

5. Complaints about police officers, PCSOs and staff can be made by various methods:

- Visiting a Police Station
- In writing to the Professional Standards Department (*information on website*)
- Telephone a Police Station or the Professional Standards Department (*01234 841212*)
- By appointment with the Professional Standards Department
- Via the Independent Police Complaints Commission (*I.P.C.C*) (*www.ipcc.gov.uk - 08453 002 002*)
- Through the website at www.bedfordshire.police.uk

Did you know of these ways to complain?
Yes / No (*Please circle as appropriate*)

6. About You

Male/female

Age

Do you consider yourself Yes No to have a disability?

Ethnic origin

Property band

7. Do you have any other comments on Bedfordshire Police Force or Police Authority?

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TO REPLY

Simply detach this section and return it to us free of charge using the Freepost address:

Bedfordshire Police Authority
FREEPOST ANG 5778
Bridgebury House, Woburn Road
Kempston, Bedford
MK43 9ZD

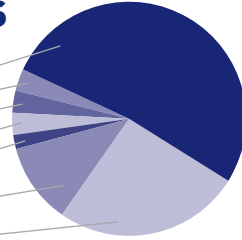
Please reply before April 30th 2010

This survey can also be found on our website for electronic completion.

EXPENDITURE AND FUNDING CHARTS

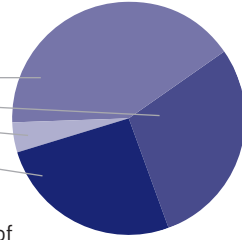
Expenditure

- Police Officers **51%**
- Premises **3%**
- IT **3%**
- Other Costs **3%**
- Transport **2%**
- Pensions **11%**
- Other Staff **27%**



Funding

- Police Grant **41%**
- Council Tax **29%**
- Revenue Support Grant **4%**
- Business Rates **26%**



The Police Authority element of your overall Council Tax bill is approximately 9%, with the remaining 91% being used to provide you with other local services.

The average* cost per household for policing is £144.77 per annum, but varies depending on the banding of your particular property, as shown below:

Band A	£96.51
Band B	£112.60
Band C	£128.68
Band D*	£144.77
Band E	£176.94
Band F	£209.11
Band G	£241.28
Band H	£289.54

This means that for a Band D property (*the average*) the amount of Council Tax which goes towards policing is 40 pence per day.

CAPITAL EXPENDITURE

The Police Authority has agreed a three-year capital programme totalling £29.6M which incorporates the potential to align the estate more appropriately to operational and community needs. It also provides the ability to implement automated solutions to manual processes, thus reducing bureaucracy and providing officers and staff with more time to focus on the delivery of policing services to the public of Bedfordshire.

MORE INFORMATION

If you would like further information about the Police Authority please visit our web-site at: www.bedfordshirepoliceauthority.co.uk

Bedfordshire Police Authority
 Bridgebury House
 Woburn Road
 Kempston
 Bedford MK43 9AX

Tel: 01234 842066
 Fax: 01234 842068
 Email: info@bedfordshirepoliceauthority.co.uk

This leaflet is available in different languages or formats on request. Please tel: 01234 842066.

Bedfordshire Police Authority is committed to equality and diversity in every aspect of its business.

Bedfordshire Police Authority

Council Tax INFORMATION
2010-11

CONNECTING POLICE AND COMMUNITIES

In setting the budget this year we aimed to maintain frontline service delivery, enable further investment in key areas that are important to the public and keep increases to an affordable level for local taxpayers.

Peter Conniff
 Chair, Bedfordshire Police Authority



WHAT WE DO

The Police Authority is an independent organisation responsible for monitoring the work of the Police Force. It has 17 members, nine locally elected councillors and eight independent members of the public.

It works to:

- Identify local policing priorities
- Set performance targets
- Agree and monitor the police budget
- Assess how well Bedfordshire Police performs
- Keep you informed
- Check what you think about policing
- Hold the Chief Constable to account

Its key responsibility is to ensure an efficient and effective police service for Bedfordshire, including Luton.

The Authority and the Force have the same vision:

To be organisations that inspire trust and confidence, that listen, respond and meet the needs of individuals and communities.

MAKING A DIFFERENCE

The Authority's investment over recent years has helped the Force achieve significant improvements in performance.

