



# Annual Policing Plan

2009-2010 Summary



Serving Communities and  
Making them Safe from Crime

**“Our vision is to be an organisation that inspires trust and confidence, that listens, responds and meets the needs of individuals and communities.”**

Every year the Police Authority, in consultation with the Chief Constable, produces a Policing Plan outlining how Bedfordshire Police will deliver its services to local communities over the next 12 months. The plan responds to the issues that local people have said concerns them most plus targets set by the Government.



## A Pledge to Service

The Policing Pledge clearly states the standards of service that you can expect to receive from Bedfordshire Police. In effect it is a **CONTRACT** between the Police and the community.

The Pledge has ten cores standards which include:

- Responding to calls for assistance
- Response times
- Giving the public a greater say in how local policing is provided
- Providing you with information on crime
- Improving the treatment of victims and witnesses

*If the standards are not met an explanation will be provided telling you why.*

The Policing Plan shows how the Pledge will be met.

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## What People Want

When we agree the key policing priorities, we consult with people to make sure that our priorities reflect their concerns and those of our partners such as the Community Safety Partnerships. As a result, the focus for the coming year will be on the provision of local policing in neighbourhoods and protecting people from serious threats.

Each division also has local priorities which can be seen below.

### County Division

- Combating burglary, robbery & vehicle crime
- Reducing re-offending rates
- Reducing domestic abuse
- Increasing the number of drug users in treatment

### Luton Division

- Combating violent crime
- Combating burglary, robbery & vehicle crime
- Addressing anti-social behaviour
- Reducing re-offending rates
- Reducing domestic abuse

## Planning Ahead

The Annual Policing Plan aims to deliver four key outcomes: namely that Bedfordshire will be a place where: **People are safer; People feel safer; People are more satisfied** with the service they receive from Bedfordshire Police; and **People have more confidence** in Bedfordshire Police.

In many ways these outcomes are mirrored in the Government's single target for policing in the coming year. It wishes to see an increase in the **“percentage of people who agree that the Police and local council are dealing with the anti-social behaviour and crime issues that matter in their area.”**

The Police Authority has approved a plan with six key priorities which, with our partners are designed to help the Force meet these expectations.



**In 2009-2010, Bedfordshire Police will:**

**1 Provide people with an accessible policing presence and the opportunity to influence service delivery.**

- Easily accessible Safer Neighbourhood Teams will consult with communities to make sure that they meet local needs.
- Calls for assistance will receive a prompt and appropriate response while an appointments system for non-urgent matters will be introduced across the Force.

**2 Tailor services to meet the different needs of individuals and communities.**

- Services to victims, witnesses and diverse communities will be improved by taking their views of the service provided into account and adapting it accordingly, alongside training in equality and fairness.
- Feedback from complaints will improve service delivery in all areas.

**3 Ensure that the most serious threats to public safety can be identified and effectively addressed.**

- Investment in new technology and people will improve the Force's ability to tackle serious and organised crime and confiscate assets gained through illegal activities.
- The Force will improve its capacity to keep vulnerable (the young, elderly, victims of domestic abuse or forced marriage) people safe from harm by co-ordinating its work with partner organisations.

**4 Ensure that the right people, with the right skills, are in the right place with the right facilities to police Bedfordshire and Luton effectively.**

- Careful planning of the workforce balance and training will help people to excel in their work while recruitment from all the varied communities across Bedfordshire will be encouraged to ensure a diverse workforce.
- Special Constables and other volunteers will continue to add real value and diverse experience to service delivery.

**5 Work with local partners and other Police Forces to improve service delivery and make best use of funding.**

- Co-ordination of the services provided by other organisations and joint working with other Police Forces will bring financial efficiencies to help maintain local frontline policing services.
- Policing priorities will be set in consultation with local partners such as the Community Safety Partnerships within the three unitary authorities.

**6 Provide a service that is visibly good value for money.**

- Unnecessary paperwork will be reduced and efficiencies of £2.925M are planned in the coming year.
- Reinvest savings to maintain officer numbers and performance improvements.

## Monitoring Police Performance

The Authority will robustly scrutinise the delivery of services against the plan, challenging areas of under-performance and publicly holding the Chief Constable to account for the standard of services delivered. This information is made widely available.

Performance is assessed against national and local indicators, with local (Force-wide) targets agreed by the Police Authority identified in the policing plan. The Government has set Bedfordshire a target of 50% by March 2010 for its over-arching confidence measure.

Performance is also monitored at national level, by the Government's Comprehensive Area Assessment Scheme, which assesses the services provided by local organisations such as councils and Police.

**Full copies of the 2009-10 Policing Plan and the Three-Year Strategic Plan are available on the Police Authority's website: [www.bedfordshirepoliceauthority.co.uk](http://www.bedfordshirepoliceauthority.co.uk)**





## About the Authority

The Police Authority is an independent body that represents the views of local communities on policing issues. It is made up of nine local councillors and eight independent members of the public one of whom must be a magistrate.

### It works to:

- Identify the policing issues that most concern people
- Set the strategic direction for the Force
- Agree performance targets
- Scrutinise Force Performance
- Set the level of council tax local people pay towards policing
- Set and monitor the Police budget
- Appoint senior officers

The primary responsibility of the Authority is to ensure an efficient and effective police service for Bedfordshire. This is why the Authority checks every area of service delivery very carefully, so that it can focus on any area where performance needs to be improved.

## The Budget

The budget for 2009-10 was agreed at **£99.507M**, an increase of **£3.451M** over last year. The Government provides **£70.754M** of the total amount, with the remaining **£28.753M** coming from the locally raised Council Tax.

The key aims were to maintain officer numbers; enable improvements in areas of Serious and Organised Crime; and provide the resources for further developments in Neighbourhood Policing.

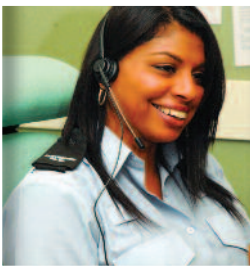


## Delivering Results

Last year the Police Authority took the decision to inject more funds to improve Police performance.

### As a result:

- Safer Neighbourhood Teams are firmly embedded in local communities
- The number of crimes detected has improved significantly
- Overall crime is falling month on month
- Specialist officers are in place in the Force's Public Protection Unit.



## How to Contact Us

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

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

**If you wish to contact Bedfordshire Police please call 01234 841212 or visit [www.bedfordshire.police.uk](http://www.bedfordshire.police.uk)**