



West Mercia
POLICE



SERVING - PROTECTING - MAKING THE DIFFERENCE



West Mercia
Police Authority



Policing Herefordshire 2010

This annual local policing summary highlights how we are working with communities and partners to make Herefordshire and the rest of West Mercia an even safer place to live, work and visit.

Introduction

Message from the Chairman of the Police Authority and the Chief Constable

West Mercia Police Authority is pleased to once again report a very successful policing year in terms of overall crime reduction and the delivery of high quality policing services to our communities across Herefordshire, Shropshire, Telford & Wrekin and Worcestershire. Our police officers, staff, volunteers and specials are committed to continuous improvement in crime prevention and crime reduction across our force area.

Recorded crime levels continue to fall in West Mercia and are now at their lowest level for seven years. Last year – April 2009 to March 2010 – there was an eight per cent reduction in overall recorded crime, with the levels of house burglary, vehicle crime and robbery all falling significantly.

The credit for this success is shared with all of the partner agencies and the many individuals that we work closely with throughout the year. They include our community safety partners, criminal justice agencies and, of course, members of our local communities who play an essential role in tackling crime and ensuring that West Mercia remains a safe place in which to live, work and visit.

While recorded crime continues to fall, we remain focussed upon developing the standards of service that the public can expect from us and tailoring our services to the needs of our communities. Regular consultation through PACT (Partners and Communities Together) events and Policing Matters Groups gives residents the opportunity to have their say on policing in their area. Over 66,000 residents attended PACT meetings and surgeries last year. Find out more about getting involved by visiting www.westmercia.police.uk/getinvolved/

As more and more people use the internet and technology to access information, the force is continually looking for new ways to engage with our communities. The force website (www.westmercia.police.uk) was recently redeveloped, making it much easier to use. It provides information including local policing details for your area, local crime levels and latest news. We have also joined the social networking revolution and local residents now interact with us through the force's official Facebook page and by following us on Twitter.

Looking ahead, West Mercia Police will be required to operate in a very different financial context from the one



Cllr Sheila Blagg
Chairman of
West Mercia
Police Authority



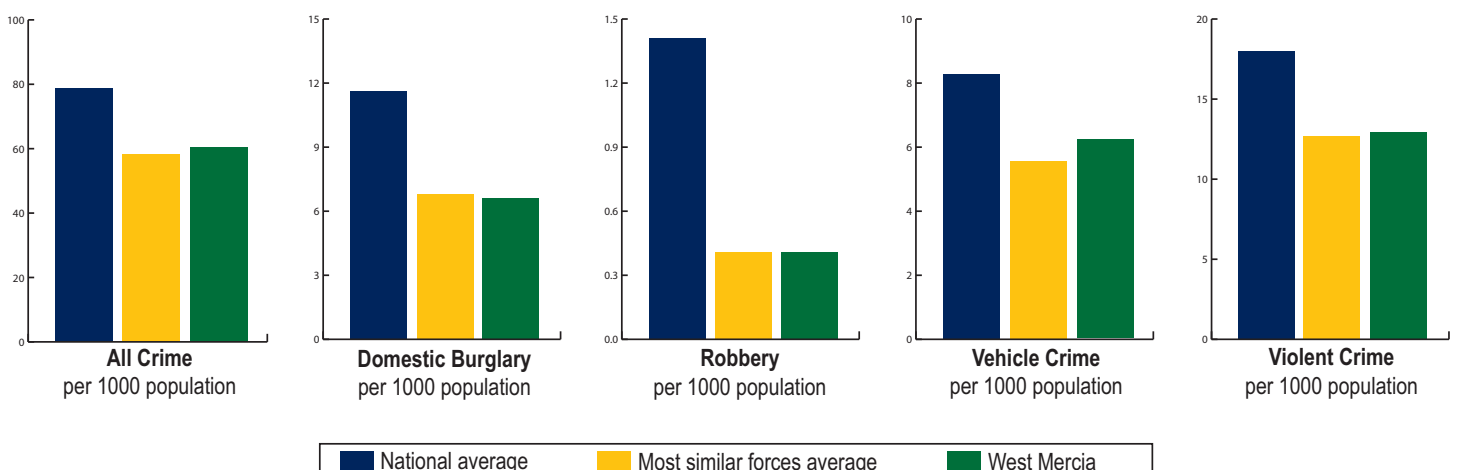
Paul West
Chief Constable

that we have been used to, and we are under increased scrutiny to deliver our services efficiently and cost effectively. Challenging times lie ahead but we are confident that the force will be able to respond positively. We have already begun to implement a change programme that will deliver significant cost savings over the course of the next three years. Our aim is to further enhance the high standards of service that local residents are used to.

