



**West Mercia
Police Authority**

WORKING WITH YOU IN PARTNERSHIP FOR WEST MERCIA

As your Police Authority we recognise the value of effective partnership working in contributing to the improvement of the well-being of our communities and to meeting our strategic priorities for policing.

Communication is key to success and this newsletter is one of the ways we hope to keep our partners informed about the work of this Police Authority and updated on key policing issues.



CHAIRMAN
CLLR. SHEILA BLAGG

Crime Mapping



The national online Crime Map was rolled out to police forces on 1 October to help increase public confidence in policing.

Crime statistics for each area, as well as neighbourhood policing information, including the number of offences brought to justice are available to the public for the first time on a single website - <http://maps.police.uk>. This information will also be available through DirectGov and most force websites, including West Mercia.

Crime Map users can access details on their neighbourhood policing team, local crime priorities, their local policing pledge as well as the details of forthcoming meetings or events held locally. Users will see figures for burglary, robbery, violence, vehicle crime, antisocial behaviour and all crime in their area. They can compare the level of crime for the same three-month period in the previous year and see annual crime rates. Users can also compare their area with similar policing areas across England and Wales.

The national Crime Map system builds on the Policing Pledge, which sets out what the public can expect from their local force and how they can get involved in policing. It will help to address fears about crime by giving access to information at a local level, along with updates on forces action.



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Working with you to improve policing in
Shropshire, Telford & Wrekin,
Herefordshire and Worcestershire

Improving Satisfaction and Public Confidence

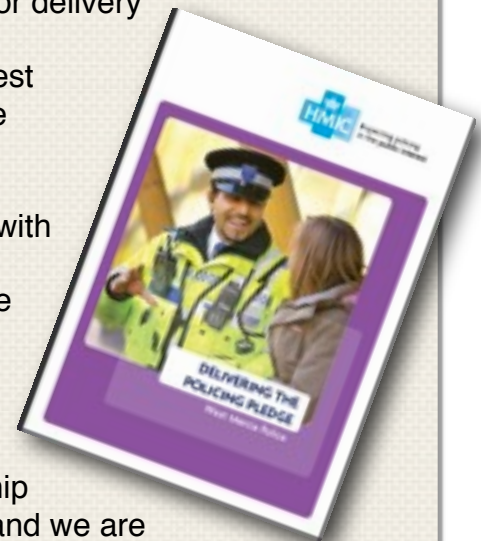
Good - Delivery of Policing Pledge

The Police and Police Authority's aim, as set in our Joint Policing Plan 2009-2012, is to enhance public confidence and satisfaction in policing services by working with our partners and communities and focusing on priority areas, including delivering West Mercia's Policing Pledge.

Grade	Number of forces	Percentage (%) of forces
Excellent	0	0.0
Good	8	18.6
Fair	33	76.7
Poor	2	4.7
Total	43	100

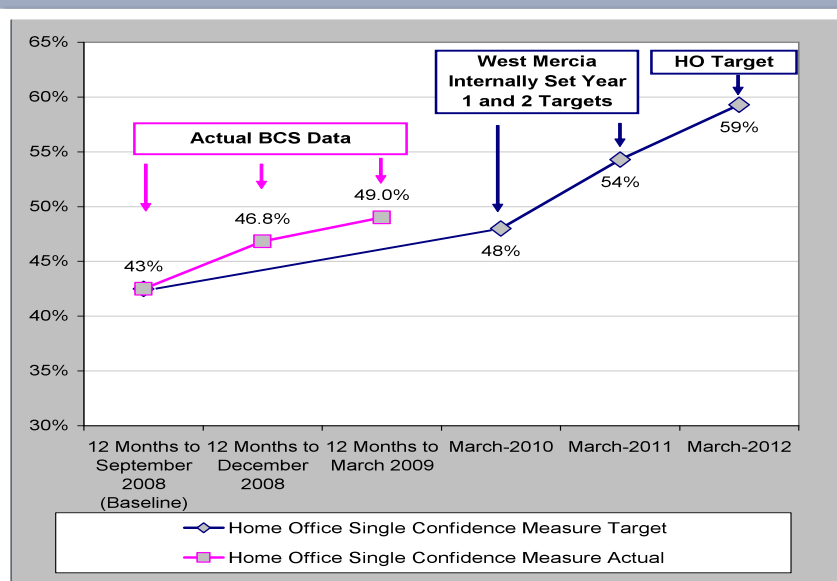
On 9 October 2009 West Mercia Police received a 'Good' grading for delivery of its Policing Pledge, following an assessment by Her Majesty's Inspectorate of Constabulary. Out of 43 police forces nationally, West Mercia was one of only eight which received a 'Good' grading, none received the top mark.

