

# Hampshire Police Authority

Annual Report 2003/04

Annual Policing Plan 2004/05



**Hampshire**  
POLICE AUTHORITY

*for Hampshire  
and the  
Isle of Wight*

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Victim Support  
Tel: 0845 3030900  
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Victim Support offers free and confidential advice to people affected by crime.

**P** hone 999 only if..  
**O** ffenders are nearby  
**L** ife is at risk  
**I** njury is caused or threatened  
**C** rime or disorder are in progress  
**E** verything else, phone 0845 045 45 45

# Introduction

## Annual Report 2003/04

The Annual Report sets out how the Authority and Constabulary have worked towards achieving the objectives and priorities set out within the Strategic Plan 2003/05 and Annual Policing Plan 2003/04.

As well as providing an assessment of Force-level performance, the Report includes a review of each geographical Basic Command Unit (BCU), or policing area, within the two counties. This review highlights BCU-level initiatives undertaken during 2003/04, thereby providing residents with more information about policing in their local area.

## Annual Policing Plan 2004/05

Following the guidance set out in the National Policing Plan 2004/07 the Annual Policing Plan contains the local and national priorities for Hampshire Constabulary in the coming year.

The Plan also meets statutory requirements to produce the following documents:

- Efficiency Plan
- Best Value Performance Plan

This document is available on the Internet at

[www.hantspa.org](http://www.hantspa.org) and  
[www.hampshire.police.uk](http://www.hampshire.police.uk)

# Contents

## Annual Report

<b>Section 1 – Summary of Performance</b>	2	Eastleigh	22
		Fareham	24
<b>Section 2 – Objectives and Priorities</b>		Gosport	26
Police Authority Own Objective	4	Havant	28
Police Authority Local Objectives	6	Isle of Wight	30
National Priorities	10	New Forest	32
		North East Hampshire	34
<b>Section 3 – Basic Command Units</b>		Portsmouth	36
Introduction	15	Southampton	38
Andover	16		
Basingstoke	18	<b>Section 4 – Best Value Performance</b>	
Central Hampshire	20	<b>Indicators</b>	40

## Annual Policing Plan

<b>Section 1 – Overview</b>		<b>Section 5 – Finance</b>	
Foreword	2	Allocation of resources	61
Membership of		Spending	62
Hampshire Police Authority	4	Capital	64
Hampshire Police Authority		Medium-term Financial Strategy	65
Statement of Purpose	6	<b>Section 6 – Efficiency Plan</b>	67
Strategic Summary	7	<b>Section 7 – Estates</b>	69
Police Authority Panels	9	<b>Section 8 – Best Value Performance Plan</b>	
Hampshire Constabulary		Review Programme	73
Purpose and Values	12	Completed Reviews and	
The Service We Provide	12	Recommendations	75
Annual Planning Process	14	<b>Section 9 – Audits and Inspections</b>	
<b>Section 2 – Strategic Priorities</b>		The Annual Audit Letter 2002/03	79
Introduction	15	HMIC Inspections	83
Police Authority Own Priorities	16	<b>Section 10 – Performance</b>	
Police Authority Local Priorities	21	The Policing Performance	
National Priorities	30	Assessment Framework	87
<b>Section 3 – Rural Policing</b>	49	Performance in 2003/04	87
<b>Section 4 – Human Resources</b>		Statutory Performance Indicators	
Staffing	51	2004/05	88
Recruiting	55	Performance Tables	89
Training	57		

# Hampshire Police Authority

Annual Report 2003/04



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# Summary Of Performance

This section provides an assessment of the Constabulary's overall performance during 2003/04.

The Government set challenging targets to tackle house burglary, vehicle crime, and for certain forces not including Hampshire Constabulary, street crime. The aim is to reduce house burglary and vehicle crime by 30 per cent over the five years from 1999/2000.

The Constabulary's agreed targets during 2003/04 were 9 burglaries per 1,000 households and 10 vehicle crimes per 1,000 population. The Force's achievement was 9.4 burglaries per 1,000 households and 11.6 vehicle crimes per 1,000 population. Although still higher than target, vehicle crime showed a welcome reduction of 7 per cent in the year.

The Policing Standards Unit provides regular comparative data for forces in comparison to their Most Similar Force (MSF) family – which for Hampshire Constabulary comprises Avon & Somerset, Bedfordshire, Essex, Kent, Leicestershire, Northamptonshire and Thames Valley. All regular comparative reporting is now based on this family of eight forces.

