

## POLICING IN THREE RIVERS

**Three Rivers has the lowest levels of crime in Hertfordshire and the number of crimes committed has fallen again compared to last year.**

Like many other areas, burglary and vehicle crime are a concern for our communities and targeting these offences remains a top priority in Three Rivers. In the coming year, we will make sure our Neighbourhood Policing Teams are even more available to tackle local issues of concern.

- Through effective work by the South Oxhey Neighbourhood Policing Team, all crime and anti-social behaviour in that part of the district has reduced by 13% compared to the previous year.
- PCSOs (Police Community Support Officers) and partners in Abbots Langley have put much work into developing diversionary activities for young people to reduce criminal damage. Offences have fallen by 16% in the past year.
- In the latter part of 2007 into 2008, Chorleywood suffered from a spate of residential burglaries. As a result of targeted police operations in the past year, burglary in Chorleywood has reduced by 21%.
- Neighbourhood Watch in Three Rivers has been developed over the past year so that there are now 12,173 schemes in place. In addition, Three Rivers School Watch and Rural Watch have both been established.
- Whilst crime is falling across the district there are pockets of concern; for example a rise in burglary and thefts of and from vehicles in a few wards in the district. We will use all the resources and intelligence available to focus on these areas to reduce the number of victims and bring those responsible to justice.

Working in partnership, our aim is to make Three Rivers as safe a place as it can be to live, work and visit.

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## CONTACTS IN THREE RIVERS

### 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](mailto:contactus@herts.pnn.police.uk)

Website: [www.herts.police.uk](http://www.herts.police.uk)

#### Your local officers:

Chief Inspector Three Rivers: David Moore  
Rickmansworth Police Station, Rectory Road, Rickmansworth,  
Hertfordshire, WD3 1FJ

Neighbourhood Inspector: George Holland

Neighbourhood Policing Team telephone numbers:

Abbots Langley: 01923 472471

Rickmansworth: 01923 472142

South Oxhey: 01923 472213

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 Three Rivers is:

Sue Warman – Tel: 01923 224251

Email: [suegeoff@btinternet.com](mailto:suegeoff@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

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

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**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>