

| 200-2012 Policing Plan Commitment | Target Link on Summary Sheet | Target Met On Summary Sheet |
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| Policing Pledge | | |
| 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. | No link on Summary Sheet (note: a separate Pledge Performance Sheet exists) | No link on Summary Sheet |
| 2. Provide you with information so you know who your dedicated Neighbourhood Policing Team are, where they are based, how to contact them and how to work with them. | No link on Summary Sheet (note: a separate Pledge Performance Sheet exists) | No link on Summary Sheet |
| 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. | No link on Summary Sheet (note: a separate Pledge Performance Sheet exists) | No link on Summary Sheet |
| 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: <ul style="list-style-type: none"> ▪ 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. | No link on Summary Sheet (note: a separate Pledge Performance Sheet exists) | No link on Summary Sheet |
| 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. | No link on Summary Sheet (note: a separate Pledge Performance Sheet exists) | No link on Summary Sheet |
| 9. If you have been a victim of crime, agree with you how often you would like to be kept informed of | No link on Summary Sheet (note: a separate Pledge | No link on Summary Sheet |

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| 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. | Performance Sheet exists) | |
| 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. | No link on Summary Sheet (note: a separate Pledge Performance Sheet exists) | No link on Summary Sheet |
| 1. In partnership, reduce crime, in particular the most serious violent, organised and acquisitive crimes | | |
| a. Reduce serious acquisitive crimes of home burglary, robbery and vehicle crime by at least 4%* (2007/08 baseline) ¹ | Home Burglary - ✓ Robbery - ✓ Vehicle Crime - ✓ | ✓ ✓ ✓ |
| b. Prevent any increase in the level of serious violent crimes | ✓ | ✗ (up 2%, 7 crimes) |
| c. Ensure no increase in Hertfordshire's low level of total crime per head of population | ✓ | ✓ |
| d. Tackle and respond appropriately to business crime, with a particular emphasis on crimes committed against small businesses | ✓ | n/a (but note overall there has been a reduction business crime and shoplifting) |
| e. Continue to lead on regional efforts to ensure that serious organised crime in the county and across other force areas is tackled more effectively | No link on Summary Sheet | No link on Summary Sheet |
| f. Make effective use of the Proceeds of Crime Act (POCA) and contribute to Hertfordshire Criminal Justice Board's target for financial recoveries | No specific link but the following support this commitment; <ul style="list-style-type: none"> ▪ No. of confiscation orders ▪ Value of confiscation & cash forfeiture orders ▪ Value of assets subject to court order ▪ Restraining orders on property or assets ▪ Confiscation enforcement collection | n/a |
| 2. In partnership, protect vulnerable people, including the victims of sexual offences | | |
| If you are a vulnerable victim, the police will work with other agencies to ensure that you receive the support and services that you need from the moment you report a crime or anti-social behaviour through to the conclusion of the investigation | | |
| a. 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 | No specific link but the following support this commitment; <ul style="list-style-type: none"> ▪ Serious Violent Crime SD ▪ Serious Sex Offences SD ▪ Serious Sex Offences | n/a (but note Serious Sexual offences up 8.8%, 41 offences over last year and detection rate fell 1.9%). |
| b. Take action with partners to reduce the number of repeat offences of domestic violence and to provide a comprehensive range of support to victims | No specific link but the following support this commitment; <ul style="list-style-type: none"> ▪ DV Crimes ▪ DV Crimes – No. repeat victims ▪ DV Crimes – That involve a repeat person | n/a (but note that level of repeat victims rose 23.7% (215) over last year though the targets reported – see left – are not expressed in the same way as the PP commitment). |

¹ Summary sheet includes LAA2 commitment figures for St Albans and Hertsmere too.