In 2003/04 the comparative data showed the Constabulary as the best performing force in its family, with the lowest levels of house burglary, vehicle crime and robbery compared with its MSF.

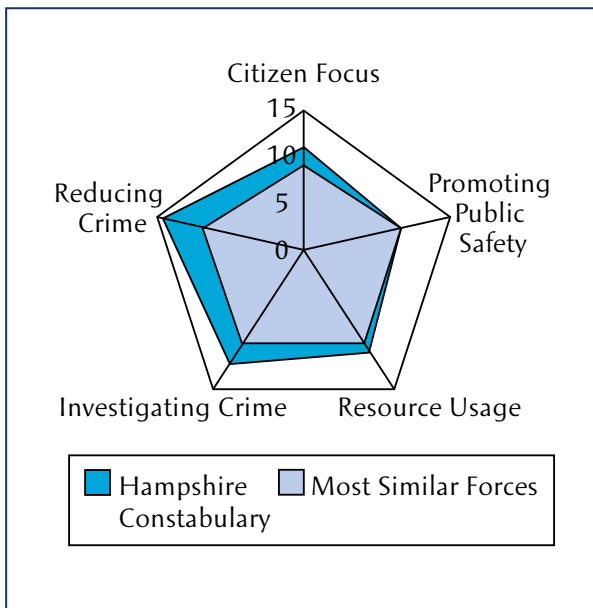
This excellent picture was not the same for violent crime, with the Force performing less well than any of its MSFs.

The Force adopted the National Crime Recording Standard (NCRS) on April 1, 2002. This was an ACPO initiative stemming from Her Majesty's Inspectorate of Constabulary (HMIC) thematic inspection on police crime recording entitled "On the Record". The aim of NCRS was to promote a more level playing field, with greater consistency in crime recording between forces and to take a more victim oriented approach to crime recording. It was accepted that crime numbers would increase as a result of NCRS particularly in less serious violent crime (notably in harassment and very minor assaults).

In Hampshire Constabulary the commitment to 'correct' recording has resulted in a 103 per cent increase in violent crime over the past two years.

The chart on the following page shows the performance of Hampshire Constabulary in 2002/03. The aim is to be as far outside the central pentagon as possible. The 2002/03 performance showed that Hampshire Constabulary was better than the MSF average on all the five domains. Indications are that the equivalent chart for 2003/04 will continue to show this good standard of performance.

# Summary Of Performance



Attendance rates for staff have improved significantly over the past three years. The Constabulary met its challenging 2003/04 target of a maximum of nine days lost per person per annum and continues to progress towards the eventual target of a maximum of six days lost per person per annum by 2006/07.

The Home Office has also produced comparative data for forces on public satisfaction and fear of crime. The comparative data to December 2003 in the Constabulary's MSF family was again satisfactory.

The Force was the best performing in terms of 'public satisfaction with local police' and second best in the family of MSF for 'fear of burglary'. In terms of 'fear of vehicle crime' and 'fear of violent crime' the Constabulary was the fourth best performing force.

The target for reducing collisions involving death or serious injury was for fewer than 947 collisions in the year. The final result was 939 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 947 was the interim target on this journey and shows Hampshire Constabulary to be well on target.

# Objectives And Priorities

## Police Authority Own Objective

This section outlines how the Authority and Constabulary have worked towards achieving local objectives and national priorities during 2003/04.

This objective was set by the Authority.

**To consult effectively with the communities of Hampshire and the Isle of Wight on policing issues to inform policing priorities for the future.**

The Authority sought to achieve this objective by ensuring that consultation took place with representative cross-sections of the community of Hampshire and the Isle of Wight.

Police authorities are required by statute to consult with communities on policing issues. Hampshire Police Authority is committed to an effective programme of consultation to ensure that the policing service delivered reflects the needs and expectations of communities.

A meeting of Hampshire Police Authority in June 2003 agreed that the Community Affairs Steering Group should become a formal Panel (Community Affairs Panel) to enable it to carry out its consultation on the Authority's behalf.

The Authority's consultation arrangements are called Police Authority Community Consultation (PACC). Each of the 14 local and unitary authority areas across the two counties has a group that makes arrangements for consultation in its local area.

