



# **ANNUAL POLICING PLAN 2007 – 2008**

## Foreword from the Chairman of Bedfordshire Police Authority

The challenges faced by the police service may change, but some things remain constant - namely our commitment to the public we serve and an over-riding desire to provide a quality police service to the whole community. We have listened carefully to what the public want and I hope that you will see these views reflected in this Annual Policing Plan for 2007-2008, which sets out our plans, priorities and targets for the coming year.

You will see that we remain committed to Neighbourhood Policing. The introduction of our Safer Neighbourhood Teams has proved popular where they are already in place, increasing public confidence and providing reassurance to local communities. A significant challenge this year, given the Government's decision to cut the funding of Police Community Support Officers by a third, is how we can roll-out the programme across the rest of the county, particularly in rural areas.

Financially, the outlook for policing is fairly gloomy as ever-increasing demands on the budget continue to require efficiencies and savings. We therefore welcome the opportunity arising from the breakdown of the Government's plans for police force mergers, to explore the options for collaboration with our neighbouring forces. In addition to the fiscal benefits of closer working arrangements, we feel that this type of working will help us to close the protective services gap, highlighted in the merger discussions.

We are aware that several major incidents over the last twelve months have meant that officers have been taken away from their normal duties to provide extra capability. Such abstractions inevitably present a very real challenge to smaller forces and did have an effect on our performance and detection rates.

We are determined to overcome this difficulty and feel that the introduction of a dedicated Major Incident Team as described on later pages is designed to address this issue.

The Police Authority fully supports this Plan for the delivery of a policing service designed to meet the needs of Bedfordshire and Luton.

A handwritten signature in blue ink, appearing to read 'Peter Conniff', followed by a small mark resembling the number '11'.

Peter Conniff  
Chair of the Police Authority

## Foreword from the Chief Constable of Bedfordshire

### Delivering a Quality Policing Service in a Customer Focused Way

Our determination to improve our services to the public continues to drive our thinking and actions. We recognise that however people come into contact with the police, they should feel that they have been treated fairly, professionally and with respect. We will use national initiatives such as the Quality of Service Commitment and the Victims' Code of Practice as benchmarks for our activities as well as introducing a set of service standards which is relevant to the people of Bedfordshire and Luton.

This Annual Policing Plan highlights the priorities for policing in Bedfordshire and Luton over the coming year. It tells you about the specific actions we will be taking in the journey set out in our 2005-2008 three-year policing strategy. We are focusing on two key priorities:

- **Reassurance** – increasing community confidence, safety and satisfaction by improving visibility, neighbourhood policing and care for victims and witnesses
- **Crime Management** – helping to drive down crime by improving investigation and end-to-end crime management processes

By April 2008 local Safer Neighbourhood Teams will be in place, providing visible and accessible policing to the communities across all parts of Bedfordshire and Luton. Dedicated to specific areas, these teams will work with local people and organisations to provide a locally tailored service, tackling your priorities of reducing anti-social behaviour and increased visible policing.

A new approach to burglary, vehicle crime and violent crime will help us manage demand, streamline the investigation of these crimes and improve the service to victims.

To improve our major crime capability we are setting up a dedicated Major Investigation Team. The concentrated expertise will make our investigations of murders and other major crimes quicker and more effective. Public protection services will also be improved by drawing together our existing Child Protection, Domestic Violence, Sexual Offences and Online Investigation teams under a single command structure.

The year ahead is challenging, as we seek to enhance existing services and provide new ones with less money available. We must ensure that resources are used as effectively and efficiently as possible. To this end we are bringing all of our Business Support Services together into a central 'Corporate Services' function.

I want the policing service in Bedfordshire and Luton to give confidence to the public. I want you to be confident that we will protect you, reassure you and meet your needs whenever we come into contact. I look forward to working towards that goal over the coming year.



Gillian Parker QPM  
Chief Constable

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# The Context Of Policing In Bedfordshire And Luton

## OUR VISION

The law abiding community puts trust and confidence in the police to safeguard their interests and improve the quality of life. Our Vision is to work with others to meet those expectations:

**Bedfordshire will be a place where the police engage with citizens and key partners to provide high levels of reassurance and public safety**

Everyone who works for Bedfordshire Police has a part to play. We all share a **Mission**:

**Delivering a quality policing service in a customer focused way**

## LOCAL CONSULTATION AND ENGAGEMENT

Policing in Bedfordshire and Luton is being driven by local consultations, intelligence assessments and inspections of our policing service. The National Community Safety Plan, produced by the Home Office, gives an overall context to our operations.

### Community Engagement

During 2006 the Police Authority approved a new Community Engagement Committee. The Authority wishes to place the people of Bedfordshire and Luton at the heart of everything it does and provide a citizen-focused policing service. Both the Authority and Force have responsibility for community engagement. Actively engaged communities can make significant contributions to improving policing services. The community can only make these contributions if the Authority and Force engage citizens with a genuine desire to listen and learn. In November 2006 the Authority and Force agreed a joint Community Engagement Strategy.

Community engagement takes a variety of different approaches: communication, consultation, information gathering and provision and feedback. Over the past year the Police Authority has sought the views of local people on issues including the Home Secretary's proposal to establish strategic forces, the police budget and what our local policing priorities should be for 2007-08.

