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# Newsletter

April 7 2011



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## Chair's Opening



Welcome to the April 2011 edition of the Humberside Police Authority newsletter. In this issue I am pleased to be able to bring you details of the future direction of the Authority and Humberside Police for the period 2011 – 2015, and the Policing Priorities for the year 2011 – 2012. This direction has been influenced by local people through a range of engagement activities throughout 2010, and this newsletter will explain how your views have helped shape the future of local policing service delivery.

I would like to take the opportunity to thank all of you who sent us your views by filling in our surveys or being part of our Citizen's Panel, and for sharing your thoughts and concerns with us as part of a focus group or our online Big Conversation. In total over 4,000 local views and opinions have been taken into consideration as part of the process to ensure that local policing reflects your needs in the years ahead.

I hope you find the information interesting and informative. If you currently receive a paper copy of this newsletter and would prefer to receive it electronically please contact the Police Authority on 01482 220789 or contact [gill.pike@humberside.pnn.police.uk](mailto:gill.pike@humberside.pnn.police.uk)

## Aims for 2011-15

There are five high-level strategic aims for Humberside Police to work towards between now and 2015. These set out the direction the force has to travel in order to fully meet the needs of local people and communities. They will have to do this at the same time as responding to the challenges of shrinking budgets, changes in government policy and a huge shift in the governance of policing. Set out below are the five aims, along with some detail about what these mean to local people.

The aims are:

### **1. Improve local trust, confidence and overall satisfaction**

So that by 2015 local people will:

- i. Experience visibly improved levels of trust, confidence and satisfaction
- ii. Tell us that they live and work in an even safer place

### **2. Tackling anti-social behaviour**

So that by 2015 local people will:

- i. Truly believe that tackling anti-social behaviour remains as a core part of our business and will tell us that we continue to listen to and act upon their concerns.
- ii. Suffer much less anti-social behaviour and will tell us that this is the case.

### **3. Reduce levels of local crime**

So that by 2015 local people will:

- i. Feel a significant reduction in violent crime in areas where it was previously too high
- ii. Truly believe that there has been a reduction in the levels of local priority crimes and will tell us
- iii. Be more aware of and assured by our truly effective working relationships with the rest of the criminal justice system

### **4. Deliver improved performance through the best use of resources**

So that by 2015 local people will:

- i. Tell us that we have continued to respond effectively to local issues, whilst improving performance through less resources
- ii. Be assured of our sound financial planning

## 5. Maximise the capability to respond to regional and national threats

So by 2015 local people will:

- i. Be assured that we effectively deal with the threats faced from terrorism, organised criminal groups and other regional and national issues

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## What You Told Us

In order to ensure that Humberside Police meet these aims, a set of local priorities have been developed with help and input from local people. Residents have shared their views using a range of methods including surveys, consultation meetings and events, the Citizen's Panel, focus groups and online 'Big Conversation' question and answer sessions with our Members.

We asked about the types of things you want Humberside Police to concentrate on in order to make sure that the service you receive meets your needs. These are your top responses:

- Better response i.e. being there when you need us, this includes call handling and how quickly and effectively Humberside Police act on calls for their services - 58.2% of you told us this was important.
- Major crime reductions – 55.9% of you told us this was important
- Reduction of anti-social behaviour - 52.4% of you told this was important.
- More police visibility in general – 50.4% of you told us this was important
- Minor crime reductions – 46.5% of you told us this was important

97% of you told us that you still want response times to emergency and non-emergency phone calls to be a priority for Humberside Police, and, that they should continue to measure their response rates and maintain the current good levels.

84.1% of you believe that it is important to see police officers patrolling the streets in your area and 75.2% of you think that it is important to see PCSOs patrolling the streets in your area.

84.5% of you think that PCSOs are a valuable resource to the public

and 86.3% of you think that Special Constables are a valuable public resource.

High visibility patrols (51%) and dealing with anti-social behaviour (26%) are the most important features for neighbourhood policing teams to deliver.

You also told us that greater investment should be made into:

- ii. call handling and incident response,
- iii. first contact and follow up service, and
- iv. increasing satisfaction levels for victims of all crime.

The views expressed here have been included in the strategic planning process for the Authority and Humberside Police and have resulted in the development of the following local priorities. There are also a number of priorities that we have included so that the force responds to regional and national threats such as terrorism, serious organised crime and cross-border criminal groups.

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## Local Priorities for 2011-12

### **Priorities for strategic aim 1 - To improve local trust, confidence and overall satisfaction**

- Improving responsiveness – being there when needed and continuing to answer calls effectively
- Raising satisfaction of victims of crime
- Maintaining focus on hate crime and domestic violence

### **Priorities for strategic aim 2 - Tackling anti-social behaviour**

- Targeting neighbourhood resources where most needed
- Significantly reducing criminal damage
- Dealing effectively with those who cause most harm in our local areas

### **Priorities for strategic aim 3 - Reduce levels of local crime**

- Focusing on local hot-spots for violence
- Preventing rises in serious acquisitive crime and reducing household burglary offences
- Ensuring individuals causing the most harm in local areas are dealt with via integrated offender management, restorative justice and any

other means

**Priorities for strategic aim 4 - Delivering improved performance through the best use of resources**

- Linking availability to demand
- Ensuring optimal level of public-facing officers/staff
- Regional and local collaboration

**Priorities for strategic aim 5 - Maximise the capability to respond to regional and national threats**

- Mutual aid and inter-operability
- Ensuring that local capability to deal with counter terrorism remains effective

We will continue to ask you how Humberside Police are doing throughout 2011 – 2012, to make sure that they are dealing with the priorities that you have set them. We will seek your views in a number of ways, as we have done in the past, through our Citizen's Panel, local community focus groups and special interest groups and, occasionally, via a random-dial telephone survey.

Working on your behalf, we will continue to scrutinise the performance of Humberside Police and hold Chief Officers to account if they fail to meet the priorities we have agreed. This will be done through our standing committee structure. You can follow the reports that are presented to the Authority's committees and see the discussions that take place in the minutes that are stored on our website [www.humberside-pa.org.uk](http://www.humberside-pa.org.uk).

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## The Full Policing Plan 2011-15

To view the full Policing Plan follow this link [//www.humberside-pa.org.uk/publications-and-newsletters/policing-plan/](http://www.humberside-pa.org.uk/publications-and-newsletters/policing-plan/). If you would like to receive a paper copy of the plan please contact Gill Pike on 01482 220789 or email [gill.pike@humberside.pnn.police.uk](mailto:gill.pike@humberside.pnn.police.uk).

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