The arrangements for consultation are developed by a 'core group' in each of the 14 areas, comprising a Police Authority member (who chairs the group), the local police Basic Command Unit (BCU) commander, the local authority Community Safety Officer and an administrator. Each core group develops an annual programme of consultation, which is agreed by the Authority. These events run from April to March.

In 2003/04 the Authority consulted at 65 events across the two counties. Within this, particular events were arranged for young people, older people, commuters, people with disabilities and members of the gay and lesbian community.

Some examples of the events are:

- Visits to Say No and Phone (SNAP) discos, schools, colleges and universities
- Visits to people in residential care homes
- Consulting commuters at a railway station in the Hart area and customers on the Isle of Wight ferry
- Visits to shopping centres

People were also consulted through the Southampton Centre for Independent Living, gay men's health projects and the Drug Advisory Service.

The results from 1,750 questionnaires completed at various consultation events gave the following ten key areas of concern for communities:

# Objectives And Priorities

- Vandalism and graffiti
- More officers on the beat/patrol cars
- Gatherings of youths
- Anti-social behaviour
- Speeding traffic
- Underage drinking
- Drug issues
- Car crime
- Cycling/skateboarding on pavements
- Litter

These issues are addressed for the coming year in the Police Authority's local priorities outlined within the Annual Policing Plan 2004/05.

In addition, Hampshire Police Authority and Hampshire Constabulary jointly consulted members of the public across Hampshire and the Isle of Wight on the Government's police reform green paper 'Policing: Building Safer Communities Together'.

The groups raised a number of key issues, such as police accountability, the possibility of directly elected police boards, community engagement, operational police effectiveness and modernising the police service.

The main concerns were the need for greater police visibility, less bureaucracy and to tackle anti-social behaviour. There was an overwhelming desire for there to be less

central government control to enable local police authorities and local constabularies to work with communities on issues of direct concern to them.

This information was reported back to the Home Office to help inform the Government's plans for police reform. In addition to the above, annually the Authority consults communities, representatives of businesses and residents' associations on the budget and levels of proposed council tax to support policing. In January 2004, the Authority consulted residents in a community workshop. Views were obtained on general policing, the Police Authority and the Constabulary. Those consulted were surprised at how little policing costs them as a proportion of their council tax as a whole, for the current year only 25 per cent of the total.

# Objectives And Priorities

## Police Authority Local Objectives

The following local objectives were set by the Authority for the Constabulary.

**To reduce road collision casualties in Hampshire and the Isle of Wight, particularly those which are serious and fatal.**

The three key principles of casualty reduction - education (including explanation), engineering and enforcement have been used to focus activity towards meeting the 2010 road casualty reduction targets.

These challenging targets are:

- to reduce by 40 per cent the number of people killed or seriously injured;
- to reduce by 50 per cent the number of children killed or seriously injured; and
- to reduce by 10 per cent those slightly injured.

The two counties are currently on profile to meet these targets. Fatal collisions have risen in the last two calendar years largely due to the increase in motorcycle fatalities - an emerging trend replicated throughout the South-East Region. In light of this a full-time Bikesafe Co-ordinator post has been created to co-ordinate the Constabulary's education and enforcement plan, with specific focus upon the summer months when motorcyclists are using the roads.

Impaired driving remains a focus of activity and in order to deliver upon this area of business the Force have invested in training Roads Policing Unit officers in field impairment testing.

### ALL COLLISIONS

Year	April 02 - March 03	April 03 - March 04	Variance
Fatal	101	84	-17
Serious	984	860	-124
Slight	5643	5472	-171

### MOTORCYCLE & MOPED CASUALTIES

Year	April 02 - March 03	April 03 - March 04	Variance
Fatal	23	23	0
Serious	248	253	+5
Slight	796	729	-67

# Objectives And Priorities

**To ensure the Constabulary makes the most efficient use of all its resources and achieves Best Value for money spent and provides the highest quality of service possible.**

## 999 Calls

Over the past year the commitment to responding to emergencies has been reinforced by the prompt answering of emergency calls and the subsequent assessment which initiates all police deployments.

The investment in technology in this key area of business has enabled the Force to exceed the target of answering 90 per cent of 999 calls within 10 seconds for the past two consecutive years. This consistently high level of achievement underlines the overall call handling strategy, ensuring that there is prompt telephone response for emergency callers. The average waiting time for 999 callers during 2003/04 was four seconds.