### Police Authority Consultation

During 2006-07 the Police Authority introduced two new ways for the public to contact us with their views. We used e-consultation as an easy and accessible way for people with Internet access to get in touch. We asked people to 'text' us with their views on police force mergers. We have been very pleased with the results and will continue to use these methods whenever we can. In 2007/08 we are also planning to begin to utilise Citizens' Panels.

### County Division Consultation

Last October the County Division ran a series of joint Authority/Force consultation evenings throughout Bedfordshire. Many councillors, from County, Borough, District, Town and Parish Councils, as well as representatives from Homewatch attended. Members of the Police Authority were eager to hear your views on local policing and what your top priorities were for the coming twelve months. Many of you told us how pleased you were with the Safer Neighbourhood Teams and the excellent job our PCSOs are doing. There is still much work to be done in relation to your top three priorities: more visible policing to deal with low-level anti-social behaviour issues (particularly under-age drinking); improving communication with you; and roads policing (particularly improved visibility and tackling speeding through villages).

## Luton Division Consultation

Luton Division and Luton Borough Council have been working closely to define Neighbourhoods and to identify local issues and concerns. Adding to an existing local agreement in the Farley Hill area a new Service Level Agreement has been agreed for Marsh Farm. This will set the levels of service that the police and local partners can be expected to deliver. A neighbourhood team is being established in the town centre. Consultation with partners has identified burglary, robbery and domestic violence as local concerns upon which we will concentrate resources.

The following table summarises your top priorities coming out of Force consultation:

County Division	Luton Division
<ul style="list-style-type: none"><li>• Visible Policing to deal with anti-social behaviour</li><li>• Improving communication</li><li>• Roads policing</li></ul>	<ul style="list-style-type: none"><li>• Burglary</li><li>• Robbery</li><li>• Domestic violence</li></ul>

## Partner Consultation

Both the Authority and Force are statutory partners in local Community Safety Partnerships. One of the concerns we face is the increase in the fear of crime even though actual crime is on the decrease. The local partnerships regularly consult with residents to gain a picture of how worried you are about crime in your area.

Both County and Luton divisions have worked with partners to develop 'Local Area Agreements' (LAAs). An LAA is an agreement between a regional Government Office and key local partners. It sets out the priorities for a local area over a three year period. Separate LAAs have been agreed for Bedfordshire and Luton, running from April 2006 to March 2009. The following key LAA objectives are relevant to policing:

Bedfordshire LAA (County Division)	Luton LAA (Luton Division)
<ul style="list-style-type: none"><li>• Increase people's perception of feeling safe at night</li><li>• Reduce BCS comparator crimes<sup>1</sup> and maintain the improvement into 2008-09</li><li>• Reduce people's perception of anti-social behaviour</li></ul>	<ul style="list-style-type: none"><li>• Reduce the fear of crime by reducing crime, the harm caused by illegal drugs and domestic burglaries</li><li>• Build respect in communities and reduce anti-social behaviour</li><li>• Tackle the problem of violent crime and harassment, including assaults, robberies and repeat incidents of domestic violence</li></ul>

## Your Priorities

A survey in October 2006 received more responses than ever before, proving the importance that local people place on policing. The responses show that people are keen to see more police on the streets where they live and feel that the prime police responsibilities should be focused around investigating major crime, violent crime and responding to emergencies.

We have consulted with black and minority ethnic groups, women's groups and disabled people. The Independent Advisory Group, representing a wide range of diverse community interests, advises both the Authority and Force. In December 2006 the Authority published its Disability Equality Scheme and Action Plan (available at [www.bedfordshirepoliceauthority.co.uk](http://www.bedfordshirepoliceauthority.co.uk)). The scheme was developed with the help of local people who live with disability. Their involvement has helped us understand some of the barriers

<sup>1</sup> BCS comparator crimes are theft of a vehicle, theft from a vehicle, vehicle interference, burglary, bicycle theft, theft from a person, vandalism (criminal damage), common assault, wounding and robbery.

people face in accessing information on policing and in influencing the policing service they need. During 2007 we will concentrate on the three areas that have been identified by this group: communication and access to information, access to policing services and consultation.

Over the next year we expect your Safer Neighbourhood Teams to be giving you local information on policing performance in your area and on how you can contact them. With our 'Quality of Service Commitment' we will keep you informed if you have been a victim of crime.

Your priorities have shaped our 2007-08 Annual Policing Plan. The roll-out of the Safer Neighbourhood Teams and the increase in Police Community Safety Officers (PCSOs) will go a long way to meeting your priority of increased visible policing. Recent Home Office funding decisions have cut by a third the number of PCSOs we wished to deploy. Though their impact will be reduced, their powers to deal with anti-social behaviour will contribute to another of your priorities. Every year the Police Authority has to balance national priorities set by the Home Office with priorities identified locally. Difficult decisions have to be made about how we allocate our resources to contrasting and sometimes competing demands such as counter-terrorism and accessible neighbourhood policing. National and local priorities are brought together into two key areas:

- **Reassurance** – increasing community confidence, safety and satisfaction by improving visibility, neighbourhood policing and care for victims and witnesses
- **Crime Management** – helping to drive down crime by improving investigation and end-to-end crime management processes

## **ASSESSMENT OF LOCAL INTELLIGENCE**

Intelligence is regularly assessed, both at community level and for the Force as a whole. This helps to identify key trends and developments in criminal activity, raising issues for special attention. The latest intelligence priorities include tackling:

- Woundings (focusing on links to alcohol)
- Personal Robbery
- Domestic Burglary
- Vehicle Crime
- Terrorism
- Illegal Immigration (linked to the transport infrastructure, Luton Airport and proximity to major cities)
- Economic Crime (with links to drugs, violent crime and immigration offences)
- Firearms and Weapons.