Inspectors praised the force's emergency response times, its work with victims of crime and the information available to people about their local policing teams and priorities. The report also highlighted some areas where there was room for improvement including speedier responses from some local policing teams and responding to complaints.



Robin Bennett, Chair of the Authority's Citizen Focus and Partnership Panel said: "The policing pledge is a challenging set of standards and we are really pleased with this result. Officers and staff within West Mercia Police have worked hard and deserve this recognition. The Police Authority will continue to monitor performance on behalf of the citizens of West Mercia.

Police and Local Councils - On track for 2012 Target



The level of confidence in the Police and Local Council in tackling anti-social behaviour and crime issues in their areas, as measured by the British Crime Survey is a key indicator of performance. The Home Office has set only one target for policing this year and its a challenging target against this indicator. For West Mercia the target set is to increase the level of confidence by 16% increase to 59% by March 2012.

West Mercia has improved with each release of the British

Crime Survey data for the last three quarters as shown in the chart on the left. The latest figure of 49% is higher than the 48% target set for the end of 2009/10.

Doing something with the data

Our communities' perceptions of the levels of anti-social behaviour (ASB), as recorded by the British Crime Survey (BCS), have challenged our view of the landscape for a period of time. Indeed last year West Mercia saw a reduction in the volume of ASB incidents which was not reflected in the BCS. However, we do recognise it should not be as high as it is and are activity targeting that area of business as the volume and perception of ASB directly correlates to the public confidence.

The Police have undertaken significant incident pattern analysis to provide Local Policing Teams with the what, where, when and the who in relation to victims. They have identified and prioritised the areas of greatest volume and /or highest perception and have appropriate very localised action plans in place to address the issues. They are also using the information in their soft marketing to focus on the 'you said – we did' approach.

The Police have re-engineered their Call Management processes to link calls for service to Partners and Communities Together (PACT) priorities as the incident is recorded. As most of these relate to ASB it helps the Police to not only respond appropriately but also close off the incident with communication to the community.



Buses Promote 0300 333 3000

Forty buses across Shropshire, Herefordshire and Worcestershire are helping to promote West Mercia Police's non emergency number 0300 333 3000.

People should always dial 999 in an emergency but for all other Police enquires now need to use 0300 333 3000

The move to a 03 number followed public feedback over the cost of using a 08 prefix. The number, which has now been in operation for more than 12 months is easier to remember than the old one.

In October 2009, operators took 78,203 non-emergency calls. Of these, more than 70% of people contacted West Mercia using the 0300 number as opposed to the old 08457.

What Women Want



Chief Supt.
Jane Horwood

West Mercia Police is one of the Top 50 Places Where Woman Want to Work as listed in The Times' List for 2009.

Chief Superintendent Jane Horwood, Commander responsible for policing South Worcestershire and Chair of the force's Women's Network, lead the application and was thrilled when West Mercia Police was named as one of the Top 50.

"I am absolutely delighted with the news. So much goes on in West Mercia to support and develop its female employees and it is great that all of the hard work has been recognised.

Partners Have Your Say

Our partners views are important to us, particularly with regard to setting the priorities for Policing across West Mercia. The economic outlook for all public services, including policing, is challenging. Therefore, this year more than ever we need to know your views on the priority areas you wish us to preserve and the prospect of reducing policing numbers.

This year we have enhanced our consultation arrangements with partners so that partnership plans and targets that relate to policing work and in particular those that have implications for police resources are included in our budget and planning considerations and vice versa.

As part of the development of our Joint Policing Plan for 2010-2013, which is due to be adopted by the Police Authority along with the Policing Budget on 16 February 2010, we held a consultation event with strategic partners in November 2009 and published a consultation document in December. This consultation leaflet, invites comments on proposals and budget considerations and is distributed to partners, community and business representatives, along with an invitation to attend a consultation evening (details shown below). In addition information and a questionnaire have been published on our website

www.westmerciapoliceauthority.gov.uk inviting comments.

- **12 - 18 January 2010** - Consultation evenings across the force area on our proposed priorities and budget considerations for partner agencies, community and business representatives and the public. Attendees will have the opportunity to question the Chief Constable, Chairman of the Police Authority and senior officers:
 - Tuesday 12 January 2010, 7pm - 9pm, The Lecture Theatre, West Mercia Police HQ, Hindlip Hall, Worcester WR3 8SP
 - Wednesday 13 January 2010, 7pm - 9pm, Shropshire Council Council Chamber, Shirehall, Shrewsbury SY2 6ND
 - Thursday 14 January 2010, 7pm - 9pm Herefordshire Council Council Chamber, Brockington, 35 Hafod Road, Hereford, HR1 1SH
 - Monday 18 January 2010, 7pm - 9pm - Telford Civic Offices, Telford Town Centre TF3 4WZ

Responses can also be emailed or posted to us. The closing date is 19 January 2010.



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