Police attended the scene within 15 minutes in over 94 per cent of calls classified as emergencies.

To assess public confidence in the Constabulary's call handling process a public survey was undertaken which, for the first time, solely addressed the call handling service provided. Over 400 returns showed that, overall, 84 per cent were satisfied with the 999 service for both the speed of answering and the competence of the person handling their call.

Within the same survey the overall satisfaction level of those calling on the non-emergency (0845 0454545) number was 77 per cent and, once again, all answering targets were achieved over the year.

More is being done within the Call Handling Division to improve services to the public and to make better use of police officer time. The Force Enquiry Centre now operates throughout 24 hours and more administrative tasks are being removed from patrolling officers to free-up time to undertake more investigations and respond to incidents. In addition, greater victim focus is being achieved through dealing with victims of crime appropriately at the point of first telephone contact.

Work is continuing to ensure that immediate response to incidents is appropriate and, where necessary, prompts engagement in solving long standing problems. National Incident Recording Standards will influence this work as will other projects currently being undertaken by the Constabulary

## Airwave

Hampshire Constabulary conditionally accepted the Airwave service on March 2, 2004. It is intended that the service will be rolled out on a phased basis, commencing with the Isle of Wight in June, spreading across the Force area within the following 12 months.

# Objectives And Priorities

## Activity Based Costing (ABC)

Hampshire Constabulary completed Force-wide activity sampling of all Basic Command Units in November 2003. This year, the Constabulary's central units and squads have also been assessed. The Force is now on target to produce the required ABC data for the first round of the national Policing Performance Assessment Framework in 2004/05.

The Force is also evaluating the benefits of mobile data terminals by using activity data to show how much more time is spent out of the station by officers piloting these devices as part of Programme Mercury (see Annual Policing Plan 2004/05).

From December 2004, the Home Office will publish ABC returns from all forces. This will allow Hampshire Constabulary to look at performance and resource spending side by side for the first time in groups of most similar BCUs and forces.

## Automatic Number Plate Recognition (ANPR)

Hampshire Constabulary is one of the 23 forces taking part in the Home Office led Project Laser. This relates to an extended fixed penalty scheme, integrated with ANPR enforcement, with costs recovered being reinvested into ANPR enforcement.

Since Project Laser started on June 2, 2003 the Constabulary has carried out over 350 deployments, resulting in over 340 arrests. In addition, £118,000 in property has been recovered and £147,000 fixed penalty notices issued.

## Scientific Services

The Scientific Services Department is ensuring that the Constabulary makes full use of advances in science and technology to drive down volume crime and detect major and serious crime.

The productivity of the department has improved over the year through a process of performance management as it sought to maximise the value of DNA and fingerprint identification of volume crime offenders. As an example, DNA samples are now routinely processed within five days, which allows for the early arrest of offenders thereby restricting their ability to commit further crime.

The department is committed to the effective use of resources by linking its work to the policing priorities of the police units it serves through the framework of the National Intelligence Model. The drive to fully exploit this linkage led to the establishment of a forensic resource management unit to co-ordinate scientific services across the two counties. This new and innovative unit is receiving much acclaim from national agencies and has been funded largely by external grants and additional funds secured through negotiating favourable price reductions from forensic suppliers. The improved scientific service is exemplified by the increase to 75 per cent in the proportion of DNA samples that are now profiled, which places Hampshire in the top five performing forces.

This unit made possible a new vehicle crime forensic examination service to BCUs, which is seen to be a vastly improved service to

# Objectives And Priorities

victims of car crime and has led to a significant rise in the number of vehicles examined. It has also been responsible for the timely identification of linked series of crime, which is a great help to the investigators in their efforts to identify and arrest the offender.

The department has also introduced a further forensic process that enables major crime investigators to more fully interpret forensic evidence at and away from scenes of crime. It continues to make best use of its very talented staff through changes in deployment availability and through the provision of a new staff career structure that equally values police staff and police officers by the contribution they make to the service.

During the last year the department received the accolade: 'The level and means of forensic support in Hampshire Constabulary has been widely promulgated by Her Majesty's Inspectorate of Constabulary, such is the innovation and expertise within the department'.

## Human Resources

During 2003/04 the Force published updated policies and procedures relating to attendance management and was successful in meeting its target of a maximum of nine days lost per person per annum. 2003/04 saw the introduction of special priority payments and competence related threshold payments. New policies relating to flexible working have also been introduced to enable all staff to balance the demands of personal and working lives.