Our aim is to build an even stronger, more accountable and more responsive police service capable of serving, protecting and making the difference in our communities for many years to come.

How we have been doing

In the 12 months to March 2010, overall recorded crime has fallen



Financial Savings

Like many other publicly funded organisations, West Mercia recognises that it must do its part in helping to reduce the public deficit.

The force has undertaken a comprehensive review of how it operates and in September introduced a new structure which will generate efficiency savings of £9.8 million over three years. We have also identified a further £4 million of savings we can make through reducing overtime payments and reducing the amount we spend on vehicles and buildings.

As a result of the changes planned, the force will reduce its workforce by around six per cent. The majority of the roles that will be lost are those involved in policing support, office based roles rather than staff delivering 'frontline' services.

At a local level there will still be clearly identified senior officers responsible for local operational activity and the force is committed to providing a local policing presence.

West Mercia is also actively looking at whether further savings can be generated through collaboration (not mergers) with other forces in the West Midlands region as well as preparing for the outcome of the government's Comprehensive Spending Review.

There are undoubtedly further challenges ahead but the force is in a strong position to provide an effective policing service whatever the future may bring.



West Mercia's Service Standards

While the new government has removed the requirement for police forces to deliver the national Policing Pledge, West Mercia Police is still fully committed to informing the public about the standards of service you can expect from us.

The force is currently developing a new service standard which aims to set out clear guidelines in a number of key areas including how we patrol local communities and what you can expect when you contact us.

Delivering a high quality service is a key priority for the force and aims to improve the quality of life for the residents of West Mercia. Our new standard will support the policing outcomes that we strive to achieve:

Did You Know?

Over 1000 people currently follow us on Facebook. Why not join them and check out what's going on!

- The public will have confidence in us and express satisfaction with our policing service.
- Levels of crime and anti-social behaviour will remain low
- Our communities will feel safe.

For more information, visit www.westmercia.police.uk



policing herefordshire

Herefordshire remains one of the safest places in the UK with low levels of crime and anti-social behaviour which have continued to fall in the past 12 months, recording a drop of five per cent and two per cent respectively.

Worthy of particular comment is how we've tackled domestic burglaries. The number of these offences in Herefordshire - which was already very low - fell by another 15 per cent in 2009/10. We will ensure that our communities continue to feel safe.

We remain committed to delivering local policing and providing a visible, effective and accountable policing service where you live. We continue to publish local crime information on the force's website (www.westmercia.police.uk). Crime statistics are available for each local policing area in Herefordshire and are updated monthly.

We continue to serve our communities by treating people according to their needs, by conducting high quality investigations and by keeping victims, witnesses and communities regularly informed of progress.

We protect our communities by identifying the vulnerable and acting to reduce the risk of harm, by providing a prompt, prioritised response to incidents and by targeting named suspects quickly and robustly.

One particular development over the last 12 months has been the establishment of community resolution, to ensure all incidents and crimes are dealt with proportionately. The emphasis of this approach is always on the victim and their needs. The community resolution could be, for example, an informal warning, an apology or compensation and this is discussed and agreed with the victim from the outset.

We have also recently launched our volunteer scheme in Herefordshire which allows people to get involved and make a valued contribution to their local communities.



**Superintendent
Charles Hill**

Safer Herefordshire

As a multi-agency partnership, Safer Herefordshire's strategic priorities for 2010/11 are: anti-social behaviour, alcohol and drug related harm, domestic abuse, integrated offender management (IOM) and road safety.

