

# Hampshire Police Authority

## Annual Report 2004/05



**Hampshire**  
POLICE AUTHORITY

*for Hampshire  
and the  
Isle of Wight*



# Foreign Language Versions

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## Arabic

إذا رغبت في الحصول على ترجمة لأي جزء من هذه الوثيقة، فالرجاء الاتصال هاتفياً على الرقم 01962 871595 مبيناً اللغة المطلوبة والجزء الذي ترغب في ترجمته لك.

## Bengali

যদি আপনি এই পুস্তিকার কোন অংশের অনুবাদ পেতে চান, দয়া করে এই নম্বরে ফোন করুন 01962 871595, আর কোন ভাষায় এবং কোন অংশটার অনুবাদ আপনি পেতে চান সেটা বলুন।

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## Farsi

اگر به ترجمه هر بخشی از این نوشته نیاز دارید، لطفاً با شماره تلفن 01962 871595 تماس بگیرید و اعلام کنید که مایلید کدام قسمت آن به چه زبانی ترجمه شود

## Hindi

यदि आप इस दस्तावेज़ के किसी भी विभाग का अनुवाद चाहते हैं, तो कृपया 01962 871595 पर फ़ोन करें और बताइए कि किस भाषा में और किस विभाग का अनुवाद चाहते हैं।

## Pashto

که تاسو په دې سند کې د کومې برخې ترجمه غواړه، لطفاً په دې شمیره 01962871595 تلفون اوکړئ د ترجمې ژبه او هغه برخه څرگنده

## Polish

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## Punjabi

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## Russian

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<sup>1</sup> The languages listed have been identified as among the most commonly spoken, after English, within Hampshire and the Isle of Wight. The list was compiled from information gathered from a range of sources, including the Hampshire Constabulary Consultative Group (a group of individuals from minority ethnic groups who advise the Constabulary on the race relations implications of our policies and procedures). Views were also sought from other organisations and various representatives of minority ethnic communities.



*Hampshire Police Authority*  
*Annual Report 2004/05*



*for Hampshire  
and the  
Isle of Wight*

**Hampshire**  
POLICE AUTHORITY



# Foreword



The Authority is looking back over another successful year when much has been achieved. Hampshire Constabulary now performs best in the country in many areas. However, we are not complacent. Members of the Police Authority will continue to work hard to challenge and support the Constabulary in identifying areas for improvement and assisting the Constabulary to implement change.

The appointment of a Community Consultation Officer and a Performance Officer has facilitated a year of rapid growth in the Authority's capacity to meet its objectives.

The Authority is at the forefront of shaping better mechanisms for engaging with and consulting yet to be revealed groups in the community to ensure all voices are heard. As ever, we have had to balance the sometimes competing demands from different communities across Hampshire and the Isle of Wight whilst keeping the bigger picture in mind.

Members continue to operate in a territory of tension between responding to Government requirements and the needs of the local communities we are appointed to support and represent. Both are priorities, and the challenge will be to make the best use of the limited resources at our disposal.

Mike Attenborough-Cox  
Chair of Hampshire Police Authority



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This section provides an assessment of the Constabulary's overall performance during 2004/05.

In 2000 the Government set challenging targets to reduce domestic burglary and vehicle crime by 30 per cent over the five years from 1999/2000.

To meet these goals during 2004/05, the targets were for there to be fewer than nine burglaries per 1,000 households and 10 vehicle crimes per 1,000 residents.

In this last year the results were:

- 7.3 burglaries per 1,000 households;
- 9.2 vehicle crimes per 1,000 residents;
- domestic burglaries down by 23 per cent;
- Vehicle crimes down by 19.6 per cent;
- robberies down by 8.8 per cent.

Hampshire Constabulary was first in its family of eight Most Similar Forces (MSF) with the lowest level of crime in 2004/05 for all three crime types.

The Police Standards Unit provides regular comparative data for forces in the MSF family – which for Hampshire Constabulary comprises Avon and Somerset, Bedfordshire, Essex, Kent, Leicestershire, Northamptonshire and Thames Valley. For 2003/04 the Home Office again published a monitor chart which displays force performance against the MSF forces for all six domains of police activity.

The 2003/04 performance results showed that Hampshire Constabulary was better than the MSF average in five of the six domains. The exception was Promoting Public Safety where residents' perception of the level of public disorder was above the MSF average.

Hampshire Constabulary was first in its family on resource usage as well as reducing crime, second on citizen focus, third on investigating crime, fourth on promoting public safety and fifth on providing assistance.

The target for reducing collisions involving death or serious injury was for fewer than 913 collisions in the year 2004. The final result was 874 collisions. The Government's long-term target is to reduce the number from 1,143 in the base years of 1994 to 1998, to 734 in 2010. The figure of 913 was the interim target on this journey and shows Hampshire Constabulary to be well on target.

The Home Office will be publishing comparative data for 2004/05 later this year and is still consulting on how to do this. Based on the measures used in 2003/04, Hampshire Constabulary has improved performance in five of the six domains – the exception is the citizen focus domain where the number of residents thinking local police do a good job is unchanged at 53 per cent (this is the third highest rating of the 43 forces in England and Wales).



## To consult effectively with the communities of Hampshire and the Isle of Wight and to challenge the Constabulary on its response to the results of that consultation

This year the Police Authority has taken a new and innovative approach to consultation. Hampshire is keen to be at the forefront of modernising how communities are engaged. A move away from the old style public meetings to a more focussed way of engaging with groups to gather their views has been promoted.

Police Authority Community Consultation (PACC) combined quantitative and qualitative techniques, which resulted in:

- 63 consultation events – 60 focus group events and three public road shows; and
- over 1,100 questionnaires giving the community's views on anti-social behaviour received and analysed.

The Community Affairs Panel regularly discusses consultation outcomes with the Constabulary and reviews the Constabulary's responses to them.

In order to develop a more comprehensive and inclusive approach to consultation, the Authority appointed a full-time Community Consultation Officer. This has significantly increased its capacity to co-ordinate and collate information emerging from consultations. It has also enabled the Authority to engage more effectively with all sections of the community and develop innovative ways of reaching specific groups, as well as building a solid framework for future consultation.

## Focus Groups

The Authority recognised that historically it had not engaged sufficiently with some members of its communities. In order to ensure that all voices in Hampshire and the Isle of Wight were heard, regardless of age, race, gender, physical ability, sexual orientation, belief or life style, the Authority developed some specific target group work. The following groups were identified for consultation:

- members of Black and Minority Ethnic (BME) communities;
- users of mental health services who live in the community;
- people who run businesses in the two counties;
- residents aged between 21 and 30;
- people with physical disabilities who live in the community; and
- people who use, or who are affected by, facilities or projects that have received Police Authority Crime Prevention Panel (PACPP) grant funding.

This focussed form of consultation gave participants the opportunity to provide valuable insight into not only local policing priorities but also wider policing issues such as access to services. It provided an excellent opportunity to promote Authority, Constabulary and partner activities, for example about services available. The focus groups also enabled the Constabulary and the Authority to provide reassurance and to address fear of crime concerns.

Engaging with smaller target groups has allowed these groups to air their specific areas of concern. Users of mental health services, for example, raised an issue about the training police officers currently receive and their understanding of the specific needs of users of mental health services.



Disabled groups mentioned access to services, for example wheelchair access to police stations.

Understanding the different requirements of our communities has led to new working methods, such as a text based contact system, for use by hard of hearing people as a way to report crime and communicate more effectively with the police.

Police Authority Community Consultation (PACC) events offered the opportunity for people to meet police officers face to face, to ask and have questions answered directly.

## Questionnaires

A questionnaire that focussed on anti-social behaviour was distributed widely, following the outcome of the 2003/04 consultation. It was designed to not only shape policing priorities but also to help support the considerable work undertaken with partner agencies, for example Crime and Disorder Reduction Partnerships (CDRPs).

Questionnaires were given out at large road shows, focus events and meetings of business groups, including chambers of commerce, schools and Havant Football Club. One thousand and one hundred questionnaires were returned and analysed, and the resulting information was passed to the appropriate section of the Constabulary for further investigation.

As a direct consequence of consultation, operational priorities have been identified which the Constabulary has included in the latest Local Policing Plan, and specific projects have been initiated. For example, top of the list of concerns of those who responded to the consultation was anti-social use of cars and speeding. This has been developed into a local Constabulary objective to improve road safety, and public reassurance.

PACC groups are chaired by a member of the Police Authority in partnership with the Local Authority and Basic Command Units (BCUs) in all 14 CDRP areas.

As Police Authority members also sit on boards of statutory, voluntary and commercial organisations as well as all 14 CDRPs, it is possible to represent the views of the community in many other contexts.

Police Authority members respond to the issues that arose from consultation in a number of ways. They represent the views expressed to other agencies, for example representing views on the new Children Act 2004 to make sure people are aware of children as victims of crime. There is a constant dialogue with other partners, including local authorities, Local Criminal Justice Boards (LCJB), CDRP audits and strategies. The views and opinions of the public are thus included in these processes as well. They also represent the Authority on all CDRPs, and meet regularly with BCU Commanders.

## To challenge the Constabulary on its performance in providing an efficient and effective policing service and to support it in achieving its local priorities

### Challenge and Support

The Authority's chief mechanism for achieving these objectives is the Performance Panel. The Panel is made up of seven members who meet quarterly to scrutinise performance data from the Constabulary, and then report back to the full Authority on their findings. Some of the data is also analysed by the Authority's Personnel Panel, Financial Affairs Panel and the Community Affairs Panel.



# Police Authority Own Objectives

Achieving these objectives has required a complex balancing act between recognising and publicising good performance and also asking searching questions where performance was not so good or could be improved.

The Performance Panel meetings focussed on the critical areas of performance and used the information to challenge the Constabulary to achieve more. Members contributed on joint working parties to examine particular issues in more detail, for example, the increase in recorded violent crime and the work of the detections working group, call handling working group and the National Crime Recording Standard (NCRS) audit.

Themes of good and under performance were also investigated on an individual basis by Police Authority members in their regular meetings with BCU Commanders.

The Panel supported the Constabulary in addressing particular problems and improving the policing service. For example, increases in violent crime and recorded crime figures were identified and investigated. The Panel partly satisfied themselves that the increase in recorded figures was a consequence of the Constabulary rigorously implementing a new standard. However, they also established that there was a general increase in less serious types of alcohol-related violent crime, particularly surrounding the night-time economy. The Panel supported the Constabulary in developing action plans to deal with these issues.

A new development this year has been for members to attend Constabulary performance review meetings to ensure the Constabulary's performance review process is followed through from top to bottom.

A continuing responsibility of the Panel is to scrutinise the Best Value review programme to ensure that the most important areas are being covered. Domestic abuse was the only new review to be undertaken this year. Members participated in the conduct of the review and monitored its progress along with ensuring the implementation of recommendations from eight previous Best Value reviews.

## Performance Officer

This year, a performance officer was appointed to provide independent advice to members on performance data and to liaise with the Constabulary's senior officers and performance staff to improve the reporting of performance. The appointment has enabled the Authority to achieve its objective in a number of other ways.

- Provide information to Police Authority members for their visits to BCUs to ensure that performance is discussed at all levels in the Constabulary.
- Attendance at quarterly Association of Police Authorities (APA) performance seminars to provide a Hampshire view on policy issues and to learn from other forces and authorities.
- Monthly use of iQuanta data system to compare Hampshire's performance against other forces.
- Additional scrutiny of user satisfaction survey results and work with the Constabulary to develop Quality of Service Commitment ready for 2005/06.
- Provide advice to other Police Authority members about performance in their areas so that they can challenge more effectively, for example Personnel and Training Panel, police officer attendance rates at training events, and BME recruitment plans not being achieved.



- New network of performance officers from all local criminal justice agencies set up and working on reducing duplication and problem solving data inaccuracy or delay issues.
- Police Authority members and officers are now linked to the Local Criminal Justice Board (LCJB) to ensure that performance targets across the whole criminal justice process are aligned and to guard against perverse incentives for one agency's targets to be achieved at the expense of another's.

## Performance Results

Constabulary performance during the year has been very good at crime reduction. Hampshire is first among its MSF family on a number of performance indicators. Areas that needed improvement were identified and these also are now improving, for example sanction detection rates, overdue Performance Development Reviews (PDRs), Police National Computer (PNC) data entry, offences brought to justice data entry, and NCRS performance.

Finally, the work of the Panel has increased the Constabulary's emphasis on reassurance policing and on the satisfaction of users of their services, in particular concentrating on follow-up issues after crimes or incidents have been reported.

## To work in partnership to improve safety amongst communities across Hampshire and the Isle of Wight

The majority of work undertaken by the Police Authority is done in partnership with other agencies. There are both strategic and direct elements to partnership working, including consultation, continuous dialogue, sharing of information and resources, improving communications and directly funding initiatives to prevent and reduce crime.

Partnership working takes place at a strategic level through the CDRPs, and the Crime and Disorder Audits which impact on the Local Policing Plan. Members also address issues of community safety in their regular meetings with BCU commanders. These issues are also identified and addressed by the Police Authority through PACC work.

## Crime Prevention Panel

The Crime Prevention Panel worked with 100-150 partners in the statutory and voluntary sectors to implement local crime prevention initiatives. Standing and discretionary grants amounted to £249,480. Of this, £140,980 of discretionary grants was distributed between 42 projects, while £108,500 went to standing grants. Projects supported tackle a wide range of issues, and all seek to address major problems identified in local CDRP audits. For every £1 spent by the Crime Prevention Panel, other funders provided £16.

The Panel supported some large and small Closed Circuit Television (CCTV) schemes, not only because they help to detect and deter crime, but also because they provide reassurance for local people.