- Despite the recession, in 2009 there were 4,246 fewer victims of crime in Bedfordshire than in 2008. This includes 630 fewer homes burgled, 356 fewer robberies and 967 fewer incidents of criminal damage.
- In 2009 the Joint Major Crime Unit's work resulted in prison sentences totalling almost 500 years.
- Between April and December 2009 Forensic Investigators examined 6205 crime scenes in Bedfordshire.
- In 2009 surveys showed more and more of you are getting to know your Safer Neighbourhood Teams, with eight out of ten believing the police understand the issues that affect your neighbourhood.

CHECKING UP

With its emphasis on good service and response, the Policing Pledge is an important part of the service you receive. The Authority checks how well the standards set out in the Pledge are being met by scrutinising performance and physically going along to see what's happening. Members attend local meetings, work with the Safer Neighbourhood Teams to see how well local priorities have been met and check the response to calls for assistance.



The full Pledge can be viewed at:
www.bedfordshire.police.uk

GETTING THE PRIORITIES RIGHT

Our priorities are based on your opinions and we will continue the drive to enhance Neighbourhood Policing and the protection of vulnerable people. We are also supporting the Force in its drive to tackle serious and organised crime, as driving down this sort of criminality will reduce burglary, robbery and vehicle crime making other services more effective as a result.

This year our consultation showed us that many people:

- Would support a significant increase in police funding.
- Want to protect previous investment in Safer Neighbourhood Teams.
- Would like extra investment to protect vulnerable people.

WORKING TOGETHER

We will continue to consider all collaboration opportunities where there is potential for improving the policing service in Bedfordshire, through improved effectiveness, efficiencies and resilience.

We are also looking for ways to work more effectively with our partners in Bedfordshire, reducing bureaucracy and improving the service you receive from us.



FINANCE INFORMATION

In agreeing the 2010/11 Revenue Budget the Authority focused on providing the most cost effective service delivery for the public of Bedfordshire, not only in the coming year but also in future years. The Authority took into account the challenges the current economic climate presents and sought to provide resources to support the policing services that local people value most and meet the needs of our communities. The increase in the policing element of the Council Tax was kept to a minimum.

To assist in this process of balancing budgets whilst sustaining service delivery, Bedfordshire Police has undergone some significant process reviews to provide the public with a more visible Police Force, through a more focused response function and better crime investigation.

In addition, resources have been redirected to tackle organised crime associated with burglary, vehicle crime, drugs and knife crime. We have also agreed further investment to protect vulnerable people, including child protection, domestic abuse and sexual offences. Neighbourhood Policing activity will continue to be developed to provide a more consistent approach across all of our neighbourhoods.

The revenue budget for 2010/11 has therefore been set at £102.821M, an increase of £3.314M (3.3%) over last year. The Government provides £73.089M (71%) of the total amount, with the remaining £29.732M (29%) coming from the locally raised Council Tax.

This means that the policing precept, the part of the Council Tax that goes towards policing, will increase by 3% (£4.21) for a Band D household, which is approximately 8 pence per week.

The Authority is committed to keeping Council Tax increases as low as possible so we constantly review how services are delivered to make them more efficient. Forecast efficiency savings by March 2010 are £7.177M, a further £2.925M on the level of efficiency savings achieved in 2008/09. This represents a saving of £35 per Band D dwelling, compared with a benchmark of £54.

Each year the Authority is assessed by the Audit Commission on its use of resources and given a score out of four (four being 'performing strongly' and one being 'inadequate performance'). In November 2009, the Authority was one of only a handful to score 'three' in recognition of its strong performance in making efficiency savings and improving services.

YOUR THOUGHTS PLEASE

Please spare a minute or two to answer these questions about local policing.

1. Are you aware of your Local Safer Neighbourhood Team and how to contact them?
(Please tick as appropriate)
 I am aware and know how to contact them
 I am aware but do not know how to contact them
 I am not aware of my Safer Neighbourhood Team.
2. Are you aware of your Local Community Safety Forum and have you attended a meeting?
(Please tick as appropriate)
 I am aware and have attended
 I am aware but have not attended
 I am not aware of a Local Community Safety Forum in my area or how to attend.
3. Do you feel you are able to influence policing in your area?
Yes / No (Please circle as appropriate)
4. POLICING PLEDGE: Bedfordshire Police, supported by Bedfordshire Police Authority, has four aims; to make people safer, to increase feelings of safety, to improve levels of satisfaction with our service and to improve public confidence in Bedfordshire Police.
Are you aware of the Policing Pledge and what it means for you?
Yes / No (Please circle as appropriate)