## **OUTCOME OF HMIC BASELINE ASSESSMENT 2006**

Her Majesty's Inspectorate of Constabulary published their annual Baseline Assessment of Bedfordshire Police in October 2006. Much of our activity this year will focus on the following two areas, specifically highlighted by the Baseline Assessment as areas for improvement:

*Tackling Serious and Organised Criminality*, including organised crime crossing divisional and/or Force boundaries, support for regional intelligence and operations and recovery of criminal assets under the Proceeds of Crime Act.

*Protecting Vulnerable People*, including child abuse, domestic violence and missing persons.

Additionally, we continue to actively pursue multiple activities in the provision of training, highlighted for improvement in the previous year's Baseline Assessment.

## **POLICE FORCE MERGERS AND JOINT SERVICE PROVISION**

Over the last year Bedfordshire Police has been involved in a process of potential amalgamation with Hertfordshire and Essex Police forces. The Home Office proposed the formation of such a strategic force

would ensure capacity and resilience to tackle serious, organised and major crime ('protective services') whilst providing enhanced neighbourhood policing and emergency response functions.

In June 2006 the Home Secretary announced that he did not intend to proceed with enforced police mergers for short-term financial reasons. The Home Office has since written to Chief Constables and Police Authority Chairs encouraging them to provide enhanced protective services. To this end we are talking with neighbouring and regional police forces to explore joint approaches to both protective services provision and back-office support services.

## **THE NATIONAL COMMUNITY SAFETY PLAN 2006-09, UPDATE NOVEMBER 2006**

The National Community Safety Plan 2006-2009, incorporating the National Policing Plan, emphasises the shared role of police, local authorities and other agencies in delivering community safety.

*The Government's community safety priorities for 2006-2009 are built around six themes:*

- Making communities stronger and more effective;
- Further reducing crime and anti-social behaviour and building a culture of respect;
- Preventing extremism and countering terrorism;
- Creating safer environments;
- Protecting the public and building confidence;
- Improving people's lives so they are less likely to commit offences or re-offend.

*The Government's five key priorities for the police service for 2007-2008, to support the community safety priorities are to:*

- Reduce overall crime in line with the national PSA target, including focussing on more serious violent crime, drug related crime and alcohol-related crime and disorder;
- Enable people to feel safer in their communities by: embedding a dedicated, visible, responsive and accountable neighbourhood policing team in every area by April 2008; working in close collaboration with local government and other community safety partners; and reducing the public perception of anti-social behaviour;
- Continue to bring offences to justice, in partnership with other Criminal Justice agencies in line with the Government's PSA target through improved performance on sanction detections, especially in relation to more serious crime;
- Strengthen public protection by increasing capacity and capability for dealing with widespread threats, and in particular by tackling serious and organised crime;
- Protect the country from both terrorism and extremism.

## Our Actions

Improved delivery of our policing services will be managed through a series of actions under our priorities of reassurance and crime management and in the supporting themes of resource usage and strategic management. Please visit our websites to view the detailed action plans:

[www.bedfordshirepoliceauthority.co.uk](http://www.bedfordshirepoliceauthority.co.uk)

[www.bedfordshire.police.uk](http://www.bedfordshire.police.uk)

### REASSURANCE

**Increasing community confidence, safety and satisfaction by improving visibility, neighbourhood policing and care for victims and witnesses**

#### Community Engagement

Under the national Neighbourhood Policing programme every area in the country will have a dedicated neighbourhood policing team, providing locally tailored and responsive policing services. Neighbourhood policing teams have been operating in Luton for over a year. During the coming year local Safer Neighbourhood Teams will be established across all parts of Bedfordshire. The members of Safer Neighbourhood Teams will remain dedicated to their area, building up their local knowledge and contacts. This will make neighbourhood policing a central means for gathering local intelligence and for consulting with and engaging the community.

#### Equality and Fairness in Service Delivery

The policing service we provide must be fair and seen to be fair to all, in whatever capacity we are called upon. We are in the midst of implementing a comprehensive Race and Diversity Strategy, drawing together the six equality schemes of race, gender, age, disability, faith and belief and sexual orientation. Specific Equality and Diversity training will further enhance our commitment to equality and fairness in service delivery.

#### Visibility

The roll-out of local Safer Neighbourhood Teams will improve the dedicated local policing presence in all areas of the county. By the end of March 2008 we will aim to have 124 police officers and 128 PCSOs, supplemented by members of the Special Constabulary, in 36 Safer Neighbourhood Teams providing a visible and accessible service across the communities of Bedfordshire and Luton. A number of other resources will directly support this frontline presence. Investment in mobile communications technology will enable police officers to access information more effectively whilst on patrol and in the community, rather than having to return to the station. During 2007-08 we will be conducting a review of our shift patterns to ensure we have our resources aligned to effectively meet current demand. We are also replacing our Command and Control system, which will further improve our call handling and dispatch processes.