Key areas of success over the last 12 months have included the accreditation to become a Specialist Domestic Violence Court (SDVC), partnership working to reduce anti-social behaviour, and a successful graffiti removal project which focused on hotspot areas identified by the public.

We continue to develop and distribute The Voice magazine which is aimed at drug users and carers and aims to engage with them, inform them of local services and help them on their journey to recovery.

Local Policing Inspectors September 2010



**City and Rural Sector
Inspector Damian Sowrey**



**North Herefordshire
Inspector Martin Taylor**



**South Herefordshire
Inspector Jim McLaughlin**

To find contact details for your local policing team, please visit the Local Policing section on the force website or call 0300 333 3000.

Herefordshire – The Key Facts

Police Officers	255
Police Staff	126
Community Support Officers	38
Local Policing Teams	20
Special Constables	30
Volunteers	15
Neighbourhood Watch Schemes	600

Key areas of development this year include integrated offender management and producing a reducing reoffending strategy, as well as the development and implementation of the alcohol harm reduction strategy and action plan.

Visit www.herefordshire.gov.uk/saferherefordshire for more information.

Did You Know?

In the 12 months to March 2010, acts of vandalism ('criminal damage') went down by 21 per cent in Herefordshire – that's over 530 fewer incidents.

Cop Cards Craze Sweeps the County

Youngsters across Herefordshire have been busy finding out about the work of their local police force, following the launch of 'Cop Cards' across the county.

'Cop Cards' is a collecting card game, which was developed to inform youngsters about the work of West Mercia Police, encourage them to engage with officers from their local policing team and promote personal safety tips.

Each of the 25 cards provides information about policing in West Mercia, from local police officers and response officers to police dogs and even the force helicopter. One of the cards even carries a special website address which, when entered online, gives access to a unique webpage and information exclusively for Cop Cards collectors!

Available from police station front counters and local community support officers, the cards have proved hugely popular and have helped to break down barriers by providing youngsters with an ideal opportunity to approach local officers out on patrol.

Following the launch of the scheme earlier this year, the first group of youngsters in Herefordshire to collect the full set of 25 cards won a trip to West Mercia Police Headquarters where they got the chance to see police dogs in action, the force helicopters, firearms officers and much more!

The Cop Cards scheme continues to run throughout the county and cards can still be collected from front counters and local CSOs.



Policing Matters

In 2010 a new approach to Policing Matters meetings is being piloted in Herefordshire. Rather than expecting people to come to them, members of Herefordshire Police Command Team and local Police Authority members are taking part in meetings arranged by existing community and business groups.

To find out more, visit www.westmerciapoliceauthority.gov.uk and click on the Policing Matters logo, or telephone 01743 264 690.

Police Station Opening Times

Police officers are available and on patrol 24 hours a day, seven days a week. The opening times published below are when you can call into a police station front counter.

Alternatively, please call us on **0300 333 3000**.

Herefordshire HQ, Bath Street

8am to 10pm Monday to Saturday
9am to 10pm Sunday

Bromyard Police Station, New Road

10am to 2pm Monday to Friday

Kington Police Station, Churchill Road

9am to 1pm Tuesday, Wednesday and Friday
1pm to 5pm Monday and Thursday

Ledbury Police Station, Worcester Road

9am to 1pm / 4pm to 8pm Monday,
Wednesday and Thursday
9am to 1pm / 4pm to 7pm Tuesday and Friday
9am to 1pm Saturday and Sunday

Leominster Police Station, Enterprise Way

9am to 9pm Monday
9am to 1pm / 4pm to 8pm Tuesday and Thursday
9am to 5.30pm Wednesday and Friday
9am to 1pm Saturday and Sunday

Peterchurch Police Station, Peterchurch

10am to 2pm Monday, Tuesday, Wednesday
and Friday
4pm to 8pm Thursday

Ross-on-Wye Police Station, Old Maids Walk

9am to 1pm / 4pm to 8pm Monday to Friday
9am to 1pm Saturday and Sunday

South Wye Police Station, Goodrich Grove, Hereford

10am to 2pm Monday, Tuesday, Thursday
and Friday
4pm to 8pm Wednesday

This information is correct at the time of publication.