## Best Value

Three Best Value reviews were conducted during 2003/04 – Personnel, Licensing and Criminal Justice issues. The outcome and associated recommendations are contained within the Annual Policing Plan 2004/05.

**To reduce anti-social behaviour in partnership with the community and other agencies thereby reducing the fear from such activities amongst the communities of Hampshire and the Isle of Wight.**

(incorporating national priority – tackling anti-social behaviour and disorder)

The last year has seen an increase in the amount of legislative powers available to the Constabulary and its partners through the Anti Social Behaviour Act 2003.

The new powers available include the ability to disperse groups of individuals who congregate in areas where their behaviour and presence is a catalyst for anti-social behaviour. This power was recently used in Basingstoke BCU to deal with youths to great effect.

Police now have the power to close 'crack houses' to prevent drug users blighting a residential area, again this power was used by Portsmouth BCU shortly after the introduction of legislation.

# Objectives And Priorities

## National Priorities

During the last year Southampton BCU ran the Constabulary trial in relation to the seizure of motor vehicles used in an anti-social manner. This was a success and has led to this power being rolled out to the rest of the Force. To date, in excess of 140 drivers have been warned under the legislation and nine vehicles have been seized.

An alternative disposal for arrested individuals has been the introduction of the fixed penalty scheme for disorder. This has meant that in the appropriate circumstances an individual will receive a fixed fine rather than a court appearance and, in turn, this has resulted in significant efficiency/time savings for the police and courts.

The Constabulary has worked with local authorities to encourage the recruitment of anti-social behaviour coordinators to manage local issues. The Force also sought their support in obtaining Accredited Community Safety Officers to provide a visible presence in dealing with anti-social behaviour.

These priorities were set by the Government for all police forces.

### **Reducing volume, street, drug-related and violent and gun crime in line with local and national targets.**

#### Burglary

In 2003/04 the target for house burglary was 9 offences per thousand households. The Force's achievement against this target was 9.4 offences per thousand households. However, the Force remains one of the safest places in the country with very low amounts of dwelling burglaries.

Detection rates were encouraging - with a target of 20 per cent and a result of 20.1 per cent. This work was achieved by improving the focus on forensic detections, maximising the opportunities when burglars were apprehended and ensuring a proactive policing style. This detection figure included many successful operations, including one in Basingstoke where a group of burglars was convicted of over 100 offences.

Significant campaigns of reducing burglary included a successful year for Operation Fairlawn in Southampton. This has been a joint Force and Home Office initiative to improve the response to burglary through increased use of forensic techniques and dedicated scenes of crime officers.

At the end of the year the new Safer Homes strategy was developed which looks to improve the way the Force investigates and deals with burglary as well as being a crime prevention and reduction campaign.

# Objectives And Priorities

This will build on the successes of this year and lead to a reduction in burglaries over the coming year.

## Drugs

Throughout the year Basic Command Units have worked to target street level drugs supply and some notable successes were gained against these dealers through drugs test-purchase operations. Of note - North East Hampshire - 14 arrested for heroin supply, New Forest - nine convicted for supplying cocaine, Isle of Wight - 15 charged with conspiracy to supply heroin and Basingstoke - 22 arrested for supplying heroin and crack-cocaine.

At Force level a drugs supply network with links to Liverpool was successfully concluded at crown court and other successful operations targeting Class A drugs suppliers are currently going through the court process. An operation originally investigated by the Force Crime Unit, involving the importation of cocaine from Jamaica using couriers from the south of Hampshire, was passed up to a regional investigation team and successfully prosecuted at court. The Force has seen a steady increase in the number of persons charged with drugs supply offences. A number of successful proactive operations have led to 259 persons being charged with drugs supply offences during 2003/04.

## Vehicle Crime

The Force has been successful in reducing vehicle crime by seven per cent during 2003/04. Comparative data shows the

Constabulary with the lowest level of vehicle crime compared with its Most Similar Forces. The Force will continue to build on this success in 2004/05 with the launch of its 'Safer Vehicles' strategy.

## Violent Crime

Violent crime has seen a notable increase since the introduction of the National Crime Recording Standard (NCRS) and the application of a robust and ethical crime recording policy. The Constabulary is recording more minor violent crime than ever before which demonstrates a victim-focused approach enabling the Force to concentrate on addressing anti-social behaviour and quality of life issues.