#### REASSURANCE TARGETS & MEASURES

Our actions to promote reassurance will be assessed by measures in three domains: Citizen Focus, Promoting Public Safety and Providing Assistance. For details about our targets and performance measures please visit our website.

##### Citizen Focus

- Improve the level of user satisfaction with respect to the police service provided to victims of domestic burglary, violent crime, vehicle crime, road traffic collisions and racist incidents
- Increase the percentage of people who think Bedfordshire Police do a good job
- Reduce the difference in satisfaction with police actions between ethnic groups

##### Promoting Public Safety

- Reduce the percentage of people worried about crime and anti-social behaviour
- Reduce the number of people killed or seriously injured as a result of road traffic collisions

##### Providing Assistance

- Increase the proportion of police officer time available for frontline policing
- Reduce the amount of police officer and police staff time lost to sickness
- Increase the percentage of emergency and non-emergency calls answered within target response times

# CRIME MANAGEMENT

**Helping to drive down crime by improving investigation and end-to-end crime management processes**

## Protective Services Provision

This year we are reorganising our resources to provide a Major Investigation Team dedicated solely to investigation of murders and other major crimes. This will allow us to build up expertise, making our major investigations more effective. Investigations will be set up more quickly and more professionally managed. With a forcewide view the Team will be able to manage variations in demand in different locations more effectively.

Our existing Child Protection, Domestic Violence, Sexual Offences and Online Investigation resources are being reorganised into a dedicated Public Protection Unit. Managed under a single command structure, the Unit will improve co-ordination and accountability in this critical and challenging area.

Setting up the Major Investigation Team and the Public Protection Unit will help other services, as the need to abstract police officers from other functions to staff major investigations will be far reduced. Local policing services and investigations into other serious and organised crimes will benefit from having a greater continuity of dedicated officers.

Together with neighbouring police forces and other forces across the Eastern Region we are exploring joint approaches to improve our protective services. A whole range of services are being examined, including major and serious crime, public order, emergency planning and the policing of the major road network. Joined up approaches to counter-terrorism are being discussed at a national level.

## Crime Investigation

Several initiatives are being introduced to improve our crime investigation capability. The Volume Crime Management Model, developed by the National Centre for Policing Excellence, will help us to manage the demand with respect to crimes such as burglary and autocrime in a more robust way. It will bring better management of suspects and will also support Neighbourhood Policing. The national 'Professionalising Investigation Programme' is intended to bring shorter investigations, more court convictions, better targeting of offenders and improved detection rates. We will be reworking our existing investigative approaches for burglary, robbery, violent crime and autocrime into formal minimum standards of investigation.

## Custody and Case Handling

A new IT system to manage preparation of criminal case files is being introduced with the aim of increasing the number of crimes successfully prosecuted.

## Use of Intelligence

Intelligence underpins much policing activity, both for volume crime and major crime. Our Information Management Project is managing the long-term implementation of improved intelligence measures following the Bichard report.

**CRIME MANAGEMENT TARGETS & MEASURES**

Our actions to improve crime management will be assessed by measures in two domains: Reducing Crime and Investigating Crime. For details about our targets and performance measures please visit our website.

**Investigating Crime**

- Increase the number and percentage of offences detected
- Increase the arrest rate in domestic violence incidents
- Increase the number of confiscation orders issued and the value of cash and assets seized in relation to the Proceeds of Crime Act

**Reducing Crime**

- Reduce the levels of violent crime, gun crime, domestic burglary, robbery, vehicle crime and theft
- Reduce the percentage of repeat victimisation for domestic burglary and domestic violence

## RESOURCE USAGE AND STRATEGIC MANAGEMENT

### Human Resource Services

Effective use of our Human Resources – our police officers, police staff, PCSOs, Special Constables and other volunteers – enables us to improve reassurance and crime management. Over the coming year we will be taking a fundamental look at the way we provide HR services across the Force. We will be enhancing our HR systems and processes to improve our recruitment and career development plans. We ensure that we follow legal guidance on all procurement and staffing matters.

### Employee Learning and Development

Effective training services are another input to providing a quality policing service. This year will see a thorough evaluation of our training resources, processes and demands. As part of this we will explore collaboration with other police forces as a means of improving training services.

As part of our ongoing commitment to providing a service that is fair to all we are implementing a specific programme of Equality and Diversity training. We are also implementing new training programmes to improve our crime investigation capabilities and to develop the leadership skills of senior and middle ranking police officers and staff. We are working to ensure that all of our training programmes are equally available to everyone in the Force according to their needs and the needs of the Force.

### Shift Patterns

During 2007/08 we will be conducting a fundamental review of shift patterns to make more efficient use of our resources, increase visibility and to deliver financial efficiencies through better management of overtime.

### Corporate Services

The year ahead is a challenging one, as we seek to enhance existing services and provide new services without additional financial resources. Bedfordshire Police is committed to a 'Value for Money Programme' to ensure that resources are used as effectively as possible in delivering its priorities.

Initial work under the Value for Money Programme centres on creation of a 'Corporate Services' function, bringing all the Business Support Services together, to provide central services more effectively and at a lower cost. This demonstrates our commitment to providing 'value for money' and enabling operational staff to focus on core activities. We continue to explore opportunities for providing more effective and efficient support services through alternative service provision and through collaboration with our neighbouring police forces and other forces in the region.