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| 3. Bring more offences and serious offenders to justice | | |
| a. Continue to improve the sanction detection rate for all crime* | ✓ | ✓ |
| b. Actively assist partners to reduce the re-offending rate and rehabilitate Prolific and Priority Offenders and Prolific Young Offenders | Link to re-offending rate but no specific link regarding rehabilitation | ✗ (re-offending rate, figure from HCC not available at time of production) |
| c. Improve the sanction detection rate for home burglary and consolidate at 20% | ✓ | ✓ (though note level actually reduced by 1% over year) |
| d. Improve the sanction detection rate for vehicle crime and consolidate at 15% | ✓ | ✗ (13.4%, although a 0.2% increase over previous year) |
| e. Continue to reduce the number of outstanding failure to appear at court and community penalty breach warrants | ✓ | ✓ |
| f. With partners, combat the supply of Class A drugs and address illegal drug use | No specific link but the following support this commitment; ▪ Class A Drug SD Rate | ✗ (91.3% Class A SD Rate, down 3.1% over last year) |
| 4. Improve community confidence and user satisfaction in police services | | |
| a. 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 | ✓ | n/a (but on right trajectory, 55.9% 09/10) |
| b. Reduce by 2% the percentage of people who think that anti-social behaviour is a fairly or big problem (LAA Target) | ✓ (two measures, one from BCS and one from Place) | ✓ (BCS shows 2.1% reduction, no results yet from Place) |
| c. Reduce the percentage of people who think drug use or dealing is a fairly or big problem (LAA Target) | ✓ | ✓ |
| d. 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 | ✓ | ✓✗ (only achieved for dwelling burglary) |
| e. Contribute to the increase of public confidence in the fairness and effectiveness of the criminal justice system | ✓ | ✓ |
| f. 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 | | |
| If you are a young person, the police will work with other agencies to keep you safe and deter you from becoming involved in crime or anti-social behaviour either as a victims or and offender | | |
| a. With partners, target effective preventative action to reduce the number of 10-17 year olds who enter the criminal justice system for the first time and reduce the numbers year on year | ✓ Specific link 'First time young offenders in Herts ' and the following also support this commitment; ▪ Youth re-offending rate ▪ Crimes involving young re-offenders ▪ First time youth offending | ✓ |
| b. Work with partners to reduce the number of people killed and seriously injured in road traffic collisions | ✓ | ✓ |
| c. Report and review police enforcement and prevention activities related to improving road safety, with particular emphasis on keeping young people | No specific link but the target relating to the 5b supports this commitment. | n/a |

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| <p>safe on our roads</p> <p>d. Working with partners, make effective use of licensing laws and undertake enforcement activities to reduce alcohol-related crime and anti-social behaviour</p> | <p>No specific link but the following support this commitment;</p> <ul style="list-style-type: none"> ▪ Perception of Drunk or Rowdy Behaviour (BCS) | <p>n/a</p> |
| 6. Protect the county from terrorism and violent domestic extremism | | |
| <p>a. 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</p> | <p>No link on Summary Sheet</p> | <p>No link on Summary Sheet</p> |
| 7. Use resources effectively and efficiently with a representative workforce | | |
| <p>a. Deliver the Force efficiency plans and realise business benefits from new investment</p> | <p>✓</p> | <p>n/a</p> |
| <p>b. Deliver the Force equality schemes to achieve recruitment, retention and the progression of a representative workforce;</p> <ul style="list-style-type: none"> – 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 | <p>✓</p> | <p>✗</p> |
| <p>c. Provide support for officers and staff to reduce the number of working days lost due to sickness and absence</p> | <p>✓</p> | <p>✓</p> |
| <p>d. Actively pursue opportunities to develop further collaboration initiatives that provide measurable and sustainable benefits to Hertfordshire</p> | <p>No link on Summary Sheet</p> | <p>No link on Summary Sheet</p> |
| <p>e. Ensure the implementation of the Constabulary's energy conservation and wider sustainability programmes</p> | <p>No link on Summary Sheet</p> | <p>No link on Summary Sheet</p> |
| <p>f. Continue planning for the policing implications arising from the implementation of the East of England plan in order to maximise developer contributions towards policing</p> | <p>No link on Summary Sheet</p> | <p>No link on Summary Sheet</p> |
| <p>g. Ensure readiness for the 2012 Olympics and report on the wider impact on the county on necessary planning and preparation</p> | <p>No link on Summary Sheet</p> | <p>No link on Summary Sheet</p> |