## Robbery

Operation 'Blade', a strategy deployed in Portsmouth BCU, sought to utilise good practice from 'Street Crime Initiative' areas. The operation was successful in curbing gang-related robbery, where the risk of potential injury was considered high.

Street Identification booklets have been utilised to guide officers through legal procedures and ensure the capture of key evidence, including forensic potential, early in a robbery investigation.

## Gun Crime

The Constabulary has experienced a relatively low number of incidents involving firearms with the majority of these being nuisance issues, as opposed to serious offenders brandishing weapons.



# Objectives And Priorities

## Combating serious and organised crime operating across force boundaries.

### Child Protection

The Constabulary's Central Referral Unit continues to be the hub for all referrals of possible child abuse from partner agencies to the police. In the past year, about 5,000 such referrals were handled. The Unit is often praised by partner agencies and is subject of much interest from other forces who are keen to model their response on the Constabulary's arrangements.

During 2003/04 the CPU has participated in:

- a multi-agency training event to raise awareness of Fabricated Induced Illness;
- co-launching Sudden Infant Death Protocol;
- leading the Regional Child Protection Forum and representing the region nationally with the Association of Chief Police Officers; and
- assisting PITO/Central Customer in the design specification for a national IT system (Laming Recommendation 104).

### National Intelligence Model (NIM)

A third baseline assessment of Hampshire Constabulary's progress towards the implementation of the NIM was completed by the ACPO NIM Team in February 2004. The Constabulary was assessed as being on

target to meet the minimum standards, with the areas for improvement focused upon crime and intelligence data and the need for greater standardisation of Tasking and Co-ordinating (TCG) processes at Level One. The necessary improvements to the quality of crime and intelligence data should be achieved with the introduction of the Records Management System in December 2004 (see Annual Policing Plan 2004/05). In addition, a TCG policy to provide a corporate process across the Constabulary has been drafted and is the subject of consultation with BCU Commanders.

### Major Crime

The major crime investigation team has successfully evolved into a self-supporting department within the Specialist Operations portfolio. The advantages of having a substantial pool of full time detectives and supporting police staff are very evident. This is manifested by a faster and more proficient response to the crucial early stages of major crime investigations as individuals who are trained and proficient move into set investigative roles. The increased professionalism is evident throughout the teams from the senior investigating officers through to the indexers and supporting staff. The department has effectively investigated all the major crime during the year, whilst providing significant assistance in the investigation of major incidents of wider public interest in other counties.

# Objectives And Priorities

## Rape Investigation

During the past year the Constabulary has made significant progress in its efforts to improve the quality of its investigation into serious sexual assaults by adopting a 'victim centred' approach throughout the investigative process from the initial report to the court case and beyond. This has involved a programme of work that includes improvement in victim examination facilities, communication and care of the victim and a number of very exciting partnership arrangements with other agencies to ensure the improvements are permanent.

The improved service is spearheaded by more than a hundred Sexual Offences Investigation Trained (SOIT) officers who have recently been trained. The improvements have been recognised by Her Majesty's Inspectorate of Constabulary who have judged the service provided as one of only six forces nationally whose response to rape investigation is judged as exemplary.

## Cross Border Crime

Hampshire Constabulary has taken a leading role within the forces that make up the South East regional Tasking and Co-ordinating Group, both at the intelligence development level and for responsibility for areas of criminality that affect all of the forces in the region. In particular, the Constabulary has taken a lead role for the assessment and co-ordination of the response to counter travelling criminals who prey on the elderly and other vulnerable

victims, sometimes by pretending to be water board or other public utility officials. The Force Intelligence Bureau is responsible for this new co-ordinating service.

## Other Specialist Departments

The specialist departments of the central Criminal Investigation Department continue to develop their expertise and investigative procedures that allow the Constabulary to counter the most dangerous offenders who represent a threat to the most vulnerable within the communities of Hampshire and the Isle of Wight.

The High-Tech Crime Unit and the Paedophile Unit of Specialist Investigations have been particularly busy with a series of high profile internet child pornography investigations which has stretched them to capacity.

## **Increasing the number of offences brought to justice.**

### Narrowing the Justice Gap

In the first year under this Government-led initiative the Constabulary has exceeded its five per cent reduction of the gap by two per cent to seven per cent. There are a number of areas of activity the Force is actively engaged in to continue to build upon this early success, facing another five per cent reduction target for 2004/05.