# Police Authority Own Objectives

Members of the Panel visited six of the supported projects to see their effectiveness at first hand, and to thank people, many of them volunteers, personally for their efforts.

As its criteria are so specific, the Panel has also motivated organisations to develop innovative and relevant crime prevention projects. This has encouraged the further development of expertise within partner organisations in the areas of community safety and crime prevention.

The Authority set the following local objectives for the Constabulary.

## **Reducing road collision casualties in Hampshire and the Isle of Wight, particularly those which are serious and fatal**

### **Casualty Reduction**

The Roads Policing Unit (RPU) has worked hard to reduce the number of people killed in road collisions over the last year and, as a result, the Constabulary is currently set to meet casualty reduction targets. There has been a significant decrease in the number of fatal collisions since the last report.

A dedicated casualty reduction partnership was formed with local authorities and other emergency services to provide a unified approach to highlighting and tackling problem areas. Specific operations and campaigns have been carried out as a direct result of this new partnership.

Within Hampshire there has been a substantial reduction in motorcycle fatalities.

Throughout 2004, high visibility police patrols and ambulance rapid response bikes were put in place on high casualty routes across Hampshire and the Isle of Wight. This was to encourage road users to take more care when using the roads and to remind people of the importance of keeping themselves and other road users safe.

The RPU has also been heavily involved in joint operations with other forces across the south east, which focussed on reducing the number of people killed in motorcycle collisions on roads across the region. A dedicated Bikesafe co-ordinator has been energetically engaged in educational activities including the development of a national Bikesafe policy. This activity will continue throughout 2005.

Similar operations have also targeted drink and drug drivers and disqualified drivers in areas where problems have been identified. This intelligence led approach to policing has meant that resources have been able to be placed in the correct area at the correct time.

### **Impaired Driving**

Drug driving is becoming an increasing problem nationwide and in 2004 the RPU took the unprecedented step of creating a dedicated Impaired Driver Unit (IDU). The IDU is committed to stamping out the practice and enforcing the message that putting other people's lives in danger, by driving whilst under the influence of drugs, will not be tolerated.

Modelled on similar units in the United States, the IDU is the first of its kind in the country and takes part in operations, training and providing expert advice in drug awareness to over 200 RPU officers.



Between November 2004 and May 2005, 268 drivers underwent Field Impairment Tests (FIT), carried out by specially trained RPU officers. Seventy nine of these tested positively and were subsequently arrested. This equates to almost one in three drivers tested being impaired through drugs.

The creation of this specialist resource has seen a 300 per cent increase in the number of FIT tests carried out by trained RPU officers. As a result of this the number of detections and arrests for drug driving has nearly doubled.

## Seat Belt Usage

The Constabulary undertakes seat belt themed campaigns linked in to the Department of Transport's Think campaigns. Initiatives are also being developed to extend both enforcement and education near to educational premises. With our partners from Local Authority Road Safety Teams, joint operational education and enforcement is being undertaken within key areas of the county.

## Making the most efficient use of resources and achieving Best Value for money spent and providing the highest quality of service possible.

### Efficiency Plan Performance 2004/05

To ensure the best use of resources under Statutory Performance Indicators SPI 12a, 13a and 13b, the Constabulary prepared an efficiency plan for 2004/05 valued at £5.2m. Subject to final certification, Her Majesty's Inspectorate of Constabulary (HMIC) has verbally confirmed that the total gain was £8.4m producing a £3.2m surplus against the original target.<sup>1</sup>

## Mobile Information (Programme Mercury)

Programme Mercury was set up in September 2004 in order to deliver a Mobile Information capability and an effective force-wide Automatic Number Plate Recognition (ANPR) network. With regard to mobile information the Constabulary is still in the process of developing and building a secure infrastructure which will eventually support the delivery of mobile data to frontline officers.

Significant progress has been made in relation to ANPR with the delivery of both mobile (vehicle mounted) and transportable systems and the development of the first fixed site. Over the next 12 months a number of Closed Circuit Television (CCTV) systems will be going live, with further development of the main arterial routes in and out of the county. Programme Mercury now manages the regional project to deliver ANPR to the South East Region on behalf of five forces.

In addition to the two main projects, Mercury has undertaken to develop the Force Communication Strategy and an action plan aimed at delivering the Constabulary response to citizen focussed policing and the aims of the Quality of Service Commitment on behalf of the Police Authority. This work should be completed in 2005.

## Reducing Bureaucracy

In the early part of the year the Stamping out Bureaucracy Working Group was formed to assess new and existing policies and procedures with a view to reducing unnecessary bureaucracy. Due to the large number of existing policies and procedures, it was found that the working group was itself becoming bureaucratic. The process is currently being revised with the intention that a simple test be applied each time a new policy is drafted or an existing one is reviewed.



This will be done in liaison with the policy author to ensure any opportunities for reducing bureaucracy are maximised. Performance of the new system is to be monitored.

In addition to this, the new Brainwaves scheme will allow members of staff to suggest better ways of working. Substantial financial rewards are available where an efficiency saving is made as a result of the suggestion.

## Best Value Review

A Review Scrutiny Board exists that comprises of the Chair of the Police Authority Performance Panel, the Chief Constable, the Clerk to the Police Authority, the Director of Finance and a senior manager not directly involved in the review. The Board approves the review proposals for each review and the personnel for the evidence gathering team. It also assesses and challenges the results and action plans arising from the review, before recommending the final action plan to the Police Authority for approval. The final action plans recommend activities to be undertaken to bring about the required improvements and specify how progress will be delivered and what timescales have been set to achieve them. During 2004/05 the Audit Commission recommended that the Review Scrutiny Board should receive more in-depth progress updates and that they should be able to approve the implementation of interim recommendations, in order to accelerate the progress of service improvements. This recommendation has been fully implemented with the ability to approve interim recommendations having already been exploited by the review of domestic abuse.

The Police Authority Performance Panel monitors these action plans on a quarterly basis until every action recorded on the plan for a review has been completed. Every action on every action plan has an outcome section to give stakeholders a clear understanding of the desired effect of the recommendation and how both the implementation and outcome can be measured. There is also a clear indication against each action that will contribute to national, Police Authority or Constabulary priorities.

Financial implications are also indicated in these action plans by showing whether any associated costs are actual or opportunity costs and whether any associated savings are cashable or non-cashable. There is also an indication as to whether costs and savings are one-off or year on year.

Recommendations contained in these action plans are also subject to a priority rating system (high, medium or low) and associated risks attached to implementing recommendations are also identified within these plans. There is also an assessment of the likelihood of predicted outputs and benefits being achieved. This assessment uses the following definitions:

- definite - where the outcome can be stated with certainty;
- probable - where the outcome is considered likely based on substantiated evidence;
- expected - where the outcome is considered likely based on practical knowledge/experience; and
- intangible - where the outcome cannot be proven but is logical.



## Completed Best Value Reviews and Associated Recommendations

Since the publication of last year's Annual Policing Plan the Best Value review of domestic abuse has been concluded. A synopsis of the approach to the five 'Cs' and of the key recommendations for this review is shown below.

### Domestic Abuse

The overall challenge element identified that the Constabulary had no structured way of dealing with incidents of domestic abuse and that each BCU had developed its own structure which was dependent on local objectives and priorities.

Initial consultation was carried out with police officers, police staff, survivors of domestic abuse, perpetrators of domestic abuse, the Crown Prosecution Service (CPS), women's refuges, MPs and members of the Hampshire and Isle of Wight Domestic Violence Forum.

Elements of competition and collaboration were not specifically examined, as they were not suitable or able to be assessed for their competitiveness. However it became evident that there is a wealth of experience within the voluntary sector that was under-utilised and under-funded.

Comparison was made with 16 of the top 30 graded forces in England and Wales and with Hampshire's MSF family (some appear in both groups). This was conducted by means of a benchmarking questionnaire that examined policy, how incidents were dealt with, staff and structure, performance and information exchange with other agencies.

The key recommendations of the review were:

- the quality of service received by callers reporting incidents of domestic abuse should be improved and enhanced;
- an awareness campaign aimed primarily at frontline staff and custody officers should be held to clarify the wider definition of domestic abuse and the requirements of positive action;
- a formalised procedure for the investigation of domestic incidents is to be developed that provides a standard approach to investigation, recording, positive action, quality control and compliance with policy;
- the Constabulary will encourage CDRPs, domestic violence forums and other partnerships to make bids to the Government Office for the South East (GOSE) to provide resources for victims to seek protection, intervention and safety measures;
- risk assessment models will be developed using good practice identified in other forces; and
- BCUs will conform to a standard structure which will be centrally co-ordinated by the Community Safety Department.

### Records Management System (Project Oberon)

The Records Management System (RMS), an integrated crime, incident and intelligence system, was launched successfully across Hampshire Constabulary on the April 1, 2005. A support structure was positioned to assist officers and business areas in the Constabulary on a 24 hour basis, to ensure a comprehensive service continued to be provided for the communities of Hampshire and the Isle of Wight.



# Police Authority Local Priorities

The RMS has successfully interfaced with the Constabulary's Command and Control system and all calls for assistance to Hampshire Constabulary are now checked against information held in the RMS, thereby improving citizen focus.

Officers are adapting to new business processes that enable them to remotely update incidents to a Crime Recording Bureau (CRB) on a 24 hour basis. The early indications are that staff are responding positively to the challenge of this change and that despite issues of data quality, which are being actively addressed, the RMS is an effective operational system that is both rich in information and stable for the user.

## Airwave

Over half of the Constabulary area has been converted from analogue to digital (Airwave) radio services. Airwave is a far more flexible system for police operational use and provides benefits such as telephony, texting, improved radio quality and security.

In 2005/06 Airwave will give automatic vehicle and person locations, thus enabling controllers to deploy the nearest unit to an incident.

## Activity Based Costing (ABC)

Hampshire Constabulary completed force-wide activity sampling of all BCUs in November 2004. In addition to this, all central units and squads continue to be assessed. The Constabulary is now on target to produce the required ABC data for the 2004/05 round of the national Policing Performance Assessment Framework. The 2003/04 ABC data has been prepared and ratified by the Home Office, and the results have been circulated.

The Constabulary is currently examining potential opportunities for using the data to achieve operational benefits and efficiencies.

The ABC data also forms a component of the Frontline Policing Measure (FPM) which was introduced by the Home Office in 2003/04. The current level of frontline policing within the Constabulary is 66.56 per cent, which is an increase of 2.37 per cent on the previous year. We have, therefore, achieved the target of 66.3 per cent set for this year.

## Automatic Number Plate Recognition (ANPR)

ANPR is a technology that can capture registration images displayed on all types of vehicle and transfer them to a database for intelligence and analytical purpose. It can reduce volume crime, target hot spots and prolific offenders, tackle cross-border crime and provide vital intelligence for use in counter terrorist work and serious crime.

Deployment of this powerful technology is currently very limited within Hampshire Constabulary but the organisation is currently undertaking a project to significantly increase its use in a variety of ways. At this time the RPU is the main operator of ANPR technology and deployment of it is via the RPU Tasking and Co-ordinating Group (TCG) in accordance with priorities set at the Level Two (cross-border crime) TCG. This consists of:

- checks on counter terrorist sites utilising high profile policing of the ANPR van and the intercept team to provide public reassurance; and
- supporting BCUs identified at Level Two TCG as having specific problems.



This method of deployment meets the wider interests of the Constabulary but has not always impacted on the number of detainees, as those sites with a proven high arrest rate do not necessarily fall within the deployment criteria above.

During the twelve months from April 2004 to March 2005, there were 607 ANPR deployments resulting in a total of 327 arrests.

Hampshire Constabulary was one of the initial Project Laser Two forces to be used in relation to the hypothecation of fines received from Fixed Penalty Notices (FPNs) issued on ANPR operations. In the financial year 2004/05 2,901 FPNs were issued to a value of £187,000. Of these, £75,000 was recovered resulting in a recovery rate of 40 per cent.

## Scientific Services

The main change for the Scientific Services Department (SSD) during the year has been the full introduction of forensic controllers within the Forensic Resource Management Unit (FRMU). They were established to deploy SSD staff to all crime scenes with forensic potential, across the Constabulary area, 24 hours a day. The objective was to get to more scenes in a timelier manner, to maximise forensic recovery and hence increase detection rates and crime prevention. Performance data shows that scene attendance has steadily increased and the general trend in converting identifications into detections is upwards.

To further improve the end to end processing of forensic identifications, SSD has undertaken reviews on a number of BCUs and provided comprehensive reports with recommendations for improvement. From this, Operation Resolution was conceived and implemented as a force-wide initiative to action forensic identifications. In support of Operation Resolution, SSD prepared and circulated guidance notes on dealing with forensic identifications, suspect profile templates, schedules of outstanding identifications and Automated Crime Reporting (ACR) housekeeping advice. Within two weeks the Constabulary had reduced the number of outstanding identifications by 62 per cent and 122 persons had been arrested.

SSD has taken over responsibility for the management of the Victim Examination Suites and for co-ordinating the deployment of health professionals, investigators and victims when medical examinations are required for sexual offences. This has provided a more victim focussed and corporate approach together with an improvement in the quality of the facilities available. SSD staff are now actively engaged with the Primary Care Trust in Portsmouth to fund and establish a purpose-built Sexual Assault Referral Centre (SARC), available to victims regardless of whether they wish to report to police or not.

The five year strategy to move the Imaging Unit from wet film to digital technology has commenced and an upgrade of video editing equipment is already complete.