### Three Directorates

On 1<sup>st</sup> April 2007 the Force will re-structure into three directorates to deliver efficiencies in Senior Management costs, support partnership working and better align us to meet the challenges of the future. The three directorates are: Territorial Policing; Protective Services; and Corporate Services (above). The Territorial Policing Directorate will be concerned with neighbourhood policing, incident response, crime investigation and the end-to-end processes of Citizen Focus (i.e. Call Handling, Community Safety, Corporate Communications and Criminal Justice). Within this directorate we will centralise our Criminal Justice units to improve service delivery and flexibility. The Protective Services Directorate will be concerned with major crime, serious and organised crime, terrorism, all aspects of vulnerability (Child Abuse, Domestic Violence, Missing Persons) and strategic roads policing, as well as Professional Standards.

### RESOURCE USAGE TARGETS & MEASURES

Our actions to improve resource usage will be assessed by measures in the Managing Resources domain. For details about our targets and performance measures please visit our website.

#### Managing Resources

- Increase the proportion of police recruits from minority ethnic groups
- Increase the proportion of female police officer recruits
- Achieve more efficient and effective use of resources

## MANAGING FINANCIAL RESOURCES

### 2007-2008 Budget

The national settlement for the Police Service resulted in all forces receiving an increase of 3.6%. Whilst the settlement appears to be greater than inflation, due to additional mandatory requirements on the service, such as Neighbourhood Policing and Management of Police Information the Authority still faced a shortfall of £1.5M. In addition to these pressures certain specific grants have also been reduced. Specifically, with regard to the funding arrangements for safety camera enforcement, from 1st April 2007 a cash limited grant will be received from Bedfordshire County Council and Luton Borough Council. All the fine income will continue to return to Central Government.

On top of this shortfall the Force faces particular finance pressures in the area of interpreters, forensics and infrastructure issues around the implementation of Neighbourhood Policing.

A further financial pressure faced by the Authority is the imminent replacement of Greyfriars Police Station, as a result of the Bedford Town Centre redevelopment. Whilst the timetable for completion of the new build is Spring 2009, the actual costs involved in the design, build and relocation will start in 2007-08 and therefore it is likely that borrowing will need to be incurred in this financial year.

The actual level of savings therefore required to ensure that the Council Tax increase remained as low as possible totals £2.3M. The majority of these savings will be achieved through the rationalisation of back office functions as well as restricting national policing issues to the level of specific funding rather than supplement these activities (such as policing London Luton Airport) via the local taxpayer. Whilst achieving the savings, certain activities have been re-aligned to ensure maximum efficiency in future years, these mainly hinge around the centralisation of the Major Incident Team and Public Protection Unit as well as revised processes for Volume Crime Management.

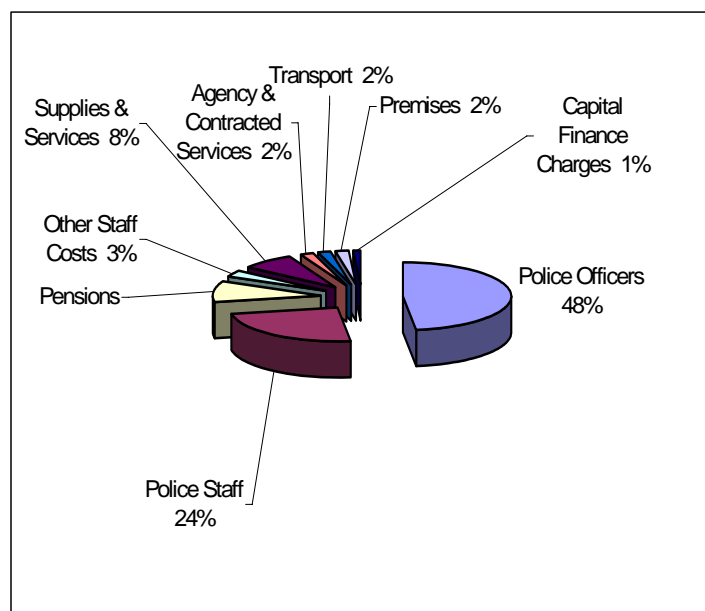
All of these issues were consulted on with the general public and gained full support, particularly the implementation of Neighbourhood Policing and the costs around interpreters and forensics.

Taking into consideration all of these issues the Authority produced a revenue budget of £91.2M comprising of £103.4M gross and income of £12.2M.

In setting the budget the police officer establishment was retained at 1,250 and funding included a total of 128 PCSOs.

