



West Mercia  
**POLICE**



SERVING - PROTECTING - MAKING THE DIFFERENCE



West Mercia  
Police Authority



# Policing Telford & Wrekin 2010

This annual local policing summary highlights how we are working with communities and partners to make Telford & Wrekin 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/](http://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](http://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



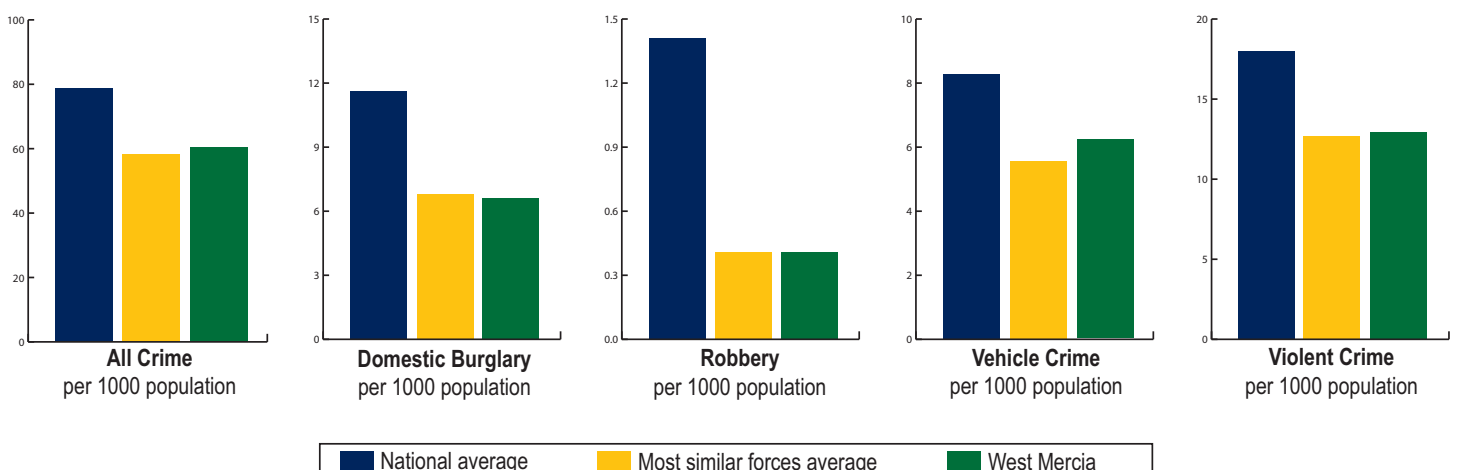
Paul West  
Chief Constable

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](http://www.westmercia.police.uk)



# policing

## telford & wrekin

Telford & Wrekin remains a safe place to live and significant reductions in crime have been achieved over the last 12 months. Recorded crime fell by 12 per cent in 2009/10, resulting in over 1600 fewer incidents of crime. In addition, over 90 per cent of people who were surveyed locally about our policing services were satisfied with the service they received.

It is very pleasing to say that there have been large increases in public confidence, i.e. people are confident with the way we are dealing with the crime and anti-social behaviour that is causing them concern in their local area.

To address anti-social behaviour – which often has the most negative impact upon people's lives – we have set up a joint unit with the local authority to allow us to tackle the issue together. I am pleased to report that we have already achieved a reduction this year and we will strive to work with you to reduce it even further.

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](http://www.westmercia.police.uk)). Crime statistics are available for each local policing area in Telford & Wrekin and are updated monthly.



**Superintendent  
Gary Higgins**

We will continue to work closely with our partners to deal with local issues and ensure our residents feel safe in the areas they live in and get the response they need when they ask for our help.

While we will do our best to build upon this good position, we always need your help. Please get involved – by attending PACT events or joining the Special Constabulary, for example – and together we can keep Telford & Wrekin a safe place and make a real difference.

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## Local Policing Inspectors September 2010



**North Telford and  
Newport**  
Inspector Paul Arnold



**South Telford**  
Inspector Derek Holland



**Central Telford**  
Inspector Keith Gee



**Wellington**  
Inspector Richard Langton

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

## Telford & Wrekin – The Key Facts

Police Officers	299	Local Policing Teams	20
Police Staff	122	Special Constables	48
Community Support Officers	48	Neighbourhood Watch Schemes	600

## Safer Telford & Wrekin Partnership

Working to reduce crime and disorder is not the responsibility of just one agency. The Safer Telford & Wrekin Partnership brings together a wide range of local agencies including officers and elected members of Telford & Wrekin Council, West Mercia Police, West Mercia Police Authority representation, Crown Prosecution Service, NHS Telford & Wrekin, Shropshire Fire and Rescue Service, West Mercia Probation Service, Telford Magistrates Court, Telford & Wrekin Youth Offending Service, Victim Support and Wrekin Housing Trust.

