

OUTLINE POLICING PLAN 2010-2013

Introduction (Scene setting and focus on the changes in the Policing Plan)

Vision (Vision, purpose and values – Authority to consider whether or not it develops its own separate purpose and values statements – include if appropriate)

Being Safe and Feeling Safe (to include consultation undertaken and issues that were considered/outcomes - anti-social behaviour and anti-social and inconsiderate motoring)

National Policing Pledge (This is likely to appear within the main body of the Plan)

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:
 - a) 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.
 - b) Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours.

- c) 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. **Consider measures**

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. **Consider measures**

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.

REDUCE CRIME

1. In partnership, reduce crime, in particular the most serious violent, organised and acquisitive crimes

- Reduce serious acquisitive crimes of home burglary, robbery and vehicle crime by at least 4%* (2007/08 baseline)
- Prevent any increase in the level of serious violent crimes
- Ensure no increase in Hertfordshire's low level of total crime per head of population
- Tackle and respond appropriately to business crime (**CHANGE: removal of "with a particular emphasis on crimes committed against small businesses"**)
- Continue to lead on regional efforts to ensure that serious organised crime in the county and across other force areas is tackled more effectively
- Make effective use of the Proceeds of Crime Act (POCA) and contribute to Hertfordshire Criminal Justice Board's target for financial recoveries

2. In partnership, protect vulnerable people, including the victims of sexual offences

- Report on and review the number and nature of serious violent crimes and serious sex offences and ensure that offenders are thoroughly and diligently pursued
- Take action with partners to reduce the number of repeat **offences** of domestic violence and to provide a comprehensive range of support to

victims **(Change from 'incidents' agreed 3 July 2009 Scrutiny Committee meeting)**

3. Bring more offences and serious offenders to justice

- Continue to improve the sanction detection rate for all crime*
- Actively assist partners to reduce the re-offending rate and rehabilitate Prolific and Priority Offenders and Prolific Young Offenders
- Improve the sanction detection rate for home burglary and consolidate at 20%
- Improve the sanction detection rate for vehicle crime and consolidate at 15%
- Continue to reduce the number of outstanding failure to appear at court and community penalty breach warrants
- With partners, combat the supply of Class A drugs and address illegal drug use

IMPROVE PUBLIC CONFIDENCE AND FEELINGS OF SAFETY

4. Improve community confidence and user satisfaction in police services

- Increase to 57.7% by 2011 and 61.7% by 2012 the percentage of people who agree that the police and local council are dealing with the anti-social behaviour and crime issues that matter in their area
- Reduce by 2% the percentage of people who think that anti-social behaviour is a fairly or big problem (LAA Target)
- Reduce the percentage of people who think drug use or dealing is a fairly or big problem
- Achieve at least 90% satisfaction with the overall service provided to victims of home burglary, violent crime, vehicle crime, road traffic collisions, anti-social behaviour and racists incidents
- Contribute to the increase of public confidence in the fairness and effectiveness of the criminal justice system
- Provide effective support for Neighbourhood and other Watch activities

5. In partnership, keep young people safe and prevent them from becoming involved with crime or anti-social behaviour

- Identifying young people who are positively dealt with for an offence by Hertfordshire Constabulary for the first time **(Change – suggested stronger focus on restorative justice)**
- Work with partners to reduce the number of people killed and seriously injured in road traffic collisions
- Report and review police enforcement and prevention activities related to improving road safety, with particular emphasis on keeping young people safe on our roads
- Working with partners, make effective use of licensing laws and undertake enforcement activities to reduce alcohol-related crime and anti-social behaviour

6. Protect the county from terrorism and violent domestic extremism

- Work with other forces and partners to protect the county and provide an effective and resilient deterrent to terrorism and violent domestic

extremism, using the national CONTEST Strategy as the framework for delivery

NEW

7. In partnership, identify and tackle anti-social behaviour

To be developed

NEW

8. In partnership, identify and tackle local anti-social and inconsiderate motoring

To be developed

SPEND MONEY WISELY

9. Use resources effectively and efficiently with a representative workforce

- Deliver the Force efficiency plans and realise business benefits from new investment
- Deliver the Force equality schemes to achieve recruitment, retention and the progression of a representative workforce;
- Achieve at least 10% of recruits from minority ethnic groups for police officers, police staff, PCSOs and Specials and take measurable action to improve representation, retention and progression
- Provide support for officers and staff to reduce the number of working days lost due to sickness and absence
- Actively pursue opportunities to develop further collaboration initiatives that provide measurable and sustainable benefits to Hertfordshire
- Ensure the implementation of the Constabulary's energy conservation and wider sustainability programmes
- Continue planning for the policing implications arising from the implementation of the East of England plan in order to maximise developer contributions towards policing
- Ensure readiness for the 2012 Olympics and report on the wider impact on the county on the necessary planning and preparation

Appendices

I Protective Services

II Our People

III Money

Extended section this year to take account of the difficult budget decisions.

IV Efficiency and Productivity Plan

Include more detail than last year

V Partnership Plans

Include a stronger reference to local plans and strategies

VI Glossary

VI Hertfordshire Constabulary

VI Glossary