#### Comparison of Expenditure

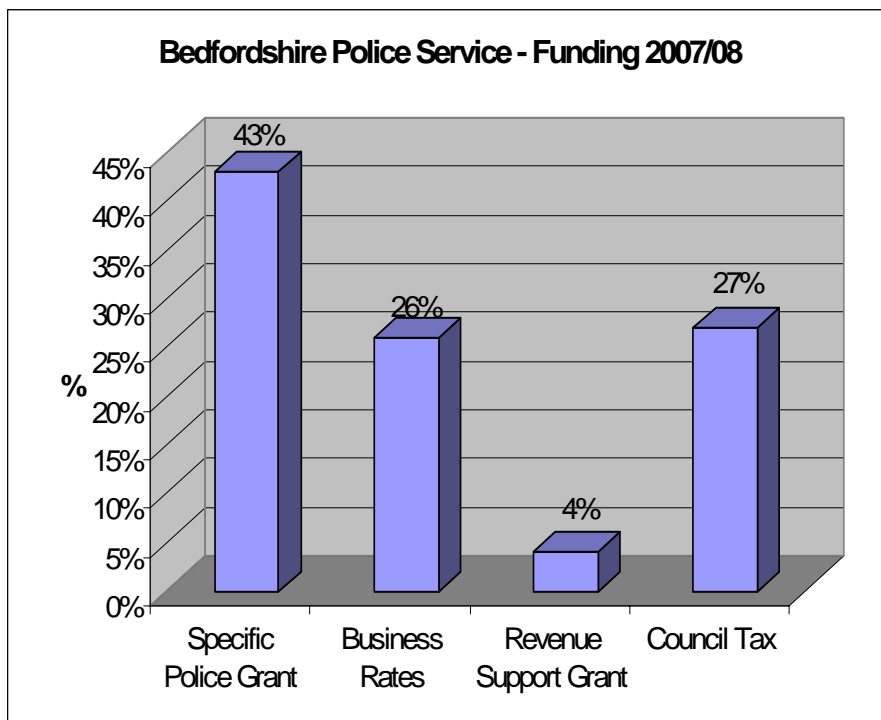
	2007/08 £'m	2006/07 £'m
Police Officers	49.8	48.4
Police Staff	24.9	23.1
Pensions	10.0	9.7
Other Staff Costs	3.0	2.7
Supplies & Services	7.8	6.8
Agency & Contracted Services	2.8	2.8
Transport	2.3	2.3
Premises	2.3	2.2
Capital Finance Charges	0.5	0.3



### How is the Budget Funded

The funding of the £91.2M revenue budget is comprised of 4 main sources. Central Government provide 73% or £66.4M with the remaining 27%, £24.8M coming from Council Tax.

The Band D equivalent Council Tax for 2007-08 was set at £123.43, which represents a 5.0% increase on the 2006-07 figure of £117.55. This equates to an increase of 11p per week for each council tax payer.



## Summary of the 2007-08 Efficiency Plan

The 2007-08 Efficiency Plan indicates the planned savings from efficiency measures. Total efficiency savings for 2007-08 amount to around £6.2M, with ongoing annual savings of around £4M. The following table indicates the projects in the Efficiency Plan and the uses to which savings will be put. Cashable savings represent actual cost reductions (i.e. spending less). Non-cashable savings represent greater or better quality outputs for the same cost.

Project	Planned savings (£000)		Use to which savings will be put
	2007/08	2008/09 on (full year)	
<b>Cashable Savings</b>			
Carry Forward from 2006/07 Savings	396		
Support staff vacancies (removing vacant posts)	635	635	Minimising the impact on service delivery in achieving a balanced budget
Pay award contingency (budget reduction)	240	240	Minimising the impact on service delivery in achieving a balanced budget
Reduction of 3 policing divisions into 2	140	140	Minimising the impact on service delivery in achieving a balanced budget
Effective use of officers on restricted duties	345	720	Minimising the impact on service delivery in achieving a balanced budget
Non-pay budget reductions	555	555	Minimising the impact on service delivery in achieving a balanced budget
Reductions to back-office functions	180	180	Minimising the impact on service delivery in achieving a balanced budget
Streamlining of support services	200	720	Minimising the impact on service delivery in achieving a balanced budget
Reductions to Casualty Reduction Partnership budget	300	300	Savings arising from national changes to casualty reduction funding
Airport policing	200	200	Savings from replacing PCs with PCSOs
<b>Total Cashable Savings</b>	<b>1,846</b>	<b>1,515</b>	

<b>Non-Cashable Savings</b>			
Carry forward from 2006/07 Savings	1,700		
Increased PCSOs releasing police officers	738	1,080	To increase visibility and reassurance
Increased frontline policing	342	342	To increase visibility and reassurance and enhance neighbourhood policing
Introduction of Highways Agency to assist roads policing	9	9	To release police officers for increased visibility and reassurance
Introduction of new mobile communications technology to increase officers' time out of station	113	113	To increase visibility and accessibility of patrol officers
Improved fingerprint technology	7	7	Releases resources to other activities
Volume Crime Forensics (reduction in level of submissions to forensics laboratories)	200	200	Releases resources to other activities
Centralised Major Incident Team and Public Protection Units	300	300	Improved performance in major incidents and protecting vulnerable people; releases resources to other activities
Replace inkjet printers with laser printers	30	30	To assist in funding increased IS/IT maintenance costs
<b>Total Non-Cashable Savings</b>	<b>4,400</b>	<b>2,532</b>	
<b>TOTAL EFFICIENCY SAVINGS</b>	<b>6,246</b>	<b>4,047</b>	

# Getting in Touch with Bedfordshire Police

## POLICE AUTHORITY

### Clerk to the Police Authority:

**John Atkinson**

Bedfordshire Police Authority

Bridgebury House

Woburn Road, Kempston, MK43 9AX  
(01234) 842066

Email: [police.authority@bedfordshire.pnn.police.uk](mailto:police.authority@bedfordshire.pnn.police.uk)

