



West Mercia
POLICE



SERVING - PROTECTING - MAKING THE DIFFERENCE



West Mercia
Police Authority



Policing South Worcestershire 2010

This annual local policing summary highlights how we are working with communities and partners to make South Worcestershire 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



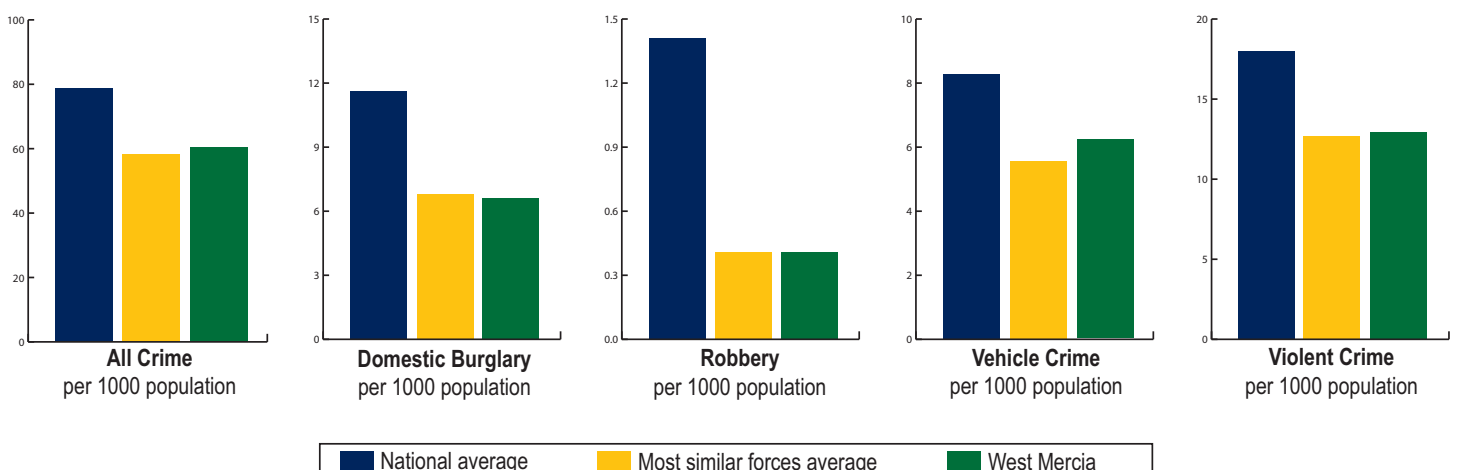
Paul West
Chief Constable

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

south worcestershire

In South Worcestershire, West Mercia Police continues to reduce recorded crime year on year and it is now at its lowest level ever. Last year there were 1282 fewer victims of crime across the area, including 296 fewer house burglaries.

I am committed to further reducing crime and anti-social behaviour and improving our protection of vulnerable people. Put simply, we aim to listen, respond quickly, provide care and support for victims and complete prompt investigations without compromising quality.

The key to success is our engagement with you. We remain committed to delivering local policing; listening to the needs and concerns of local people and ensuring that communities have a genuine say in what issues are addressed as priorities. 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 South Worcestershire and are updated monthly.



**Superintendent
Steve Cullen**

Local delivery is paramount. I have repositioned some of our resources which means there are now more locally based response officers in our rural sections of Malvern Hills and Wychavon. Preventing and detecting serious crime is a priority for us and locally stationed detectives and specialist support staff fully support our local policing teams.

South Worcestershire is a safe place and we are working hard to ensure that you have confidence in us to keep you safe and, if you ever need us, you are completely satisfied with the help and support you receive.

Local Policing Inspectors September 2010



Malvern Hills
Inspector Clive Griffiths



City of Worcester
Inspector Janet Heritage



Wychavon
Inspector Sean Kent

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

South Worcestershire Community Safety Partnership

The South Worcestershire Community Safety Partnership works to improve the quality of life for the people of Malvern Hills, Worcester City and Wychavon.

The partnership includes the district and county councils, police, fire and rescue service, primary care trust and many other agencies and organisations working together to reassure local communities, making sure that South Worcestershire remains a safe place to live, work and visit.

Our projects include a rapid response team to deal with anti-social behaviour, providing free security equipment for people who feel vulnerable in their homes. We will continue to arrange diversionary activities for young people, including a Youth Zone in Droitwich, a mobile youth unit in Malvern Hills and mobile skate ramp equipment in and around Worcester. We strive to reduce criminal damage and work closely with local communities on the issues of concern identified through the PACT process.