In 2005/06 the Imaging Unit expects to be able to provide, within 24 hours, master copies, archived images, processing of wet film and digital viewing. The server for the digital minilab has been upgraded to allow an increased rate of processing from a greater number of operators. The overall intention has been to ensure that the infrastructure of the imaging lab is in place to effectively deal with the exponential volume of digital images that are being produced across the Constabulary, and to ultimately allow access to those images electronically from any Constabulary computer terminal as authorised.

SSD has presented options to BCU commanders and offered advice and training in respect of locally based equipment to facilitate master, archive and copying of, images for immediate local consumption.

## Human Resources

The Personnel Department has met overall recruitments targets, and exceeded the target for the proportion of Black and Minority Ethnic (BME) recruits. The proportion of female recruits closely represented their proportion in the economically active population in that 44 per cent were recruited and 45 per cent are economically active. All 26 Police and Community Support Officers (PCSOs) were recruited by the target time. The personnel staff are very active in contributing to the Force Structure Review, to ensure the personnel service is more mainstreamed throughout all Constabulary service delivery units.

The department has again produced efficiency savings through the use of the Private Medical Treatment fund and £300,000 produces a non-cashable efficiency saving just short of £1 million. The number of days lost due to sickness decreased further to 8.4, thereby giving an additional 350 days of police officer/police staff time for service delivery when compared with 2003/04. The Constabulary will strive to reduce absence further in 2005/06.

## Training

### Making most efficient use of all resources and Best Value

E-learning has proved particularly valuable during 2004/05 where alternative delivery methods were needed to reduce abstractions.

E-learning modules are now mandatory for new police staff induction.

The Core Leadership Development Programme (CLDP) is accredited by Oxford Brookes University and 15 officers and staff have recently graduated. The Programme included a broad range of change projects, requiring application of new techniques and management approaches. There will soon be a further 30 staff undertaking this programme.

### Narrowing the Justice Gap

A number of sessions were delivered by frontline training to selective BCUs, at their request, to ensure their continued resilience in regard to violent and intimidated witness interviewing.

## Leadership

With the setting up of new Probationer Development Units (PDUs) in each BCU, a new 10 day PDU course was completed by tutor constables and sergeants.



Grievance resolution training, primarily for inspectors, continued throughout the year as did Problem Resolution in a Multi-agency Environment (PRIME) training for multi-agency working.

Fifty eight chief inspectors and above, and their police staff equivalents, attended one or more Senior Leadership Development Modules at The National Centre for Policing Excellence (NCPE).

The Department continues to support the High Potential Development Scheme (HPDS) and the Constabulary had its first successful candidate go through the current selection process this year.

Hampshire Constabulary has been supporting the ongoing development activities within the CLDP by piloting workshops and training materials as well as being an active member of a South East Regional Steering Group.

The substantial training support offered to candidates going through the OSPRE promotion process was wholly protected in order to ensure that the Constabulary has the required pipeline of candidates for the roles of sergeant and inspector. There is a significant year on year increase in applicants for promotion training with a commensurate increase in demand for training places.

	Number of Courses	Number Trained	Training days	Attendance Days
General training	213	2647	1042	14378
Roads Policing	20	223	91	973
Criminal Investigation Department (CID)	10	106	87	989
Driver	243	941	954	7063
Frontline	158	1568	180	3561
Health and Safety	109	1045	68	643
Information Technology (IT)	149	653	149	780
Home Office Large Major Enquiry System (HOLMES)	19	137	32	171
Communications	26	130	170	1117
Diversity	26	252	22	209
Tactical Firearms	84	949	163	1868
Public Order	118	1694	326	5921
Dogs	11	76	244	1045
<b>Total</b>	<b>1186</b>	<b>10421</b>	<b>3528</b>	<b>38716</b>
Records Managements System (RMS)	1140	9571	1967	16607
<b>Total (inc RMS)</b>	<b>2326</b>	<b>19992</b>	<b>5495</b>	<b>55323</b>



**Working in Partnership to increase public reassurance by reducing crime and anti-social behaviour and ensuring visible and accessible policing.**

## **CREW Scheme in Southampton**

In November 2003, Southampton started Crime Reduction and Environment Weeks (CREW). The last year has seen the programme develop further with the following five areas being subject to a CREW: Lordshill, Newtown, Weston, Millbrook and Thornhill.

The aim of CREW is that with various agencies working together in an area, rapid and tangible results are achieved to kick-start a reduction in crime and an improvement in the general environment. The agencies involved include Police, the Driver Vehicle Licensing Agency (DVLA), Trading Standards, education welfare officers as well as various departments within the Southampton City Council such as the Graffiti Team, Open Spaces, Housing, Anti-Social Behaviour (ASB) Team, City Patrol and Neighbourhood wardens.

The components of each CREW differ to reflect the specific needs and problems of an area, but all have been well received by the public and resulted in successful actions, improved joint working, and positive press coverage. Effort is made to encourage participation by the community to sustain positive actions in an area.

## **Positive Policing Project in Aldershot and Gosport**

The term public reassurance is one of those that are more easily recognised than defined. For the purpose of this Project it is the local population's (residents') perception of how likely it is that they will become a victim of crime. To increase public reassurance is to enhance their confidence that it is safe where they live.

Two sites were identified in 2004 within the Constabulary area to pilot projects specifically designed to address the issue. These were a residential area in Rowner Beat, Gosport, and the mixed residential and business area including the town centre in Aldershot. The Dovetail Project was the name applied to both. It is also a vehicle to enable further multi-agency work within the area. Many of the overt signs that can have a positive effect on public reassurance fall within the remit of other agencies.

The Project began with a benchmarking exercise involving a questionnaire sent to all residents of the areas, focus groups, research of local teenagers' attitudes and the drawing together of crime data. Another part of this was the carrying out of Environmental Visual Audits (EVAs) that enabled the physical evidence of crime and anti-social behaviour to be recorded and assessed.

Specific actions and programmes were then set up to progress work and to address the issues that were highlighted as a result of the scanning process.

The benchmarking that was undertaken before the Project began provides an opportunity to discover perceptions and the overt signs of anti-social behaviour.



The Project has been running for a year and Corporate Services will now undertake a follow-up questionnaire, which will provide the chance to see if public perceptions have changed over the previous year. In addition, repetition of the EVAs will enable the success, or otherwise, of programmes to tackle such overt signs to be measured. Dates for these are yet to be established.



## Continuing to reduce burglary, vehicle crime, robbery and drug-related crime in line with the Government's Public Service Agreement targets (PSAs)

Of particular note are:

**PSA 1.** Reduce crime by 15 per cent, and further in high crime areas, by 2007/08.

**PSA 2.** Reassure the public, reducing the fear of crime and anti-social behaviour, and building confidence in the criminal justice system without compromising fairness.

**PSA 3.** Improve the delivery of justice by increasing the number of crimes for which an offender is brought to justice to 1.25 million by 2007/08.

**PSA 4.** Reduce the harm caused by illegal drugs including substantially increasing the number of drug misusing offenders entering into treatment through the criminal justice system.

## Burglary

The Safer Homes strategy, designed to further reduce domestic burglaries and boost detection rates for those offences that do occur, is divided into seven sections. These focus on, initial response, enhanced forensic response, minimum standards of investigation and prisoner handling, crime reduction activity, dealing with repeat victimisation and offender management of high risk subjects.

Throughout the last year Hampshire Constabulary has consistently been the best performing force within our Most Similar Force (MSF) for reducing domestic burglaries and bringing offenders to justice.

In the last year domestic burglary has been reduced by 18 per cent on the previous year, representing 1,212 fewer crimes, and fewer victims. The incidence of domestic burglary per 1,000 households has reduced from 9.4 in 2003/04 to 7.3 in 2004/05. Currently the incidence of domestic burglaries is at its lowest for 31 years.

The Safer Homes strategy draws on best practice from across the country, but also incorporates many key elements of successful home grown initiatives.

Operation Wren is the Constabulary initiative in relation to distraction burglary. A focus desk is operated within Force Intelligence, collating details of offences and suspects throughout the South East Region, with a view to better identification of offenders.

Hampshire Constabulary took part in a nationwide crackdown on distraction burglary during a week in March, to reduce the number of victims, particularly among the elderly and vulnerable, and increase the proportion of crimes detected. The campaign focussed on an internal awareness drive and target hardening programmes, designed to encourage people not to let anyone they don't know, and are not expecting, into their home and to report suspicious events. The campaign included media broadcasts, poster and leaflet distribution, Trading Standards' Trickster musical presentations and a new Information and Advice section on the Hampshire Constabulary website, populated with advice to protect against distraction burglars.<sup>2</sup>



## Drugs

The Force Crime Unit saw the sentencing of a large drug operation on the Isle of Wight, resulting in six defendants receiving up to five years imprisonment and £90,000 in confiscation. A further drug operation resulted in a London based criminal, with Portsmouth connections, receiving a 10 year prison sentence. The offender's associates received four and a half, and two years respectively.

The Unit has recently seen the conclusion of a long-term drug operation based in Southampton resulting in 10 people charged with conspiracy to supply class A, B and C drugs. The Unit also has a number of current operations underway, linked to innovative developments of activity into removing the benefits of crime.

## Vehicle Crime

The Safer Vehicles strategy covers initial call management, deployment, forensic examination, minimum standards for investigation, prisoner handling, targeting and crime reduction activity.

Throughout 2004/05, Hampshire Constabulary has consistently been the best performing force within our MSF family for reducing vehicle crime, achieving a 14 per cent reduction over the previous year which represents 2,676 fewer crimes, and fewer victims.

Year on year the incidence of vehicle crimes per 1,000 residents has reduced from 12.4 in 2002/03, and 11.6 in 2003/04, to 9.2 in 2004/05. Currently the incidence of vehicle crime is at its lowest for 24 years.

The reduction in vehicle crime has also been accompanied by a reduction in the fear of vehicle crime. The number of Hampshire residents highly worried about car crime has reduced from 14 per cent in 2002/03, and 13 per cent in 2003/04 to 11 per cent in 2004/05.

The Constabulary's Safer Vehicles strategy draws on Home Office guidance and local good practice, notably Operation Cobra which was developed in Portsmouth BCU utilising the PRIME problem solving methodology to tackle vehicle crime. This was achieved by looking at all aspects of the problem triangle namely, offenders, victims and locations. In October 2004 Hampshire Constabulary became the United Kingdom's first police force to win the prestigious International Herman Goldstein Award for excellence in problem oriented policing for the Operation Cobra work. The work has also been recognised by the Home Office Tilley awards, and is cited as good practice in the Home Office Strategic Plan 2004-08 'Confident Communities in a Secure Britain', and in the recent National Audit Office report on reducing vehicle crime.

## Robbery

The majority of robbery offences are opportunistic, occurring mainly in public places, with cash and mobile phones the main targets. Robbery only represented 0.5 per cent of all recorded crime in Hampshire and the Isle of Wight in 2004/05, but is treated as a serious crime.



# National Priorities

The Constabulary continues to develop initiatives and adopts best practice in order to tackle robbery effectively. This includes strategies identified as good practice from previous operations, such as Operation Blade in Portsmouth BCU. This operation utilised street identification booklets designed to provide officers with an aide-memoire to ensure that forensic opportunities were not lost and that necessary legal procedures were followed.

Therefore the quality and accuracy of robbery crime reports will improve, which will aid research and analysis of series, trends and target identification.

The Constabulary has seen an 8.8 per cent reduction in robberies in 2004/05.

## Combating serious and organised crime, both across and within force boundaries

Organised Immigration Crime, in its simplest form, deals with the illegal facilitation of people into the United Kingdom. It encompasses the various tools used to facilitate people, such as forged documents and concealments within various types of transportation. Careful distinction must be made between genuine asylum seekers and those who enter the United Kingdom to further their criminal enterprises. Many illegal immigrants are smuggled into the United Kingdom and subsequently coerced into labour or the sex trade. Essentially they are exploited, with the facilitator making substantial profits from such criminal enterprises.

Hampshire Constabulary recognises the seriousness of this issue and takes a positive and robust stand against Organised Immigration Crime whilst being sensitive to and understanding of the needs of the victims being illegally facilitated into Hampshire and the Isle of Wight.

Operation Lynx is a multi-agency partnership looking at the issues surrounding organised immigration crime. It is an intelligence led strategy, in partnership with the United Kingdom Immigration Service, looking at Organised Immigration Crime across Hampshire and the Isle of Wight, including collaborative work and intelligence sharing across the South East Region. Operation Lynx provides support to the Constabulary at both level 1 and level 2 areas of criminality within the National Intelligence Model, together with providing tactical options and harm reduction strategies.

## Child Abuse Investigation Unit

*'Children are citizens who have the same rights as adults to the protection offered by the criminal law and the expert services of the police.'*<sup>3</sup>

Previously known as Child Protection this department was one of the first in the country to undergo a change of name and is now known as the Child Abuse Investigation Unit (CAIU).

The change of title was driven by national developments arising from public enquiries such as the Victoria Climbié and the Soham Enquiry. The intention is to better reflect the role of Hampshire Constabulary in such cases by highlighting the importance of protecting children in Hampshire from all forms of violence and exploitation.

Over the past year in the region of 5,000 referrals were received from Social Services, professionals in health and education, police officers and members of the public concerned about the safety of a child.

The Unit risk assessed each of these cases to ensure the most appropriate level of police response and to assist partner agencies in safeguarding each child involved.



Over 1,300 cases of familial abuse have been fully investigated by the CAIU during 2004/05 in support of BCUs. Cases range from instances of multiple physical and sexual abuse of children by family members, and the suspicious deaths of infants, to cases of severe neglect and offences by people in positions of trust, (adults whose work or position puts them in a situation where they have responsibility for a child).