## POLICE HEADQUARTERS

### Chief Constable:

**Gillian Parker QPM**

Bedfordshire Police Headquarters

Woburn Road, Kempston, MK43 9AX

Email: [staff.officer@bedfordshire.pnn.police.uk](mailto:staff.officer@bedfordshire.pnn.police.uk)

## LUTON DIVISION

### Divisional Commander:

**Chief Superintendent Nicky Dahl**

Email: [luton.division@bedfordshire.pnn.police.uk](mailto:luton.division@bedfordshire.pnn.police.uk)

### Luton Police Station \*

Buxton Road, Luton, LU1 1SD

### Luton North Police Station

High Street, Leagrave, LU4 9YZ

Opening hours: Mon-Fri 9.30am - 3.00pm

## COUNTY DIVISION

### Divisional Commander:

**Chief Superintendent Andy Frost**

Email: [bedford.division@bedfordshire.pnn.police.uk](mailto:bedford.division@bedfordshire.pnn.police.uk)

### Greyfriars Police Station \*

Greyfriars, Bedford, MK40 1HR

### Dunstable Police Station

West Street, Dunstable, LU6 1SJ

Opening hours: Mon-Sun 7.00am - 11.00pm

### Houghton Regis Police Station

Sundon Road, Houghton Regis, LU5 5LN

Opening hours: Mon-Fri 9.00am - 5.00pm

### Leighton Buzzard Police Station

Hockcliffe Road, Leighton Buzzard, LU7 8JL

Opening hours: Mon-Thur 8.30am - 4.30pm (closed 1pm - 2pm), Fri 8.30am - 4.00pm (closed 1pm - 2pm), Sat & Sun 9.00am - 12.00pm

### Biggleswade Police Station

Station Road, Biggleswade, SG18 8AL

Opening hours: Mon 9.00am - 5.00pm, Tues-Fri 8am - 7pm, Sat 9.00am - 5.00pm

### Amphill Police Station

Woburn Road, Amphill, MK45 2HX

Opening hours: Mon-Fri 8.00am - 5.00pm

### Riseley Police Station

37 High Street, Riseley, MK44 1DX

Opening hours: Mon-Fri 9.30am - 12.00pm

\* open to personal callers 24 hours a day  
Suitable for access by people with disabilities.

Three Neighbourhood Offices are open for local community surgeries at specific times.

### Castle Road Neighbourhood Office

104a Castle Road, Bedford, MK40 3QR

### Gostwick Road Neighbourhood Office

22 Gostwick Road, Bedford, MK42 9XD

### Springfield Centre Neighbourhood Office

Unit 5, Springfield Centre

Orchard Street, Kempston, MK42 7PR

Surgeries are also held at:

### The Bungalow, Woodside School

Church Lane, Bedford, MK41 0DH

### St. Mark's Church Centre

Calder Rise, Brickhill, Bedford, MK41 7UY

## PROTECTIVE SERVICES (OPERATIONAL AND CRIME SUPPORT)

### Divisional Commander:

**Detective Chief Superintendent Debbie Simpson**

Bedfordshire Police Headquarters \*\*

Woburn Road, Kempston, MK43 9AX

## CITIZEN FOCUS DIVISION

### Divisional Commander:

**Chief Superintendent Ivor Twydell**

TBC

## FINDING US ON THE INTERNET

[www.bedfordshire.police.uk](http://www.bedfordshire.police.uk)

[www.bedfordshirepoliceauthority.co.uk](http://www.bedfordshirepoliceauthority.co.uk)

[www.askthepolice.co.uk](http://www.askthepolice.co.uk)

## LOOK OUT FOR US AROUND THE COUNTY

Three mobile police stations run a schedule of visits to villages and urban areas around the county.

## 24/7 GENERAL ASSISTANCE & ENQUIRIES

from North or Mid Beds

☎ (01234) 841212

from Luton or South Beds

☎ (01582) 401212

MINICOM Users

☎ (01234) 842233

Typetalk

☎ 18001 01234 841212

☎ 19001 01583 401212

## IN AN EMERGENCY

Where there is a risk to life or a crime is in progress

☎ 999 or 112

## Getting in Touch: Other Useful Contacts

### BEDFORD AREA

#### Community Safety Team

Sally Flint  
Bedford Borough Council  
Riverside House (Room B101)  
6 Horne Lane, Bedford, MK40 1PY  
☎ 01234 221881  
email: [communitysafety@bedford.gov.uk](mailto:communitysafety@bedford.gov.uk)

#### Anti-social Behaviour Reduction Co-ordinator

Ann Louis-Stephenson  
Greyfriars Police Station  
Greyfriars, Bedford, MK40 1HR  
☎ 01234 275260  
email: [ann.louis-stephenson@bedfordshire.pnn.police.uk](mailto:ann.louis-stephenson@bedfordshire.pnn.police.uk)

#### Neighbourhood Watch

Ian Hunter  
Greyfriars Police Station  
Greyfriars, Bedford, MK40 1HR  
☎ 01234 275165  
email: [ian.hunter@bedfordshire.pnn.police.uk](mailto:ian.hunter@bedfordshire.pnn.police.uk)

### MID BEDFORDSHIRE AREA

#### Community Safety

Rob Parsons  
Community Safety Manager  
Mid Beds District Council  
Priory House, Monks Way  
Chicksands, Shefford, SG17 5TQ  
☎ 01462 611120  
email: [rob.parsons@midbeds.gov.uk](mailto:rob.parsons@midbeds.gov.uk)