Useful Contact Numbers

- Police non-emergency: 0300 333 3000
- In an emergency, always dial: 999
- Crimestoppers: 0800 555 111
- Anti-Terrorist Hotline: 0800 789 321
- Victim Support Hereford: 01432 364 546
- ChildLine: 0800 11 11
- National Drugs Helpline: 0800 77 66 00
- West Mercia Women's Aid Domestic Abuse Helpline: 0800 783 1359
- Emergency services text number: 80992 (for people who are deaf, hard of hearing or speech impaired)



We Need Your Help!

West Mercia Police does not operate alone. We rely upon the support of local people to keep communities safe and reduce crime even further. We want you to get involved and help us make a difference in your community! Here are just a few examples.

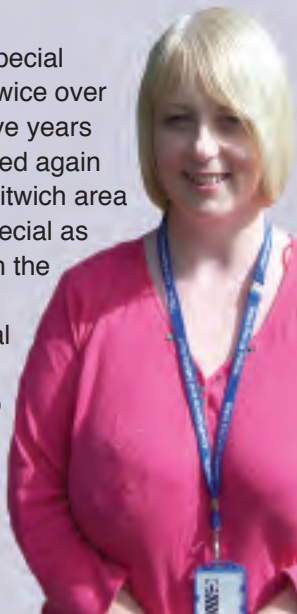
Did You Know?

Around 45,000 local residents in West Mercia are members of a local Neighbourhood Watch scheme. With hundreds of schemes throughout the area, why not get involved!

Do Something Special

West Mercia's Special Constabulary are trained volunteers who work with and support local policing teams. Specials come from all walks of life – teachers, taxi drivers, or any number of other careers – and all volunteer a minimum of four hours each week. With the same powers as regular officers, duties include foot patrols, road safety initiatives and house to house enquiries. Visit www.westmercia.police.uk/specials/ to find out more.

Sam Heath enjoys her role as a special constable so much she's done it twice over the years! After volunteering for five years back in the early 1990's, Sam joined again two years ago and patrols the Droitwich area in Worcestershire. "I became a special as I really wanted to get involved with the local community" said Sam. "I've learnt so much and the operational policing skills I've gained have been invaluable in my full-time job as a police trainer." Sam is part of an Employer Supported Policing scheme where she is released for one day a month in work time to carry out her role as a special.



Watch Schemes

Watch schemes encourage communities to work together to protect themselves and their property. Within West Mercia there are many different schemes, each tailored to meet the needs and interests of particular groups within our communities. These range from the more widely known schemes such as Neighbourhood Watch to new initiatives such as Rural Watch, which has recently been launched by the force specifically for people living in rural areas.



Contact your local policing team for more information or visit www.westmercia.police.uk/watch/

Independent Custody Visitors Scheme



West Mercia Police Authority operates an Independent Custody Visitors Scheme, whereby volunteers from across West Mercia visit each of the six main custody units at least once a week to check on the welfare of people held in police custody. If you are interested in finding out more about this rewarding role, please visit www.westmerciapoliceauthority.gov.uk.

Partners and Communities Together (PACT)



PACT gives you the chance to tell your local policing team, local authority and other partner agencies about the issues causing concern in your neighbourhood.

PACT consultation includes public meetings and events, postcard surveys and local surgeries.

Why not get involved! To find out more, visit www.westmercia.police.uk/pact/

More information about the opportunities available can be found at www.westmercia.police.uk



Your Police Authority

We are an independent body comprising 17 members responsible for securing the maintenance of an efficient and effective police service for the people of West Mercia. Our key statutory responsibilities include:

- Agreeing the annual policing priorities after consulting with local people, and holding the Chief Constable to account to deliver them.
- Setting the force's overall budget and the annual precept to be paid through the council tax for policing.
- Appointing the Chief Constable, Deputy Chief Constable and Assistant Chief Constables.

Although we do not interfere with day to day operational decisions we maintain contact with senior police officers and staff and as local members we aim to reflect public opinion on key policing issues.

In particular, members work with their local police commanders to monitor overall performance, oversee the operation of local policing teams and support partnership working with other local agencies, in order to deliver strong community safety.

