

POLICING IN WATFORD

The Watford Crime & Disorder Reduction Partnership (CDRP), known as 'Safer Watford', has continued to build on its success from 2008/09 by once again being the most successful borough in Hertfordshire in reducing crime.

The 10.8% reduction in crime in 2008/09, in addition to 17.8% the previous year, means that there have been nearly 3,000 fewer victims of crime in Watford over the past two years.

Whilst we should be proud of this success, there is no room for complacency and through close working with our partners we are striving to further tackle crime and disorder in the area.

- The 24-hour economy continues to place pressures on policing in Watford. However, partnership work with business communities in the town centre has led to Watford, for the second year running, being awarded the 'National Responsible Drink Retailers Award'. Combined with improved and targeted policing on busy evenings in the town, violent crime decreased by 23% in 2008/09.
- In conjunction with Watford Borough Council, we have implemented 'Operation Calibre' which tackles issues involving youths in groups who have contributed to anti-social behaviour. The effective use of Neighbourhood Policing Teams led to a 36% decrease in anti-social behaviour in some areas, and an overall reduction of over 600 incidents across the town.
- The continued partnership work in town centre car parks, combined with the rigorous targeting of known offenders, resulted in a further significant reduction of 226 vehicle crime offences.
- The new 'Partnership of Protected Estates' scheme, jointly led by Hertfordshire Constabulary, Watford Borough Council, Hertfordshire County Council, Hertfordshire Fire & Rescue Service, the Primary Care Trust and Trading Standards, will be introduced in 2009. This will enable Watford residents to benefit from a comprehensive package which will deliver one-to-one advice on property protection, safety in the home and ways to work together to manage and reduce crime.

We will continue to maintain and develop our already strong partnership working in order to make the town an even safer place in which to live, work and visit.

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CONTACTS IN WATFORD

Hertfordshire Constabulary

Western Area Commander
Chief Superintendent Jeremy Alfrod
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 Watford: John Dempsey-Brench
Watford Police Station, Shady Lane, Watford,
Hertfordshire, WD17 1DD

Neighbourhood Inspector: David Dumbleton

Neighbourhood Policing Team telephone numbers:

Watford 01923 472034

North Watford 01923 472327

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 Watford is:

Anne Wright – Tel: 07962 017037

Email: anne.wright.hpa@herts.pnn.police.uk

Other useful numbers:

Safer Watford: www.saferwatford.org

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**

POLICING IN WATFORD



The services we provide
and the money it costs.

2009 – 2010



**HERTFORDSHIRE
POLICE AUTHORITY**

www.herts-police-authority.org.uk

POLICING IN WATFORD

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