#### Anti-Social Behaviour Reduction Co-ordinator

Graham Caves  
Mid Beds District Council  
Priory House, Monks Way  
Chicksands, Shefford, SG17 5TQ  
☎ 01462 611224  
email: [graham.caves@midbeds.gov.uk](mailto:graham.caves@midbeds.gov.uk)

#### Neighbourhood Watch

Brendan Murray  
Leighton Buzzard Police Station  
Hockcliffe Road, Leighton Buzzard, LU7 8JL  
☎ 01582 473440  
email: [brendan.murray@bedfordshire.pnn.police.uk](mailto:brendan.murray@bedfordshire.pnn.police.uk)

### SOUTH BEDFORDSHIRE AREA

#### Community Safety Partnership

Jeanette Keyte  
Community Safety Liaison Officer  
South Bedfordshire District Council  
The District Offices  
High Street North, Dunstable, LU6 1LF  
☎ 01582 472222 extension 32016  
email: [jeanette.keyte@southbeds.gov.uk](mailto:jeanette.keyte@southbeds.gov.uk)

#### Acting Anti-Social Behaviour Reduction Co-ordinator

Alison Kemp  
South Bedfordshire District Council  
The District Offices  
High Street North, Dunstable, LU6 1LF  
☎ 01582 472222  
email: [alison.kemp@southbeds.gov.uk](mailto:alison.kemp@southbeds.gov.uk)

#### Neighbourhood Watch

Brendan Murray  
Leighton Buzzard Police Station  
Hockcliffe Road, Leighton Buzzard, LU7 8JL  
☎ 01582 473440  
email: [brendan.murray@bedfordshire.pnn.police.uk](mailto:brendan.murray@bedfordshire.pnn.police.uk)

### LUTON AREA

#### Anti-Social Behaviour Reduction Co-ordinator

Jessica Rigney  
Safer Luton Partnership  
6 Cardiff Road, Luton, LU1 1PP  
☎ 01582 451478  
email: [jessica.rigney@bedfordshire.pnn.police.uk](mailto:jessica.rigney@bedfordshire.pnn.police.uk)

#### Community Safety Team

Ian Middleton  
Safer Luton Partnership  
6 Cardiff Road, Luton, LU1 1PP  
☎ 01582 458568  
email: [ian.middleton@bedfordshire.pnn.police.uk](mailto:ian.middleton@bedfordshire.pnn.police.uk)

#### Neighbourhood Watch

Paul Denton  
Safer Luton Partnership  
6 Cardiff Road, Luton, LU1 1PP  
☎ 01582 480770  
email: [lnwpaul@aol.com](mailto:lnwpaul@aol.com)

### OTHER PARTNER CONTACTS

#### Victim Support Bedfordshire (Area Office)

Saxon Centre  
230 Bedford Road, Kempston  
Bedfordshire MK42 8PP  
☎ 01234 840 300  
email: [victimsupport@bedsvs.co.uk](mailto:victimsupport@bedsvs.co.uk)  
(Alternatively contact the Victim Support national telephone support line on 0845 3030900)

#### Road Victims Trust

146 Bedford Road, Kempston  
Bedfordshire MK42 8BH  
☎ 01234 843345  
email: [enquiries@rvtrust.co.uk](mailto:enquiries@rvtrust.co.uk)

#### Bedfordshire & Luton Casualty Reduction Partnership

PO Box 412  
Bedford, MK41 7WD  
☎ 01234 716333  
email: [partnership.administrator@bedfordshire.pnn.police.uk](mailto:partnership.administrator@bedfordshire.pnn.police.uk)

## Environmental Services Contacts

Local councils provide help with abandoned cars, noise and other environmental problems:

Local Authority	Bedford Borough Council	Mid Bedfordshire District Council	South Bedfordshire District Council	Luton Borough Council
Abandoned vehicles	☎ 0800 121 8888 <a href="mailto:streetcare@bedford.gov.uk">streetcare@bedford.gov.uk</a>	☎ 08452 304040 <a href="mailto:customer.services@midbeds.gov.uk">customer.services@midbeds.gov.uk</a>	☎ 01582 474126	☎ 01582 546896 <a href="mailto:abandoned.vehicles@luton.gov.uk">abandoned.vehicles@luton.gov.uk</a>
Noise nuisance	☎ 01234 267422 <a href="mailto:ehadmin@bedford.gov.uk">ehadmin@bedford.gov.uk</a>	☎ 08452 304040 <a href="mailto:customer.services@midbeds.gov.uk">customer.services@midbeds.gov.uk</a>	☎ 01582 472222, ext. 32455	☎ 01582 510330 <a href="mailto:environmentalhealth@luton.gov.uk">environmentalhealth@luton.gov.uk</a>

The Police Authority is responsible for the preparation of the performance plan and for the information and assessments set out within it, and the assumptions and estimates on which they are based. The Police Authority is also responsible for setting in place appropriate performance management and internal control systems from which the information and assessments in the performance plan have been derived. The Police Authority is satisfied that the information and assessments included in the plan are, in all material respects, accurate and complete and that the plan is realistic and achievable.

Bedfordshire Police Authority  
Bridgebury House  
Woburn Road, Kempston  
MK43 9AX  
(01234) 842066