CAIU staff continued to receive praise from other agencies and the criminal justice system during the year for their professionalism. Many convictions were achieved at the Crown Courts across Hampshire and the Isle of Wight with offenders receiving significant sentences, in several cases life imprisonment.

In addition, in excess of 800 vulnerable witness interviews of children and young people have been conducted by CAIU staff to provide BCU colleagues with the best evidence for use in local investigations.

On a regional and national level the CAIU continues to work towards the safeguarding of children. The CAIU chairs the South East Regional Child Abuse Investigation Working Group and represents the region at national level. Staff from the CAIU have worked with national police agencies and Government in forming new legislation, guidance and best practice material throughout the year.

The coming year will see some of our greatest challenges to date as we work to implement the requirements of the Children Act 2004 and the Every Child Matters agenda across the Constabulary.<sup>4</sup> This programme of work will require every aspect of policing from specialist units to BCUs to work in co-operation with our partners in local government, education, health and our communities to ensure children and young people achieve a range of outcomes.

In some ways this will see the continuation of much of the good work the Constabulary already performs but in others it will require significant new areas of work such as the inclusion of the Every Child Matters agenda on CDRP strategies across the two counties. In recognition of this, the much closer working has already commenced between the CAIU and the Community Safety Department.

## National Intelligence Model (NIM)

The organisation continues to deliver its mainstream service within the business process known as the National Intelligence Model (NIM). After the previous year's positive reporting by Her Majesty's Inspectorate of Constabulary (HMIC), Hampshire Constabulary continues to deliver the highest level of service to the communities of Hampshire and the Isle of Wight by utilising the benefit provided by NIM.

The Constabulary has a team dedicated to developing the NIM in preparedness for the new Operational Command Unit (OCU) structure. The team will focus on the structures and resources required to meet local policing objectives for the current period and beyond. Additionally, the NIM continues its commitment to supporting those policing and other law enforcement agencies in tackling crime gangs and those involved in the most serious of crimes.

Hampshire Constabulary will continue to work closely with partner agencies and the HMIC to ensure a high quality of service is provided through effective, efficient and consistent investment of resources.



## Major Crime

The Major Crime Department has continued to develop, in terms of professionalism, expertise and flexibility. The management of the team has been expanded with a third detective superintendent appointed and based in Basingstoke covering the north of the county. The Department has effectively investigated all major crime during the year, whilst providing significant assistance in the investigation of major incidents of wider public interest in other counties. Investigation support extends to serious crime on BCUs and in the provision of high-level support to critical incident investigation. In the future the Major Crime Department is seeking to focus on the prevention of homicide and act as a catalyst within the Constabulary to ensure that policies and actions aim to prevent serious incidents where possible.

## Rape Investigation

Hampshire Constabulary is committed to ensuring all victims of rape and assault by penetration are offered the best victim care.

Specialised Sexually Offences Investigation Trained (SOIT) officers ensure that an ethical and rigorous investigation is conducted, maximising forensic and witness evidence. The victim is supported through the court process and specialist Crown Prosecution Service (CPS) lawyers are appointed to ensure that measures available under the Youth Justice and Criminal Evidence Act 1999 are utilised in an effort to increase conviction rates at court.

A comprehensive set of procedures detail the minimum standards of investigation and all offences of rape and serious sexual assault are investigated by a detective closely supervised by a detective inspector.

Additionally, the development of a control strategy will lead to a victim, location, offender approach to investigation which will involve partners and voluntary agencies in finding more long-term solutions to the incidence of rape and serious sexual assault.

## Cross Border Crime

Hampshire Constabulary continues to take the lead within the South East Regional Tasking and Co-ordinating Group (TCG) on several fronts. The distraction burglary focus desk working on the co-ordination of regional intelligence has resulted in a number of regional collaborative investigations into burglary artifice crime.

A significant achievement this year was the investigation into a nationwide conspiracy to commit lorry hijackings at gun point, abduct the lorry drivers and steal the loads by a team of non-local criminals. Hampshire suffered a hijacking in October 2004, and immediately took the lead in a pro-active investigation into the gang. This resulted in 10 people being charged with conspiracy to commit robbery, nationwide.

## High Tech Crime Unit

The High Tech Crime Unit which provides an evidential examination of computer and digital based technologies has seen another year of intense demand. Such work is increasingly a feature of many types of investigation.

Additional demands created by national investigations such as Operation Ore<sup>5</sup> and its successors have placed extra operational and investigative demands on the Constabulary.



As a result a specialist team was established on a temporary basis to deal with national referrals of child abuse images on computers. Entitled Operation Mickletown, this team has provided a valuable support to BCUs and provided a level of expertise and efficiency which could not have been achieved if individual officers had been left to tackle this new type of offending.

The challenge for the year ahead will be how to sustain such a force-wide response to an area of criminality which continues to show year on year growth.

The Constabulary has put in place plans to develop the High Tech Crime Unit with the allocation of significant new resources. By the end of 2005 this will be one of the leading units of its kind in the United Kingdom.

## **Narrowing the justice gap by increasing the number of offences brought to justice**

### **No Witness No Justice**

The No Witness No Justice (NWNJ) national project is currently under way in Hampshire and the Isle of Wight. This involves police and Crown Prosecution Service (CPS) joint working in order to improve victim and witness care throughout the progress of a prosecution case. Representatives from all agencies within the criminal justice system are working together; improving communication links, speeding up the ability to provide information to victims and witnesses, and being proactive in catering for their needs.

The Witness Care Unit in Portsmouth is live, handling cases in both Magistrates and Crown courts. A recent evaluation of this unit by our area NWNJ co-ordinators confirmed an enhanced service to members of the public is being achieved. The remaining units serving the rest of the Constabulary area will be set up by December 2005. One unit each for western, northern and Isle of Wight areas. Additionally funded staff through the NWNJ project will assist the Criminal Justice Unit (CJU) staff in these units to meet minimum standards of victim and witness care.

## **Penalty Notices for Disorder (PND)**

Since Penalty Notices for Disorder (PNDs) were introduced in February 2004 the Constabulary has issued 2,286 of the £80 notices and 1,058 of the £50 notices. Fifty seven per cent of the £80 notices have been paid and 42 per cent have gone to Fine Registration (£120) with only one per cent returned to the officer for summons. Sixty five per cent of the £50 notices have been paid and 34 per cent have gone to Fine Registration (£75) with only one per cent returned to the officer for summons.

The transfer of the Drunk and Disorderly offence from the £50 to an £80 notice has resulted in a significant decrease in the number of £50 notices issued with a comparable increase in the £80 notice.



## Prolific and other Priority Offenders (PPOs)

The Prolific and other Priority Offender (PPO) strategy which began across the two counties in September 2004 is a single coherent initiative in three complementary strands to reduce crime by targeting those who offend most or otherwise cause most harm to their communities. The three strands are, Prevent and Deter, Catch and Convict and Rehabilitate and Resettle.

The basic proposition for the Catch and Convict and Rehabilitate and Resettle strands is to develop a joined up approach, with all partners focussed on the same group of offenders through the setting up of a Prolific and other Priority Offenders (PPO) scheme in every CDRP area. Each local scheme will, based on intelligence, select the individuals who are causing the most harm to their communities and will ensure all agencies prioritise their resources on these offenders, with the explicit aim of putting an end to the harm which they are causing.

## Warrant Management

The Constabulary has continued the management of warrants as set out in the local warrant protocol with the CPS and the courts. The number of fail-to-appear warrants the Constabulary holds is 1,042, and this compares with a figure of 1,647 last year.

During the year there have been successful partnership initiatives to tackle outstanding warrants with the courts and the CPS, Operation Turn up and Operation Payback.

## Pre-charge Advice

The Constabulary has, along with the CPS, fully implemented the statutory pre-charge advice scheme. The Constabulary now has access to a CPS duty lawyer's advice at all times, seven days a week. All cases that are subject to pre-charge advice will now have CPS authority to charge. Cases will be trial ready at an earlier stage in the process which should lead to a reduction in discontinued cases, fewer witnesses being called to court to give evidence and a higher guilty plea rate.

## Sanction Detections

Crime detections are reported in five categories: charge/summons, caution/ reprimand/final warning, offence taken into consideration (TIC) by a court, Fixed Penalty Notice and administrative. Administrative detections cover those circumstances when it is either not possible or not appropriate to dispose of the case by one of the other methods, even though there may be sufficient evidence. Detections by those methods except administrative are called sanction detections. For 2004/05 the Constabulary achieved an overall detection rate of 28.1 per cent and a sanction detection rate of 22.8 per cent.

Although the Policing Performance Assessment Framework (PPAF) performance indicators for 2004/05 measures forces on all detections, Hampshire Constabulary continues to encourage BCUs to focus on sanction detections wherever appropriate.



This approach, particularly in the priority areas of domestic burglary, robbery, vehicle crime and violent crime, will contribute to the narrowing the justice gap goal of bringing more offenders to justice. Where sanction detections are not possible, BCUs will be encouraged to use administrative detections. Effective local management and quality assurance, through the pre-charge advice process, will ensure the consistent and ethical application of crime detections.

## Professionalising the Investigation Process (PIP)

Professionalising the Investigative Process (PIP) is a national project, aimed to enable the police service to deliver a more professional, ethical and effective investigation for policing in the 21st century.

The Constabulary, as one of the pathfinder forces, has been at the forefront of developing this process since the concept was first explored nationally in July 2003.

The development of PIP at national level by the National Centre of Policing Excellence (NCPE) has undergone significant change which has led to an inordinate delay in national implementation. Nonetheless, the Constabulary retains its engagement and ability to influence the final model through continued involvement in the National PIP Steering Group and it is anticipated that implementation will commence in autumn 2005.

The Constabulary continues to look forward to the implementation of this initiative and plans are well advanced to ensure effective local delivery.

## Electronic Identification Parades (PROMAT)

PROMAT, which stands for Profile Matching, went constabulary-wide in June 2004 after successful extensive trials. Since that date no live parades have been conducted. The PROMAT procedure is now used by more than 30 police forces.

Identity Suite sites were set up at Southsea, Aldershot and Bitterne and consisted of one inspector, one supervisor and eight operators.

Each BCU, as well as the Roads Policing Unit (RPU) and Major Crime Teams now all have their own ID liaison inspectors that have proved useful in addressing the needs of all concerned.

Some BCUs additionally purchased their own PROMAT equipment or have employed staff to further improve the service to their own BCU. These areas include Basingstoke, the New Forest, West Hampshire, Southampton Central and the Isle of Wight.

Hampshire is one of the few forces which capture the suspect's image whilst in custody, thus avoiding the possibility of suspects failing to answer bail or changing their appearance. In the last four months, 495 electronic identification parades were conducted and over the past year this would have amounted to approximately 1,400 for the year.

The identification rate for the last four months has an average of 46.8 per cent which will be improved upon.

Significant progress has been made over the past year, but there is still much to develop and improve upon, including weekend staff cover, updated viewing facilities, updated suspect capture facilities and a formalised and varied training programme for staff.



## Tackling anti-social behaviour and disorder

The last year has seen the powers provided by recent legislation, such as the Police Reform Act 2002 and Anti-social Behaviour Act 2003, being fully embedded into the range of tactics used by Hampshire Constabulary and its partners throughout the two counties.

A number of areas have been identified as being prone to anti-social behaviour carried out by groups of individuals and the powers to disperse such groups have been invoked. By the end of the year 2004/05, 19 such dispersal areas were designated and monitored in the Constabulary area.

The powers to close premises used for drug dealing that have blighted neighbourhoods with the anti-social behaviour of those frequenting them, have also been put to good effect. Whilst Portsmouth BCU were able to help their communities by closing several premises, including two multi-occupancy dwellings, during the year, similar action has also been taken in Solent East, Havant, Central Hampshire and the Isle of Wight.

Hampshire Constabulary and its partners have taken an incremental approach to dealing with those individuals who spoil others' quality of life by their anti-social behaviour. One aspect of this is to draw up Acceptable Behaviour Contracts (ABCs) with the individuals, which include interventions to divert them from their anti-social behaviour. Officers supported local partner agencies in developing and monitoring the 190 such ABCs operating at the year end. Furthermore they have worked to form schemes to incorporate Anti-Social Behaviour Orders (ASBOs) into the approach.

**Providing a citizen focussed service to the public which responds to the needs of individuals and communities and inspires confidence in the police, particularly amongst minority ethnic communities**

## Call Management

The Call Management Department has ensured a high quality of customer service by focussing staff resources and technology on answering 999 calls within 10 seconds over 92 per cent of the time.

The Constabulary switchboard deals with a significant percentage of all emergency calls through the 0845 045 45 45 single number access to the Constabulary.

The Department has responded to public feedback regarding a failure to update callers about the progress of their request for service, by introducing a new Customer Service Unit. The Unit's primary role is to update customers on incident progress.

A great deal of activity has been focussed on ensuring that a new Crime Reporting Bureau (CRB) and an enhanced Force Enquiry Centre (FEC) provide excellent and timely service to customers, both internal and external, through taking more categories of crime over the telephone and fully utilising the Records Management System (RMS).



## Race for Justice

The Race for Justice Project was commissioned to identify the views of the Black and Minority Ethnic (BME) communities living in Hampshire and the Isle of Wight on their perceptions of the agencies working within the Criminal Justice System (CJS). Its aim is also to engage with the communities, address their concerns and increase their confidence in the Criminal Justice System.

The Project Manager, who has been in post since November 2003, has been working on a number of initiatives. These include:

### The Criminal Justice System Poster

It became apparent at the outset of the project that there was a total lack of awareness about the Criminal Justice System and the role the agencies played. One of the Project Manager's first initiatives, the CJS Poster, was developed to address that. It explains the workings of the CJS in a fun and graphic way. The poster has been very well received both locally and nationally.