Herefordshire

CLlr Bernard Hunt (Chair, Policing Board)
Peter Dunford (Chair, Strategic Policing Panel)
CLlr Richard Smith (Chair, Finance Panel)

Shropshire

CLlr Miles Kenny (Chair, Policing Board)
CLlr Michael Wood
Robin Bennett
Robin Durham (Vice Chair, Police Authority – APA)
Kate Pready-James (Chair, Equality and Human Rights Panel)

Telford & Wrekin

CLlr Kuldip Sahota (Chair, Policing Board)
Arul Selvaratnam (Chair of the People Panel)

North Worcestershire

CLlr Sheila Blagg (Chairman, Police Authority)
Tony Ward (Chair, Policing Board)
CLlr Brandon Clayton (Chair, Citizen Focus and Partnership Panel)

South Worcestershire

Zad Padda (Vice Chair, Police Authority – Local)
CLlr Bob Bullock
Paul Deneen



Police Authority Members



CLlr Bernard Hunt
bhunt@herefordshire.gov.uk



Robin Bennett
robin.bennett@start-software.co.uk



Col. Tony Ward OBE
Anthony.ward39@tesco.net



CLlr Sheila Blagg,
Chairman
Sheila.blagg@postmaster.co.uk



Peter Dunford
peterdunford@yahoo.co.uk



Kate Pready-James
police.authority@westmercia.pnn.police.uk



CLlr Brandon Clayton
brandon.clayton@redditchbc.gov.uk



Robin Durham JP
Vice Chair - APA
robindurham@talktalk.net



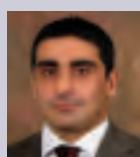
CLlr Richard Smith
rsmith@herefordshire.gov.uk



CLlr Kuldip Sahota
Kuldip.sahota@telford.gov.uk



CLlr Bob Bullock
police.authority@westmercia.pnn.police.uk



Zad Padda, Vice
Chair - Local
zadpadda@hotmail.com



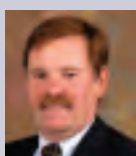
CLlr Michael Wood
Michael.Wood@shropshire.gov.uk



Arul Selvaratnam
Selvaratnam@mail.com



Paul Deneen, JP DL
police.authority@westmercia.pnn.police.uk



CLlr Miles Kenny
miles.kenny@shropshire-cc.gov.uk

To contact us please:

Visit our website : www.westmerciapoliceauthority.gov.uk
Telephone : 01743 264 690
Write to : PO Box 487, Shrewsbury, SY2 6WB

Looking Ahead

West Mercia Police continues to perform very strongly and is recognised as one of the top performing forces in England and Wales. During 2010 and beyond, the Police Authority and the force intend to build upon this achievement by working with our partners and our local communities on the following priority areas:

■ Strengthening Public Satisfaction and Confidence

Increasing the confidence of our communities to ensure they are satisfied that we are responding to issues of local concern, meeting our standards of service and delivering the requirements of the national Code of Practice for Victims of Crime.

■ Tackling Crime and Anti-Social Behaviour

Working with our partners to reduce crime levels by focusing on house burglary, robbery, serious violence, serious sexual offences and anti-social behaviour.

■ Protecting Vulnerable People

Focusing on the management of sex offenders and others who pose a risk to the public and enhancing the safety and security of vulnerable people by dealing positively with domestic abuse, child abuse, hate crime and missing people.

■ Bringing Offenders to Justice

Continuing to improve our investigative processes and working with our partners to deliver justice, protect the public and reduce re-offending.

■ Developing our Protective Services

Developing the force's capacity and expertise to protect our communities from the threats of serious and organised crime, terrorism, civil emergencies and major crime. Working with the Safer Roads Partnership to make our roads safer for everyone by implementing targeted enforcement and education campaigns.

■ Reducing the Harm Caused by Drugs and Alcohol Misuse

Tackling alcohol-related violence, working with partners to reduce underage drinking and disrupting the availability and supply of illegal drugs.

■ Sustainability

Making best use of our resources to provide value for money and successfully deliver our priorities.



Please contact the force's Publishing Section on 0300 333 3000 to obtain a copy of this booklet in larger print or in other languages.