For further information, ring the Programme Manager on 01905 722 067.

South Worcestershire – The Key Facts

Police Officers	381
Police Staff	163
Community Support Officers	60
Local Policing Teams	32
Special Constables	55
Volunteers	10
Neighbourhood Watch Schemes	1866

Did You Know?

In the 12 months to March 2010, domestic burglary fell by 31 per cent in South Worcestershire – that's almost 300 fewer incidents.

Safe Zone Puts the Brakes on Underage Drinking

A new Safe Zone parked up in Droitwich recently to give young people the chance to engage with the police and other partner agencies and find out more about the dangers of alcohol and underage drinking.

Police officers in Droitwich worked with the Spa Youth Zone and the Anti-Social Behaviour Youth Detached Team to bring the project to life, with funding provided by the South Worcestershire Community Safety Partnership.

Housed within a brightly coloured bus, the Safe Zone drove around the town and targeted particular areas where young people gather. The zone aims to prevent and divert youngsters away from the dangers of underage drinking, ensure they are not in a vulnerable state, offer any support and intervention they may need and reassure the community that action is being taken to address local concerns. It also provides a safe place for youngsters to wait for parents to collect them, if they are found to be drinking underage.

Local policing officer for the area, PC Vanessa Conde, said: "A lot of the good work done by various partner agencies goes unnoticed but the Safe Zone is an excellent example of how we are working to engage with kids and divert them from negative behaviour and offer them alternatives."



Policing Matters

The Police Authority has established Policing Matters public meetings across West Mercia. Building on the former Police / Community Consultative Groups, the South Worcestershire Policing Matters groups of Malvern Hills, Wychavon and Worcester City are chaired and run by local people. These meetings give you the opportunity to meet and question the divisional commander, police officers, Police Authority members and partner agencies, make suggestions and be briefed on performance and other relevant matters.

For details of forthcoming meetings 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**.

South Worcestershire HQ, Castle Street, Worcester

8am to 10pm Monday to Sunday

Broadway Police Station, Leamington Road, Broadway

10am to 4pm Monday to Thursday
10am to 1pm Friday

Droitwich Police Station, Ombersley Street East, Droitwich

9am to 5pm Saturday, Sunday and Monday
8am to 10pm Tuesday, Wednesday, Thursday and Friday

Evesham Police Station, Abbey Road, Evesham

8am to 8pm Monday to Friday
9am to 5pm Saturday
10am to 4pm Sunday

Malvern Police Station, Victoria Road, Malvern

9am to 5pm Monday and Saturday
8am to 8pm Tuesday, Wednesday, Thursday and Friday

Pershore Police Station, The Civic Centre, Queen Elizabeth Drive

Week 1 - 9am to 5pm Monday to Friday
Week 2 - 9am to 5pm Tuesday to Saturday

Tenbury Wells Police Station, Berrington Road

9am to 1pm Monday and Friday
2pm to 6pm Tuesday, Wednesday and Thursday

Upton-upon-Severn Police Station, School Lane

1.30pm to 4pm Monday
9.30am to 12pm Wednesday, Friday and Saturday

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
- National Victim Support Helpline: 0845 30 30 900
- ChildLine: 0800 11 11
- National Drugs Helpline: 0800 77 66 00
- West Mercia Women's Aid Domestic Abuse Helpline: 0800 980 3331
- 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.

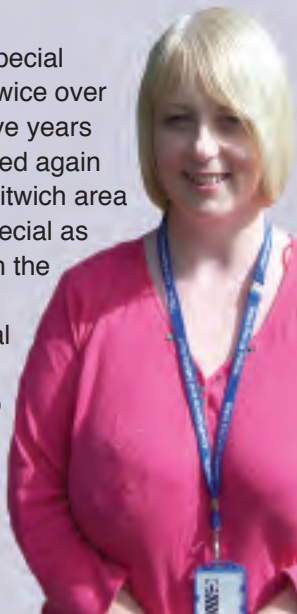
Did You Know?

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.



Partners and Communities Together (PACT)

PACT
Partners and Communities Together

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/

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.

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



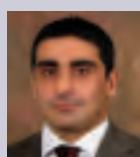
CLlr Richard Smith
rsmith@herefordshire.gov.uk



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



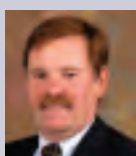
CLlr Michael Wood
Michael.Wood@shropshire.gov.uk



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.

**www.westmerciapoliceauthority.gov.uk
01743 264 690**

**www.westmercia.police.uk
0300 333 3000**