### Guide to Newcomers to Hampshire and the Isle of Wight

The highest priority was given to raising the confidence of asylum seekers and refugees dispersed to Hampshire and the Isle of Wight because:

- they make up 15 per cent of all BME people in Hampshire;
- they have little confidence in the CJS due to their experiences in their own countries;

- they are therefore less likely to report crime or come forth as witnesses;
- but more likely to come into contact with the CJS as victims, witnesses and even offenders; and
- they need help.

So we welcome them with a book with all the information they need, in their own languages. The Welcome to Britain book has received a lot of attention and praise not only from the newcomers to our communities, the agencies helping the newcomers, but also other organisations nationwide.

### Other Initiatives

- Consultations with BME offenders about their experiences of the criminal justice agencies.
- Community development workers in Basingstoke and Eastleigh engaging with BME communities.
- Drug treatment for BME drug misusers. Research into why the take-up of drug treatment services amongst BME communities is so low.
- Troubleshooting between BME communities and the CJS.
- Other initiatives are being undertaken to tackle domestic abuse, racial harassment and bullying.

For more information contact:

Race for Justice Project Manager,<sup>6</sup> Community Safety, West Hill, Romsey Road, Winchester, Hampshire. SO22 5DB.

Tel: 01962 814785 or 07976 727761



## Police Consultancy Group, Race Equality Scheme

Hampshire Constabulary has made a significant investment in its drive to improve the standard of service provided to the BME communities of Hampshire and the Isle of Wight. Part of this work involves the Race Equality Scheme (RES), a timetabled programme of activity that will draw to a close at the end of May 2005. The RES has, amongst other things, required the scrutiny of every Force policy and procedure to assess their relevance to the promotion of race equality. Many of the policies have a high potential adverse impact upon race relations and, during the past 12 months, a large number of these documents have been exposed to the scrutiny of the Hampshire Constabulary Consultative Group (HCCG). This Group is composed of members of the public who have volunteered to help the Constabulary improve its services, and recommendations by the HCCG have led to many of these policies being amended.

This activity is a requirement of the Race Relations (Amendment) Act 2000 and represents a small example of the far wider Race and Diversity agenda of the Constabulary.

The next version of the RES will be published on May 31, 2005 and will conclude in May 2008.

## Domestic Abuse

Domestic abuse accounts for approximately 15 per cent of all reported violent crime which marks a 1.4 per cent rise over the previous recorded year. Currently 33 per cent of all calls to domestic abuse incidents are from people who have been previously victimised and research shows that victims typically suffer more than 30 incidents of abuse before having the courage to call the police or other agencies. Therefore a first time caller is already most likely to be a long standing 'repeat' victim.

The Constabulary's Best Value review on domestic abuse has now been published and actions arising from this are being undertaken.

## Hate Crime

Hate crime recording was up by 63 per cent, the highest increase in England and Wales. This a positive result as the Constabulary is increasing this reporting by better community engagement through Lesbian and Gay Liaison Officers (LAGLOs), Diverse Communities Officers, third party reporting schemes, agency involvement such as Hampshire Gay Health Alliance and positive marketing about policing with minority groups.

The Constabulary's prosecution rate is above the national average with a low percentage receiving cautions as more offenders are charged to appear at court, where the conviction rate is also above the national average for these offences.



## Consulting Local People

Public consultation was undertaken with residents and businesses across Hampshire and the Isle of Wight throughout 2004. Several surveys were carried out with local residents in order to try and find out their views on policing in their local area, what issues cause them the greatest concern and how they would like the police to be able to tackle these issues. These included asking residents and businesses in Winchester city centre for their views on crime, anti-social behaviour and alcohol issues. The intention of the local Problem Resolution in a Multi-agency Environment (PRIME) team is now to introduce measures to tackle some of the residents' concerns.

In many areas the public's views gained through consultation, either have been, or are in the process of being adopted into local initiatives. Examples of this include work undertaken in Aldershot town centre and the Rowner estate in Gosport. In early 2004, local residents and businesses in Aldershot town centre were asked for their views on the policing issues facing the areas. Subsequent consultation a year later in early 2005 has shown that some of the issues of concern last year are in the process of being addressed, and more of those who replied feel that there was less anti-social behaviour and crime than a year ago. In 2004, residents of the Somerstown area of Portsmouth were asked for their views on crime and anti-social behaviour in their area in advance of a police led initiative to address residents' concerns. Follow-up consultation in early 2005 found that 39 per cent of residents feel that there is less crime than six months ago and a greater proportion of people feel that the police understand the main issues of concern to residents.

Follow-up consultation is now widely undertaken to gain an understanding of how the initiatives make a difference to local residents, and work to be undertaken throughout 2005 will continue to gain the views of the public on issues of concern to them and how well they feel the police are dealing with them.

## Professional Standards Department

The strategic aim of the Professional Standards Department is to maintain professional standards in all spheres of working, in order to inspire public and customer confidence in Hampshire Constabulary.

The Professional Standards Department has worked closely with other internal departments and BCUs to ensure that quality of service is maintained through robust supervision, inspection and performance review, reinforcing the individual responsibility of our staff for maintaining professional standards.

The past year has seen changes to the police complaints system, following the introduction of the Independent Police Complaints Commission (IPCC) in April 2004. Close liaison with the IPCC has ensured a smooth transition to the new complaints system, and implementation of new procedures. Complaints about the conduct of a police officer, police staff member, special constable, Police Community Support Officer (PCSO) or designated contractors' staff are encompassed within the complaints system under the guardianship of the IPCC. Previously only complaints regarding police officers were covered by the statutory complaints system.



# National Priorities

The Police Code of Conduct sets very high standards for police officers, and police staff are required to meet a general standard of behaviour whereby they must not bring the Constabulary into disrepute by any of their actions. Where a member of the public complains that the conduct of the Constabulary's staff has fallen below this standard, an investigation is conducted in accordance with local resolution or formal complaint investigation procedures.

Learning from the concerns and complaints of the public has become an integral part of the complaint investigation process within Hampshire Constabulary.

There has been a 22 per cent increase in the number of complaints recorded as compared to the previous year. Whilst the number of police complaints is one indicator of the level of public satisfaction, an increase in complaints can be due to making the complaints system more accessible to the public, together with our commitment to provide a positive response when such complaints are received. In 2003/04 there were 633 cases recorded and 1,053 complaints recorded. In 2004/05 there were 773 cases recorded and 1,284 complaints recorded.

## Independent Custody Visiting Scheme

Hampshire Police Authority has co-ordinated an Independent Custody Visiting Scheme since 1986. Trained volunteers make unannounced visits to police custody centres to check on the treatment of detainees and the conditions in which they are held.

Following a successful recruitment campaign during 2004, there are now 75 custody visitors in Hampshire and the Isle of Wight. Visitors are recruited from all sectors of the community and are trained according to the national guidelines by Authority and Constabulary staff. They are also invited to attend an annual seminar and given ongoing training. During 2004, 400 visits were made to detainees in custody and no breaches of Code C of the Police and Criminal Evidence Act (PACE) were reported.

The Police Authority values the time and effort given by custody visitors which contributes enormously to the successful operation of this scheme across the two counties.

## Transport Department

The Transport Department has introduced a web portal site that provides police officers and police staff with a range of details relating to the vehicle fleet such as disposition, fuel costs, defect reporting, and is seen as a unique innovation.

Mercedes 'Sprinter' Police Support Unit (PSU) vehicles, designed in collaboration with the end users, have been introduced into the fleet and provide a more cost effective, and far better equipped vehicle than its predecessor.

The Department continues to issue small quantities of liquid petroleum vehicles to specialist units such as technical services and the new national battenberg livery is being rolled out to the Constabulary fleet.



## Finance

### Statement of Accounts

The Statement of Accounts is the statutory document that details the expenditure, income, assets and liabilities of the Authority. It is located on the Hampshire Police Authority and Hampshire Constabulary websites and available at libraries.<sup>7</sup>

### Procurement

The procurement function managed by Business and Property Services makes a vital contribution to the provision and quality of policing services through the acquisition of goods, services or works.

Throughout 2004/05 considerable effort was directed at improving performance management, the pursuit of Best Value and greater use of collaborative arrangements. Of particular note are:

- the successful delivery of the annual supplier reduction target. There were 2,262 suppliers recorded against a set target of 2,500 therefore exceeding the target by 9.5 per cent;
- the purchase of force-wide personal issue of body armour, acquired via the Association of Chief Police Officers (ACPO) national framework contract, achieving a saving of approximately £300,000;
- stationery; the first ACPO collaborative contract to be awarded, tendered via e-auction, delivering cashable savings in the region of £9,000 per month; and
- cash and non-cashable savings in the area of contract cleaning services and forensic clinicians of £189,877.

In February 2005, a report was submitted and approved by the Police Authority providing the out-turn performance of the current Procurement Strategy (1999-04), and a new five year Procurement Strategy (2005-10).

The Annual Report of Procurement 2004/05 will be published in July 2005 covering in detail all aspects of procurement activities, successes and future aims for 2005/06.

### Estates Department

The Estates Department is the part of Business and Property Services (BAPS) that is responsible for dealing with the acquisition, development, management, improvement, alteration, maintenance and repair of all property assets and the disposal of those assets that are surplus to requirements.

Their aim is to provide a complete property service meeting the operational and accommodation needs of the Constabulary, fulfilling all its statutory obligations as a property owner and ensuring that the whole estate is well maintained and fit for purpose.

The workload of the Estates Department in 2004/05 has included the following.

- Disability Discrimination Act (DDA) access improvements were completed to 43 of the 49 buildings affected at a cost of £1,298,000 in the financial year.
- Hook Police and Community office; building works were delayed but are now well advanced and should be completed by June 2005.
- A new programme commenced for improvements to ventilation, insulation and thermal efficiency in operational and support buildings and will continue next year.



- New workshop premises at Newport on the Isle of Wight; the freehold was purchased and fitting out works completed by April 29, 2005.
- Central Ticket Office and Safety Camera Partnership; relocated from H Q at Winchester to larger and more modern premises.
- Improvements to Custody Centres; work has continued on this programme with 10 of the 12 sites involved being completed by the year end.
- Major refurbishment at Aldershot; work started in 2004/05 and will complete in the next few months.
- Reactive works in both building mechanical and electrical; there are a considerable number of reactive repairs required during the course of any financial year. Current records show an estimated total of 2,400 reactive items for the year 2004/05.
- Expenditure with the two current term contractors for service, maintenance and remedial works amounted to £512,000 in 2004/05.
- The total expenditure by the Department (both revenue and capital) rose from £3,358,000 in 2003/04 to an estimated £8,204,000 in 2004/05.

Hampshire Constabulary is currently divided into 10 Basic Command Units (BCUs). Each BCU is under the command of either a superintendent or a chief superintendent, who is responsible for delivering the policing service in their area. The BCU commanders produce a service plan which sets out how the BCU will contribute towards the achievement of the priorities outlined in the Annual Policing Plan (now Local Policing Plan).

The following pages include BCU performance information and a run-down of some of the initiatives undertaken in each area during 2004/05. The Authority is keen to provide residents with more information about policing in their local area, thereby continuing its ongoing commitment to community engagement and citizen focus.

## Administration, Finance and Support

The total expenditure (both revenue and capital) rose from £3,358,000 in 2003/04 to an estimated £8,204,000 in 2004/05 (including commitments entered into during that year), an increase of 144 per cent over 12 months.



## Portsmouth BCU

In October 2004 Portsmouth BCU moved to the sector/neighbourhood style of policing. Under this system officers have responsibility for a geographic area and maintain ownership for all crime and anti-social behaviour within that area. This forms the building blocks to a more citizen focussed policing style.

Sector Policing has contributed to some significant performance successes. In 2004/05 domestic burglary has seen a reduction of 6.6 per cent and an increase in detections of 29.6 per cent. Vehicle crime has reduced by a further 6 per cent.

## Cosham

Using PRIME methodology, an area has been highlighted in Drayton and Farlington to tackle youth nuisance. Youth services and local officers used engagement and diversionary work to reduce low level crime such as criminal damage.

Partnership working resulted in the placing of youth shelters in one of the parks and those children who were displaying anti-social behaviour were referred to the Anti-Social Behaviour (ASB) unit for consideration of Acceptable Behaviour Contracts (ABCs).

Crime in general on the specific beat reduced by 30 per cent between December 2004 and March 2005 compared with the previous year.

## Portsmouth Central

Crime and anti-social behaviour in Somerstown has reduced significantly this year by over 25 per cent. The Somerstown Area Crime Panel was formed, which is the Hampshire pilot site for multi-agency crime issues.

Violent crime has gradually escalated each year in Guildhall Walk. Early this year, a PRIME project was instigated and within the last two months, there has been a 24 per cent reduction in calls and crime in the area.

There are three designated areas where the Dispersal of Groups legislation applies. Portsmouth has also achieved the closure of four addresses using crack house closure legislation.

## Fratton

The last year has seen the closure of eight addresses involved in the use of Class A drugs under the crack house closure legislation.

A series of anti-social behaviour operations have been launched, giving residents the opportunity to participate in the improvement of their quality of life. This assisted in obtaining 19 ASBOs and 21 ABCs in the last year.

A PRIME project at Mayfield School, in partnership with the Local Education Authority (LEA) has had a positive impact on reducing crime, truancy related crime and anti-social behaviour. This has attracted interest from around the Constabulary and the Home Office.