The partnership works together to ensure that Telford & Wrekin remains a safe place through crime prevention initiatives and by addressing issues such as anti-social behaviour, fear of crime and drug and alcohol abuse.

Some of the partnership's work includes the Safer Nights campaign, domestic abuse support services, an 'Out of Sight, Out of Mind' crime reduction campaign and recently a World Cup campaign focusing on alcohol-related disorder and domestic abuse. **Visit [www.safertelford.org.uk](http://www.safertelford.org.uk) to find out more.**

## Crucial Crew Safety Event for Newport Youngsters

A Crucial Crew event held earlier this year for school children in Newport was so successful that organisers are already looking forward to next year's!

Crucial Crew takes place every year in the Telford & Wrekin area and provides invaluable safety lessons to the children who take part including personal safety, crime prevention and good citizenship. Although it is always a great success, not all schools across the county are able to attend, including those in the Newport area.

With this in mind PC Tracey Tonks, Local Policing Officer for Newport West, and the rest of the Newport local policing teams worked with partner agencies such as Telford & Wrekin Council to organise an event specifically for children in the area.

The three day event, held at Harper Adams School, saw 270 year six children take part from seven local schools. Each group of children attended for one day and were given the day off their usual timetable at school to enjoy the event, take advantage of the different lessons on offer and find out how to keep themselves and their friends safe.

Thanks to the hard work of all the partners involved, Newport's first Crucial Crew event was a huge success. PC Tonks received fantastic feedback from the children that took part and the event provided the local policing teams with the opportunity to interact with the youngsters in a safe, friendly and informal way.



### Did You Know?

In the 12 months to March 2010, acts of vandalism ('criminal damage') went down by 17 per cent in Telford & Wrekin – that's over 500 fewer incidents.

## 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**.

### Telford & Wrekin HQ, Malinsgate, Telford

8am to 10pm Monday to Sunday

### Wellington Police Station, Victoria Road, Wellington, Telford

9am to 1pm / 2pm to 5pm Monday to Friday

This information is correct at the time of publication.

## Your Community Matters

Your Community Matters events have been established to provide you with the opportunity to discuss local services in Telford & Wrekin with the people who are responsible for delivery. The events involve a range of organisations including: West Mercia Police, West Mercia Police Authority, Telford & Wrekin Council, Primary Care Trust, Fire and Rescue Service, the Council for Voluntary Services and parish councils. These events give you the opportunity to meet and question representatives from each organisation, make suggestions and discuss issues that are important either on a one to one basis or during a discussion forum.

For details of forthcoming meetings visit [www.westmerciapoliceauthority.gov.uk](http://www.westmerciapoliceauthority.gov.uk) and click on the Policing Matters logo, or telephone 01743 264 690.

## 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: 01743 362 812
- 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.

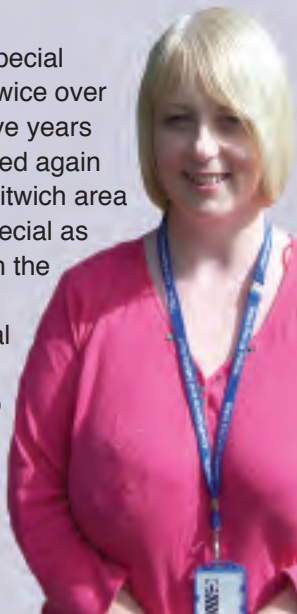
### Did You Know?

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/](http://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/](http://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](http://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/](http://www.westmercia.police.uk/pact/)

More information about the opportunities available can be found at [www.westmercia.police.uk](http://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



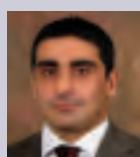
CLlr Richard Smith  
rsmith@herefordshire.gov.uk



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



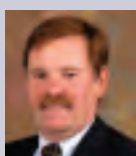
CLlr Michael Wood  
Michael.Wood@shropshire.gov.uk



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](http://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](http://www.westmerciapoliceauthority.gov.uk)  
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