood area.

◀ POLICING IN STEVENAGE ▶

## CONTACTS IN STEVENAGE

### 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 Stevenage: Fiona Gaskell

Stevenage Police Station, Lytton Way, Stevenage, Hertfordshire, SG1 1HF

Neighbourhood Inspector: Richard Liversidge

Neighbourhood Policing Team telephone number: 01438 757018

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 Stevenage is:

Sherma Batson – Tel: 01438 722023

Email: [sherma.batson@hertscc.gov.uk](mailto:sherma.batson@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

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**

◀ POLICING IN STEVENAGE ▶



*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)

◀ POLICING IN STEVENAGE ▶

# 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>