## Southsea

Southsea achieved a national first by effecting the first closure of an entire multi-occupancy premise. The operation is now being examined by the Home Office as best practice for multi-occupancy premises.

Designated Area powers were used which resulted in the first charge for a breach of an order in the city. These powers continue to be used to target disorderly conduct resulting from late night opening premises.



# Basic Command Units (BCUs)

## Joint Agency Action Group (JAAG)

Portsmouth led the way in targeting Prolific and other Priority Offenders (PPOs) by setting up a Joint Agency Action Group (JAAG). The city's PPOs continue to be identified by the Safer Portsmouth Partnership, and are targeted through the JAAG.

The formation of the Fleet Project, funded by the Drugs Intervention Programme, offers drug dependent offenders assistance, aimed at diverting them away from criminal behaviour to finance their drug habit.

## Community Safety

The Community Safety Unit (CSU) continues to develop its strong strategic and tactical partnership links with local and national agencies with the aim of reducing crime and disorder across the city.

The CSU has recognised expertise in dealing with Registered Sex Offenders and Potentially Dangerous Offenders (RSO/PDO), domestic abuse, crime reduction, licensing, child protection, missing persons, school liaison and the Anti-Social Behaviour (ASB) unit. The unit embraces the problem solving processes and has rolled out training to 230 police and partner agency staff.

## Operation Market

Operation Market saw the response to the violent disorder which followed the Portsmouth v Southampton football match in March 2004. This resulted in a total of 105 arrests and 103 convictions. Eighty eight people received prison sentences and all of those people involved received football banning orders totalling 549 years.

The working relationship the team enjoyed with the Crown Prosecution Service (CPS) is being held as an example of best practice and has attracted attention from the international policing community.





## Solent East BCU

Solent East BCU is an amalgamation of the former Fareham and Gosport BCUs. It lies within three local authority areas, Gosport Borough Council to the south, Fareham Borough Council central and Winchester City Council to the north.

The area has a total population of 135,648 with a BME population of 2,233, equating to 1.6 per cent. The area is policed by 278 police officers, 86 police staff, and a large number of special constables. Two Accredited Community Support Officers (ACSOs) work within the Gosport area.

The BCU is split into three operational sectors:

- Gosport;
- Fareham;
- Rural (Park Gate and Meon Valley).

Over the year 2004/05 Solent East was the third best performing BCU, with a 34 per cent reduction in dwelling burglary, a 20 per cent reduction in vehicle crime and a 15 per cent reduction in violent crime. This represents very good performance particularly in the context of the huge changes arising from the amalgamation.

## Gosport

The Peninsular Project has been operating in Gosport over the last year to reduce the offending behaviour of Gosport's persistent criminals whose offending behaviour is driven by their dependency on illegal drugs. Use is made of existing service providers and the Peninsular Project signposts clients to all the necessary agencies that will give them the wrap-around services including employment, education, housing and health that they need in order to help them move away from their chaotic lifestyles and to a stable life within the community.

Fareham CDRP has now bought into the initiative and is jointly funding the Project during the current financial year. This is a real example of good partnership work that is achieving a positive result for the community.

Also over the last year, Gosport obtained a crack house closure with the positive additional result of a reduction in the availability of this harmful drug in the community, a reduction in the nuisance associated with the property and the successful conviction of two people.

## Fareham

Fareham successfully obtained a dispersal area in Portchester as a result of a successful PRIME, where it was identified that people were congregating in an unusual area and causing problems to the community. Scanning identified that many of the young people were not local and had no ties to the area in which they were causing problems. The dispersal area is showing signs of success with a reduction in calls received and an increase in community confidence.

In Fareham Town Centre, a Designated Public Place Order has been made by Fareham Borough Council. It is now an offence to refuse to hand over alcohol to a police officer for disposal when required to do so. This important local regulation will enable the police to maintain the safe environment for residents and visitors to the town's shopping centre.

Fareham's evening economy is still developing. Restaurants, pubs and in summer 2005, a cinema complex will make the town a vibrant evening venue. Two beat officers are deployed to manage the growing policing commitment in addition to manipulating shifts to provide appropriate cover.



# Basic Command Units (BCUs)

## Rural

The Rural sector has two separate and distinct areas, consisting of the built up areas of Park Gate, Stubbington and Titchfield, covered by Fareham Borough Council, and the rural area of the Meon Valley which is part of the Winchester City Council area.

Over the last year police have been concentrating on youth nuisance and criminal damage issues within the more built-up areas. Across the Meon Valley, police have been concentrating on more rural issues such as hunting, in light of new legislation, and issues arising from animal rights protests.

## Solent East

Across the BCU a series of community meetings have been put in place in order to ensure that the community is kept informed of police priorities and how their issues are being dealt with. These meetings also allow the sector to keep abreast of local concerns and to ensure that the public share the vision to make Solent East successful in its performance.





## Havant BCU

Havant BCU is divided into two sectors, namely Waterlooville and Havant. Havant also covers Leigh Park and Hayling Island. The BCU is bisected by the A3 which inevitably brings a good deal of visitors to the area, particularly to Hayling Island during the summer months.

The BCU has 216 police officers and 65 police staff with 21 special constables. We also benefit from four Police Community Support Officers (PCSOs) who patrol Leigh Park. They work with and are supported by nine Accredited Community Support Officers (ACSOs) who are employed by Hampshire County Council.

Additionally there are two wardens operating in the Warren Park area in support of the work within the policing priority area in Leigh Park. This extended police family approach allied to the engagement of voluntary and resident groups is making a difference in providing effective reassurance.

It has been a very busy and active year and the BCU has seen a marked fall in crime of 9 per cent which equates to 1,260 fewer victims over last year. The detection rate has climbed by 6 per cent compared to last year reaching 30 per cent.

The BCU also witnessed a 34 per cent reduction in the commission rate for vehicle crime, 591 fewer crimes over last year. There was also a 17 per cent reduction in criminal damage with 700 fewer victims than last year.

Havant BCU is making progress in making their communities feel safer through effective partnership working and a very proactive media campaign.

New structures have been developed to listen more effectively to the community and a community analyst has been employed to inform a community tasking group. Thus local residents' concerns are built into policing arrangements. The results of all of this work will be assessed and evaluated later this year.

## Havant and Hayling Island Sector

The past 12 months saw significant changes to the policing style adopted within this sector. That, together with partnership working through the Pride of Place project in Leigh Park and the introduction of community wardens and ACSOs, has led to both significant reductions in crime and also increased reassurance to local residents.

Local offenders have been targeted using profiling and the use of ASBOs. Offenders who had evaded arrest and conviction have felt the impact of the partnership working and focussed policing. The new CCTV van has been deployed within the sector, acting as a further deterrent to those intent on committing acts of anti-social behaviour.

The rapid response to intelligence has led to 20 successful drugs search warrants disrupting criminal behaviour.

PRIME methodology has been utilised in areas where damage and anti-social behaviour have been a persistent problem. The Hayling Island Community Centre and Barncroft Junior and Infant School have seen dramatic benefits from a multi-agency approach. Funding from the Police Authority helped finance CCTV at the community centre.

PCSOs and a community centre drop-in centre will soon enhance the options available in Leigh Park increasing visibility and the accessibility to local services.



# Basic Command Units (BCUs)

## Waterlooville Sector

Waterlooville sector comprises both urban and rural areas. There are nine beat areas within the sector, each having a community beat officer to manage PRIME and citizen focus policing, and sector teams to manage response and general policing.

Since its inception in April 2004, sector teams have worked well, carrying out a variety of small and large scale initiatives to tackle crime and disorder problems. There have been a variety of Automatic Number Plate Recognition (ANPR) checks working closely with the Roads Policing Unit (RPU), enforcing the Safer Vehicles and Safer Homes initiatives. There have been Safer Homes initiatives in the rural areas using the rural policing funds, identifying insecure properties overnight as well as the Lights On campaign during the winter.

Waterlooville sector held a Crime Reduction and Environment Week (CREW) in November 2004 at Wecock Farm, a deprived area within the sector which has ongoing problems with drug misuse, burglaries, vehicle crime and violent crime, and which proved highly successful.

In February 2005 the largest dispersal area in the Constabulary was introduced in Purbrook to tackle anti-social behaviour and volume crime problems. This has had an impact on the quality of life of local residents.





## Isle of Wight BCU

### Ryde

In Ryde, the sector model has allowed for the formation of a Town Centre Unit increasing the focus on Shopwatch, Pubwatch and the night-time economy. The sector team have been dedicated to undertake liaison with local business, public houses and clubs, business associations and local authority elected members to work towards reducing the levels of crime and disorder in the town.

The team has instigated follow-up visits to licensed premises to ensure that if people have been arrested for drunken behaviour, after drinking at a particular location, the licensee has been advised that their service to the community must improve to reduce this type of behaviour and tackle the culture of binge drinking. This, combined with a number of high visibility patrols under operation Liss, has led to an increase in prosecutions for low level public order offences through a zero tolerance approach and a reduction in the level of serious assaults.

A dispersal area under section 30 of the Anti-social Behaviour Act has been instigated and is proving to be very useful in reducing nuisance within the area designated on Ryde Esplanade.

Sector sergeants and constables have become well known in their respective communities and have begun building effective partnerships with all schools in the area, with youth clubs, young peoples residential hostels, neighbourhood community projects such as Ryde Play Scheme and neighbourhood wardens. In particular one sector constable has worked closely with staff at Ryde High to get to know pupils and to reduce abuse to staff by being visible at school break times within the school.

Another has commenced work to improve relations with the youth club including working with older people in the area to reduce fear of disorder. Officers have been working with staff at the St. Johns' Hostel to produce positive working relationships to resolve problems with the local community, understand the residents' concerns and get the residents to appreciate the values of their neighbours.

The sector inspector works with the local community forum that provides a directed citizen focus initiative for Ryde, such as reducing damage and disorder in Appley Park. By siting a mobile CCTV camera and increasing police presence in this area, reports of damage reduced to virtually nil over a short period.

### Newport

The main initiative for Newport has been to restructure the sector policing model. The teams now have very clear areas of responsibility. The team sergeants have been encouraged to build links to the communities on their beats and therefore improve customer focus. The beat officers are the main leaders in customer focus and are tasked to arrange structured and regular contact with the community by way of beat surgeries, meetings with residents' associations and other main players on their beats.

Shopwatch and Pubwatch schemes have been set up, which have reassured the participants and empowered them to resolve some of their own problems.



# Basic Command Units (BCUs)

A successful application to the Council resulted in an anti-social drinking ban in Church Litten. Another successful strategy has been the introduction of Operation Liss and the Safer Streets Bus, which is a BCU wide operation targeted at reducing violent crime in the evenings and into the night at weekends. The nature of the patrol will always increase the number of reported incidents of public order, however incidents of serious disorder or assaults have significantly reduced.

## Shanklin

Shanklin has seen a 35 per cent reduction in domestic burglaries from the previous year, as well as an increase in detection rates. The sanction detection rate is up 16 per cent and the overall detection rate is up by 28 per cent on the previous year. Part of this success is due to a Hotelwatch scheme launched at the beginning of 2004. This involved a leaflet drop followed by a personal visit by a police officer to hotels and holiday camps to raise awareness of crime.

## Rural

The Rural sector achieved 25 per cent in sanction detection rates and 31 per cent overall detection rate in Cowes, a considerable improvement on previous performance. This was achieved through focus on, and valuing of, detections and making all officers aware of their personal detection rates.





## Eastleigh BCU

The West Hampshire BCU was created in April 2004 when the former Andover and Eastleigh BCUs amalgamated. The new structure brought co-terminosity with the Eastleigh Borough Council (EBC) and Test Valley Borough Council (TVBC) boundaries.

Geographically, the BCU borders the eastern and northern outskirts of Southampton. It includes the towns of Eastleigh and Hedge End (the predominantly dormitory area of Southampton) in the Eastleigh Borough Council area and Romsey, Stockbridge and Andover in the Test Valley area, plus the surrounding rural communities. The BCU also has a thriving business community with a number of mid-sized industrial estates, retail parks and business parks plus an ever growing residential community.

There are four sectors within the BCU: Andover and Romsey covering Test Valley, whilst Eastleigh and Hedge End cover the Eastleigh Borough Council area. The four Sectors operate from police stations at Weyhill, Andover, Stockbridge, Romsey, Eastleigh and Hedge End.

The BCU records very low levels of crime and has continued to reduce crime levels during the previous 12 months. The annual service plan focussed on six priorities:

- House Burglary 546;
- Vehicle Crime 1738;
- Violent Crime 4076;
- Anti-social Behaviour. See sector summary;
- Public Reassurance See sector summary; and
- Class A Drugs supply.

All sectors contributed to and supported a series of operational and proactive initiatives including the force led Safer campaigns and included the following successful initiatives:

### Andover

Operation Dennison, a multi-agency operation designed to tackle drink related violent crime and anti-social behaviour in Andover town centre was implemented. The Andover Pubwatch was re-launched with all pubs in the town centre enrolling as members.

The Alamein Ward has a team of four officers allocated to it, who patrol on cycles and use mobile CCTV equipment to gain evidence of offending.

One beat team has set up meet the beat surgeries at a local community centre where they meet local residents to address concerns and local issues.

The rural Neighbourhood Watch schemes remain successful and the town Neighbourhood Watch scheme was re-launched.

### Hedge End

Considerable success was achieved in reducing street fights between rival groups of teenagers, marking an overall fall in violent crime in the sector which was the best across the BCU. Anti-social behaviour and youth nuisance was tackled at local hot spots through focussed high visibility patrols. Local officers policed the Hampshire Rose Bowl which attracted crowds of up to 20,000 spectators for cricket and pop concerts.

Vehicle crime levels fell across the sector and domestic burglary rates were under the set targets. Detection rates increased for both crimes, with burglary detections reaching 25 per cent.



# Basic Command Units (BCUs)

## Eastleigh

Alcohol related crime was tackled within Eastleigh town centre. Pro-active Safer Homes campaigns were put in place to reduce burglary levels and detection figures rose to 57 per cent.

Under the Safer Vehicles strategy, crime reduction packs were produced and distributed to motorists in high crime areas.

Anti-social behaviour hot spots were identified to tackle under age drinking and behaviour, resulting in Acceptable Behaviour Contracts (ABCs) being issued.

## Romsey

Violent crime and anti-social behaviour was successfully tackled on a partnership basis in Romsey. A shopwatch scheme was introduced to improve communication between local retailers and the police with the aim of reducing crime, particularly credit card fraud.

Using PRIME methodology, an initiative was set up to target anti-social and drunken behaviour of juveniles.

Dispersal Orders are being considered in designated areas and five ASBOs were placed alongside a number of ABCs. One teenager was imprisoned for breaching an ASBO.

Partnership working remained fundamental in helping to achieve and deliver many of the BCU's priority objectives within the Service Plan, and continues to play an important role in helping to keep our communities safe by reducing levels of all crime.





## Basingstoke BCU

### Town Sector

The role of the beat managers continues to develop, and there has been good interaction between them and the community wardens that exist in Basingstoke. One feature of this is the tasking of wardens through a fortnightly process that links into the BCU bi weekly Tasking and Coordinating Group (TCG). Wardens have therefore been able to assist in patrolling hot spot areas for vehicle crime, identified through the PRIME process that led to a 71 per cent reduction in crime in one area.

### Operation Keynes

Basingstoke was the first BCU in the Constabulary to designate a dispersal area under Section 30 of the Anti-social Behaviour Act 2003. The areas designated for the purpose of the operation were the Brighton Hill Shopping Centre and the Sainsbury's store at Hatchwarren, where incidents of disorder, damage, nuisance, harassment and intimidation had been escalating. High visibility foot and cycle patrols, supported by mobile patrols, marked and unmarked, passive drug detection dogs, ASBO co-ordinators (Police and Local Authority) were deployed to the area on specific operation dates.

The object was to enforce Section 30 powers, signpost youths to specific services and diversionary projects, and to identify ringleaders. Many youths were dispersed and arrests effected when one or two individuals returned to the area following dispersal. Individual perpetrators have also been made the subject of ABCs or ASBOs in addition to prosecution for substantive offences where appropriate.

The impact of the operation saw a significant fall in reported damage offences and a similar significant fall of reports of harassment and intimidation caused by congregating groups of youths. This also provided reassurance and restored confidence amongst the affected communities. The dispersal zone for Sainsbury's was removed after six months and key partners, including police, have secured local funding for youth provision and amenities. The dispersal zone for Brighton Hill Shopping Centre has been extended and is the subject of a PRIME project.

The BCU also remains committed to stemming the supply of controlled drugs in the area. An undercover investigation was undertaken, Operation Dixon, that led to drug dealers being sentenced to significant custodial sentences, and disrupting the supply of drugs.

### Rural Sector

A PRIME project was commenced at Oakley in respect of several anti-social behaviour locations which had reduced the quality of life for residents over several years. The beat manager led and coordinated the project utilising partners such as the Parish Council, Borough Council, County Council and local Convenience Store management. This led to national press coverage, where the officer's work was held up as an outstanding example of community policing.



## Basic Command Units (BCUs)

A rural seminar was held in November which attracted some 180 invited guests who represented land owners, managers and workers who all had an association with Countrywatch. All rural officers attended and guest speakers gave talks on legislation in respect of poaching issues as well as fly-tipping. A rural expert from the Crown Prosecution Service (CPS) gave a presentation as well as input from internal sources such as the Constabulary Control Room and Equine Liaison. Positive feedback was received from both the public and police officers. A subsequent crackdown on illegal hare coursing has seen several successful prosecutions.





## New Forest BCU

### New Forest East Sector

Officers in the New Forest East policing sector based around Hythe, Blackfield, Holbury and Fawley have been particularly active this year in dealing with anti-social behaviour and licensing issues. Partnership work with offenders committing anti-social behaviour has proved successful in 97 per cent of individual cases across the New Forest. A licensing initiative over the year has resulted in the closure of one particular problem public house in Hythe. In this location anti-social behaviour complaints have since fallen by 83 per cent and there is now a much closer working relationship between police, landlords and licensing managers.

Domestic burglary, robbery and vehicle crimes have all been reduced and robberies have achieved 100 per cent detection rates. Crime overall in the sector fell by 3 per cent with an overall detection rate of 23 per cent.

### New Forest West Sector

During the past 12 months the town centre area of Fordingbridge has continued to experience a significant reduction of around 50 per cent in incidents of crime and anti-social behaviour. The local Community Beat Officer's engagement with local youth and the project and diversionary work carried out by the Fordingbridge Youth Action Steering Committee has been a contributory factor in this reduction. The principal aims of the Committee, which was formed about 18 months ago, were to consult with local youth and provide them with some meaningful diversion away from alcohol or drug misuse and the promotion of a more productive and healthier lifestyle.

Since its inception, the multi-agency group has successfully raised funds in excess of £100,000 through various sponsorships and donations. This has led to the purchase and installation of two youth shelters, a state of the art skate park, a kick wall facility and a drop-in centre, providing counselling, information and advice and support mechanisms to local youths. The group is now in the process of developing a youth club facility.

As well as the larger towns and villages of Ringwood, Fordingbridge and Bransgore, the New Forest West policing area encompasses a large number of hamlets and villages, across a wide rural infrastructure. Over the past 12 months officers have continued to take the mobile police office to the rural communities, in recognition of the need to engage and reassure residents who can feel isolated and vulnerable within this type of environment.

Domestic burglary, criminal damage, violent and vehicle crimes have all been reduced. There was a slight increase in robberies, bringing the annual total to five.

In total there has been a 13 per cent reduction in all crime, and a 21 per cent detection rate for all crime.





# Basic Command Units (BCUs)

## New Forest North Sector

This sector covers both Totton and Lyndhurst together with the surrounding villages. Juvenile nuisance has featured prominently in the West Totton and Ashurst beats and patrols have dealt effectively with groups of juveniles for incidents of alcohol abuse and nuisance around the vicinity of the skate park. Vehicle crime has been a particular problem with a handful of prolific car thieves operating in the Calmore and Eling areas. Directed patrols with planned covert operations led to successful arrests and prison sentences for those responsible.

A dedicated beat officer, free from control room deployment, has been deployed in Lyndhurst for visible reassurance in the area and has been well received by residents.

Foot patrols have been increased across both Totton and Lyndhurst in order to provide visible reassurance to the public and deter crime and disorder. All four residential beats are now cycle beats and officers equipped with modern police mountain bikes regularly patrol these areas, which is being very well received by the community. Beat officers have been regularly patrolling both Testwood and Hounslow schools, building valuable working partnerships with staff and pupils.

Criminal damage and vehicle crimes have been reduced. There has been a rise in domestic burglary on last year where there had been a significant reduction in the previous year. Violent crime has increased, partly due to more domestic incident reporting and an increase in violent incidents reported at Woodhaven Hospital, indicating a confidence by the community in police action to be taken.

Detection rates are the highest in the New Forest BCU reaching 27 per cent overall over all offence types.

## New Forest South Sector

New Milton and Lymington Sectors have now merged and achieved a creditable 27 per cent reduction in crime over the year. Beat officers have played a major role in maintaining high profile policing and reassurance. Increased emphasis has been placed on improving communication with the public and regular bulletins have been provided to the local press. Beat officers are attending all parish meetings and deepening their involvement with community groups.

A proactive approach to anti-social behaviour resulted in six ASBOs being granted. Much of this behaviour has been alcohol fuelled. The Trading Standards Agency carried out a series of test alcohol purchases and three premises failed.

Landlords have been successful, with support from local officers, in banning customers that have been drunk or shown violence.

The arrest of an active burglar in December led to 28 burglaries in New Milton Town being detected and burglaries have dramatically fallen with the incarceration of this person.



## Southampton BCU

The BCU has introduced the first Professional Development Unit (PDU) in the Constabulary which has now been rolled out countywide. The PDU provides newly recruited police officers with close on-the-job training during their first weeks on the BCU and further training where necessary. More experienced constables act as the new recruits' tutors.

The BCU has also been improving the way intelligence is gathered and used. There is now a specialised team within the Intelligence Unit that develops intelligence to both Constabulary and BCU priorities. Much of their work revolves around disrupting the supply and distribution of Class A drugs in the city. This has led to several premises being shut down under the crackhouse closure legislation and the seizure in 2004 of £191,315 of class A drugs as well as 27 successful prosecutions of those dealing drugs.

Closer ties have been forged with the diverse population that makes up the community of Southampton. Officers are gaining a better understanding of the wide variety of different cultures locally and are working to improve relations even further. Handy pocket sized guides have been produced in 13 different languages to help people if they need police assistance.

## Southampton Central

The Southampton Central area currently has its own Tactical Cycle Team (TCT) which provides high profile patrols and proactive policing. The team has proved so successful more are being set up in other parts of the city. One of those will be in the Shirley sector.

A new Shirley North Neighbourhood Team is also being created to provide better local beat policing in the area. There will be six officers working on the unit and a similar team is already in place in Millbrook, where officers work in partnership with Neighbourhood Wardens and other agencies.

## Bitterne

In the Bitterne policing sector, Thornhill has benefited from the Government's New Deal for Communities scheme. That has led to additional funding and the formation of a community police team. There are seven beat officers and a police office staffed by a Station Enquiry Officer (SEO). Both the SEO and three of the officers are funded by the scheme. The team has achieved good results and indications are that the community feel more reassured and the quality of life is improving in the area.

Thornhill and Bitterne precinct became the first two areas where Section 30 dispersal orders were put in place. These have curbed anti-social behaviour by giving police officers powers to take those under 16 home if they are not with an adult after 9 pm. Officers can also disperse groups of two or more people where necessary. Those who don't comply can be arrested. Police officers have used the dispersal powers more than 150 times at these locations.

The BCU now has six Police Community Support Officers (PCSOs) placed around the city dealing with policing issues where a constable isn't required. They also offer a further uniformed police presence on the streets providing reassurance. Joint patrols are taking place with the City Council's own Accredited Community Support Officers (ACSOs) to ensure closer partnership working to achieve a safer city in which to live and work.



# Basic Command Units (BCUs)

## Central Hampshire BCU

The past performance year of 2004/05 has delivered significant improvements in crime reduction and in reducing the fear of crime. Domestic burglary and vehicle crimes have seen significant reductions.

Central Hampshire has adopted the most radical model of sector policing in the Constabulary, which delivers real geographic ownership for the community and its crime by all frontline staff. This has been achieved through the critical realignment of resources around response and sector teams.

## Winchester

Efforts have been concentrated on reducing anti-social behaviour and night-time disorder with regular use of the mobile CCTV vehicle to target hot spots. Operation Portsoy targeted night-time disorder through high visibility presence and complimented the PRIME initiative that continues to seek long-term solutions to city centre disorder.

Future work includes working towards an alcohol exclusion zone in the city centre and the introduction of a tactical cycle team to provide a highly visible and approachable contemporary face of traditional policing.

## Itchen Valley

Crime rates are at an all-time low. Reported crime in the sector fell by almost half compared with the previous year. In what is believed to be the biggest annual reduction ever seen in the area, crimes fell from 547 (2003/04) to just 296 in the year ending 2004/05 which is a reduction of 46 per cent.

## Alton

Alton Sector has sought to maximise the citizen focus opportunities through investing in bicycles to patrol the town centre and the suburbs, as part of an ongoing package to increase the amount of personal contact officers have with the community.

In response to business community concerns, intensive patrolling is being carried out in the form of two high visibility officers and one plain clothes officer in commercial areas to help deter local and travelling criminals.

Under age drinking has been targeted with officers carrying out visits to pubs and clubs to deter incidents of alcohol fuelled disorder.

## Longmore

The BCU's first Crime Reduction and Environment Week (CREW) event was held around the Forest Centre in Bordon and followed a successful dispersal order at the same location. During the week, 16 agencies came together to tackle crime and environmental issues with some marked successes.

Through the Pubwatch scheme in Petersfield, seven people have been banned from all town centre pubs signifying a clear commitment to reducing drink related crime in the town. A crackdown on the use of illegal drugs in the town has been implemented and has seen regular use of passive drug detection dogs.

Special constables open the police office in Liphook for an extra three nights a week achieving better access for Liphook residents.



## North East Hampshire BCU

North East Hampshire BCU has 217 officers, around 100 police staff and 25 special constables. Ministry of Defence and Royal Military Police assist in policing the garrison area and military establishments around the Aldershot headquarters.

The BCU has three operational sectors. Response teams work from Farnborough and Yateley. Beat officers and neighbourhood teams work closely with agencies on two local CDRPs in the Rushmoor and Hart local authority areas.

## Community Safety and Reassurance

The Community Safety Team's work includes Prolific and Other Priority Offenders (PPOs), domestic abuse, crime prevention, licensing issues and anti-social behaviour. The Harrier Project works with offenders to break the cycle of committing crime to fund drug or alcohol habits.

There are eight ASBOs and 15 ABCs in place. Police have closed down four properties where there were problems with drug use or dealing.

North East Hampshire BCU has four new PCSOs, including one sponsored by Welcome Break, dedicated to the service area of the M3 at Fleet.

## Reducing Burglary

The burglary rate in the BCU has fallen by almost 10 per cent, and more burglaries are being detected. A dedicated burglary squad works to prevent and detect domestic burglaries.

## Reducing Vehicle Crime

2004/05 figures show that 7 per cent of vehicle crime is detected in North East Hampshire. This does not take into account the detection of over 100 vehicle crimes in the first month of 2005/06, all of which were committed in the previous year.

## Aldershot

Operation Dovetail was a six month project based around the Manor Park area of the town, aimed at reassurance and tackling anti-social behaviour. Measures included zero tolerance weekends and high visibility patrols.

Officers used passive drug detection dogs to check people entering pubs and clubs, and issued ultraviolet key rings to door staff, to check that ID being presented was authentic.

Violent crime has seen significant reductions. Officers remain committed to the area, in particular high visibility reassurance patrols on weekend nights.

Police officers in partnership with the Ministry of Defence tackled stolen motorbikes being ridden on military land. Arrests were made and stolen property recovered.

Recent work has focussed on drug dealers using the area. Two large scale dealers have been detained. Officers continue to act upon intelligence, reassuring the public that drug dealing, and the anti-social behaviour associated with it, will not be tolerated.



# Basic Command Units (BCUs)



## Hart

Operation Comfort began in Hook to tackle residents' disproportionately high fear of crime. Phase one used high visibility patrols, school visits, the Pubwatch scheme and resident surveys to put in place long term reassurance measures.

Officers addressed problems around under age drinking and anti-social behaviour in Zebon Copse, Fleet.

This involved high visibility patrols, working with the partnership on leaflets and with the youth service. Recent reports are that the problem is greatly reduced.

Yateley beat teams have reorganised duties to enable them to provide regular anti-social behaviour patrols around the Yateley Green area on Friday and Saturday nights. This has been successful in reducing complaints about anti-social behaviour and damage.

## Farnborough

Tackling anti-social behaviour has been high on the agenda for the Farnborough beat teams, particularly around King George V playing fields. The beat officers have built up a rapport with the young people who gather there, in an effort to get them to understand the effect their behaviour has on nearby residents. A planned operation resulted in a large number of letters being sent to juveniles' homes, young people being collected by parents and one person being reported for a public order offence. Residents and parents welcomed the actions of the police.



A Crime Reduction and Environment Week (CREW) took place in the Mayfield area. Police and partners from the Safer Rushmoor Partnership were involved in activities to clean up the area, prevent anti-social behaviour and offer crime prevention advice. The Driver and Vehicle Licensing Agency (DVLA) targeted untaxed and unregistered vehicles, court representatives chased up outstanding warrants and a truancy sweep was carried out. CREW lasts one week, but it allows an area to clean up outstanding problems and make a fresh start.

## Statutory Performance Indicators (SPIs)

SPIs outlining performance in 2003/04 are set out on the following pages. However, the following points should be noted:

- A number of indicators are new or revised and there is no historical data for them.
- The Constabulary is required to set realistic and challenging targets for burglary and vehicle crime and has chosen to set similarly challenging targets for other key indicators.
- The performance tables on the following pages show how Hampshire Constabulary has performed in comparison with other forces. 'Family Average' refers to the average result across the Constabulary's 'most similar forces'. This allows like-with-like comparison. The family group, which is subject to change, is set by the Home Office and is currently Essex, Kent, Thames Valley, Bedfordshire, Leicestershire, Avon and Somerset and Northamptonshire.



# Statutory Performance Indicators (SPIs)

Performance Indicator	Performance Measurement	Achieved	Family Average	2004/05	
		2003/04	2003/04	Target	Achieved
<b>USER SATISFACTION</b> – Satisfaction of victims of domestic burglary, violent crime, vehicle crime and road traffic collisions with respect to: Key = i) completely or very satisfied, ii) completely, very or fairly satisfied					
SPI 1(a)	Making contact with the police.	No historical data (NHD)	NHD	No Target Set (NTS)	i) 69% ii) 87%
SPI 1(b)	Action taken by the police.	NHD	NHD	NTS	i) 59% ii) 76%
SPI 1(c)	Being kept informed of progress.	NHD	NHD	NTS	i) 42% ii) 58%
SPI 1(d)	Their treatment by staff.	NHD	NHD	NTS	i) 73% ii) 87%
SPI 1(e)	The overall service provided.	NHD	NHD	NTS	i) 57% ii) 76%
<b>CONFIDENCE</b>					
SPI 2	Using the British Crime Survey, the percentage of people who think their local police do a good job.	52%	49%	NTS	53%
<b>FAIRNESS, EQUALITY AND DIVERSITY</b> Key = i) completely or very satisfied, ii) completely, very or fairly satisfied					
SPI 3(a)	Satisfaction of victims of racist incidents with respect to overall service provided.	NHD	NHD	NTS	i) 60% ii) 75%
SPI 3(b)	Comparison of satisfaction for white users and users from minority ethnic groups with respect to the overall service provided.	NHD	NHD	NTS	White i) 57% ii) 76% Minority Ethnic i) 55% ii) 74%
SPI 3(c)	Percentage of PACE searches which lead to arrest by ethnicity of the person searched.	White 11% Minority Ethnic 15%	White 12% Minority Ethnic 13%	NTS	White 10% Minority Ethnic 15%



Performance Indicator	Performance Measurement	Achieved	Family Average	2004/05	
		2003/04	2003/04	Target	Achieved
<b>FAIRNESS, EQUALITY AND DIVERSITY</b>					
<i>Key = i) completely or very satisfied, ii) completely, very or fairly satisfied</i>					
SPI 3(d)	Comparison of sanction detection rates for violence against the person offences by ethnicity of the victim.	i) White 53% ii) Minority Ethnic 47%	No data	NTS	i) White 49% ii) Minority Ethnic 42%
SPI 3(e)	Proportion of police recruits from minority ethnic groups compared to the proportion of people from minority ethnic groups in the economically active population.	2.2%	No data	NTS	3.3%
SPI 3(f)	Ratio of officers from minority ethnic groups resigning to white officer resignations.	1.4%	No data	NTS	0%
SPI 3(g)	Percentage of female police officers compared to the overall force strength.	22%	No data	NTS	23.5%
<b>CRIME LEVEL</b>					
SPI 4(a)	Using the British Crime Survey, the risk of personal crime.	8	7.3	NTS	
SPI 4(b)	Using the British Crime Survey, the risk of household crime.	21	19.8	NTS	
SPI 5(a)	Domestic burglaries per 1,000 households.*	9.4	14.3	<9.0	7.3
SPI 5(b)	Violent crime per 1,000 population.*	21.5	18.3	<22.5	23.3
SPI 5(c)	Robberies per 1,000 population.*	0.59	1.1	<.052	0.53
SPI 5(d)	Vehicle crime per 1,000 population.*	11.6	15.1	<10.8	9.2
SPI 5(e)	Life threatening crime and gun crime per 1,000 population.	0.15	No data	NTS	0.18



# Statutory Performance Indicators (SPIs)

		Achieved	Family Average	2004/05	
Performance Indicator	Performance Measurement	2003/04	2003/04	Target	Achieved
<b>OFFENCES BROUGHT TO JUSTICE</b>					
SPI 6(a)	Number of offences brought to justice.	33307	No data	>34577	34866
SPI 6(b)	Percentage of offences brought to justice.	18.7%	No data	>19.2%	19.5%
<b>SANCTION DETECTIONS</b>					
SPI 7(a)	Percentage of notifiable offences resulting in a sanction detection.	21.5%	18.6%	>24%	22.8%
<b>DOMESTIC ABUSE</b>					
SPI 8(a)	Percentage of domestic abuse incidents with a power of arrest where an arrest was made related to the incident.	46%	47%	>50%	46%
<b>TRAFFIC</b>					
SPI 9(a)	i) Number of people killed or seriously injured in road traffic collisions* ii) per 100 million vehicle km travelled.	i) 1180 ii) 6.6	No data	i) <1130 ii) <6.3	i) 1002 ii) 5.6
<b>QUALITY OF LIFE</b>					
SPI 10(a)	Using the British Crime Survey, fear of crime. a) Domestic burglary b) Vehicle crime c) Violent crime	a) 10.0 b) 11.5 c) 11.0	a) 11.3 b) 12.9 c) 13.4	NTS	a) 9.5 b) 11.4 c) 12.1
SPI 10(b)	Using the British Crime Survey, perceptions of anti-social behaviour.	18.5	15.4	NTS	18.4



Performance Indicator	Performance Measurement	Achieved	Family Average	2004/05	
		2003/04	2003/04	Target	Achieved
<b>QUALITY OF LIFE</b>					
SPI10(c)	Using the British Crime Survey, perceptions of local drug use/drug dealing.	NHD	NHD	NTS	No data
<b>FRONTLINE POLICING</b>					
11(a)	Percentage of police officer time spent on frontline duties.	64.2%	64.4%	65.2%	66.6%
<b>RESOURCE USE</b>					
12(a)	Delivery of cashable and non-cashable efficiency targets.	Yes	No data	Yes	Yes
13(a)	Average number of working hours lost per annum due to sickness per police officer.	79.2 hours (8.8 days)	86.4 hours (9.6 days)	<72 hours (<8 days)	75.6 hours (8.4 days)
13(b)	Average number of working hours lost per annum due to sickness per police staff member.	66 hours (8.8 days)	78.7 hours (10.5 days)	<60 hours (<8 days)	62.3 hours (8.3 days)
<b>LOCAL PERFORMANCE INDICATORS</b>					
F1 and F2	a) All crimes per 1000 population and b) Overall detection rate.	a) 99.8 b) 27%	a) 100.0 b) 24%	NTS	a) 96 b) 28%
F3	Percentage of 999 calls answered within 10 seconds.	90%	89%	>90%	92%
F4	Percentage of emergency calls attended within 15 minutes.	94%	No data	>90%	93%
F5	Achieve the recruiting target for the year and be fully staffed at year end.	Yes	Not relevant	>3740	3748
F6	Homicide detection rate.	83%	No data	100%	76%
F7	Reduce the number of BCS comparator crimes over 3 years.	105392	No data	NTS	99274
F8	Sanction detection rate for a) Domestic burglary b) Violent crime c) Robbery d) Vehicle crime	a) 18.0% b) 34.1% c) 23.2% d) 10.5%	a) 14.6% b) 31.1% c) 18.4% d) 9.1%	a) >20% b) >40% c) >25% d) >12%	a) 26% b) 36% c) 30% d) 10%



# Glossary of Terms

ABC	Acceptable Behaviour Contract	CREW	Crime reduction Environment Week
ABC	Activity Based Costing	CSU	Community Safety Unit
ACPO	Association of Chief Police Officers	DDA	Disability Discrimination Act
ACR	Automated Crime Recording	DVLA	Driver Vehicle Licensing Agency
ACSO	Accredited Community Support Officer	EVA	Environmental Visual Audit
ANPR	Automatic Number Plate Recognition	FEC	Force Enquiry Centre
APA	Association of Police Authorities	FIT	Field Impairment Test
ASBO	Anti-Social Behaviour Order	FPN	Fixed Penalty Notice
BAPS	Business And Property Services	FRMU	Forensic Resource Management Unit
BCU	Basic Command Unit	GOSE	Government Office for the South East
BME	Black and Minority Ethnic	HCCG	Hampshire Constabulary Consultative Group
BVR	Best Value Review	HMIC	Her Majesty's Inspectorate of Constabulary
CAIU	Child Abuse Investigation Unit	HOLMES	Home Office Large Major Enquiry System
CCTV	Closed Circuit Television	HPDS	High Potential Development Scheme
CDRP	Crime and Disorder Reduction Partnership	HQ	Headquarters
CID	Criminal Investigation Department	IDU	Impaired Driver Unit
CJS	Criminal Justice System	IPCC	Independent Police Complaints Commission
CJU	Criminal Justice Unit	IT	Information Technology
CLDP	Core Leadership Development Programme	JAAG	Joint Agency Action Group
CPS	Crown Prosecution Service	LAGLO	Lesbian And Gay Liaison Officer
CRB	Crime Recording Bureau		



LCJB	Local Criminal Justice Board	PPAF	Policing Performance Assessment Framework
LEA	Local Education Authority	PPOS	Prolific and other Priority Offender Scheme
MSF	Most Similar Force	PRIME	Problem Resolution In Multi-agency Environment
NCPE	National Centre for Policing Excellence	PROMAT	Profile Matching
NCRS	National Crime Recording Standard	PSA	Public Service Agreement
NIM	National Intelligence Model	PSU	Police Standards Unit
NMIS	National Management Information System	PSU	Police Support Unit
NSIR	National Standard for Incident Recording	REACH	Rape, Examination, Advice, Counselling, Help
NWNJ	No Witness No Justice	RES	Race Equality Scheme
OCU	Operational Command Unit	RMS	Records Management System
PACC	Police Authority Community Consultation	RPU	Roads Policing Unit
PACE	Police and Criminal Evidence Act 1984	RSO	Registered Sex Offender
PACPP	Police Authority Crime Prevention Panel	SARC	Sexual Assault Referral Centre
PCSO	Police Community Support Officer	SOCA	Serious and Organised Crime Agency
PDO	Potentially Dangerous Offender	SOIT	Sexual Offences Investigation Trained
PDR	Performance and Development Review	SPI	Statutory Performance Indicators
PDU	Probationer Development Unit	SSD	Scientific Services Department
PIP	Professionalising Investigation Process	TCG	Tasking and Co-ordinating Group
PNC	Police National Computer	TCT	Tactical Cycle Team
PND	Penalty Notice for Disorder	TIC	Taken Into Consideration

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