# Objectives And Priorities

## Pre-charge Advice

The Constabulary has, along with the Crown Prosecution Service, fully implemented the shadow Pre-charge advice scheme. The Force is now working towards the implementation of the statutory scheme which should be completed by the end of 2004/05.

## Penalty Notices for Disorder (PND)

The Penalty Notices for Disorder (PNDs) scheme began in February 2004. The PNDs can be issued either on the street or whilst in custody for drunkenness or other low level disorder offences. At present they can be issued to people aged 18 or over, but from later in the year the age limit will drop to 16 years.

## Warrant Management

The Constabulary has agreed a protocol with the Crown Prosecution Service and the courts covering the timeliness of warrants issue and execution. The number of fail-to-appear warrants the Constabulary currently holds is 1,647, this compares with a figure of 3,000 at the start of 2003.

## Electronic Identification Parades

With recent legislative changes, allowing for electronic identification parades as an alternative to face-to-face line-ups, the Force has equipped four new identification suites. The reason for this change in working practice is that live identification parades were conducted in only 50 per cent of those

booked due to reluctance by the suspect or prosecution witnesses to attend. This led to discontinued cases together with associated costs. With video identification the police are able to actually conduct all cases where identification is in question. This system is easy to use and administer, and the current 'hit rate' is 57 per cent compared with the old live parades 'hit rate' of 46 per cent.

## Best Value Review

The Best Value review of Criminal Justice was completed during 2003/04 with far reaching recommendations which are at present being considered by the Constabulary and the Police Authority. The Criminal Justice Department will be responsible over the coming year for implementing the necessary changes under the guidance of the Authority.

# Basic Command Units

## Introduction



The following pages include BCU performance information and a run down of some of the initiatives undertaken in each area during 2003/04. 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.

For the first time Hampshire Police Authority has decided to include within the Annual Report a review of each geographical policing area within the two counties.

These areas, known as Basic Command Units (BCU), are illustrated in the map above. The 12 BCUs that existed in 2003/04 have since been reduced to ten. Gosport and Fareham amalgamated to become the new Solent East BCU, whilst Eastleigh and Andover merged to become West Hampshire BCU. Because the Annual Report applies to the past year, all former 12 BCUs have been included.

Each BCU is under the command of either a superintendent or chief superintendent, who is responsible for delivering the policing service in their area. Each BCU commander produces a service plan which sets out how the BCU will contribute towards the achievement of the priorities outlined in the Annual Policing Plan.

# Basic Command Units

## Andover



Andover BCU is the most north westerly BCU in Hampshire and covers a relatively large geographic area. The majority of this area though is rural. Andover town is relatively central in the BCU and contains a mix of areas of private housing and post war social housing estates (mainly to the north/east of the town). The vast majority of the BCU's 26,567 households (population 65,327) are within Andover town.

Andover has two operational sectors:

- Andover town
- Andover rural (incorporating Stockbridge and Weyhill)

### CDRP Strategies

Andover BCU is within the Test Valley Borough Council area. The Test Valley Crime and Reduction Partnership has enjoyed a number of successes within the Community Safety Strategy for the year. This has included continuing support for the provision of four neighbourhood wardens in the Andover area, provision of a youth service van and continued support for a mobile police station which visits rural

communities. Other initiatives have included the Subway art projects and continued support for a partnership Domestic Violence Co-ordinator.

A number of youth projects such as the Testway '7s' rugby programme have also taken place. The partnership has also supported the security marking of mobile phones owned by teenagers in the community.

### Operation Artillery

During the year Operation Artillery has involved high profile policing of Andover town centre during the evenings and weekends. The intention was to reduce violent and anti social behaviour of those resorting to pubs and night clubs in Andover town. The impact of this Operation can be seen in the highest detection rate and lowest increase in violent crime amongst all other BCUs in the Force.

### Rural Policing

The BCU received £23,000 from the Government's Police Modernisation fund to be directed towards rural policing. This allowed extra patrols in rural communities and implementation of specific operations such as Operation Cobra, where close attention was paid to preventing thefts from vehicles in "beauty spot" car parks. Similarly, Operation Magpie has involved preventing and detecting dwelling burglaries in the rural community.

# Basic Command Units

## Operation Ashwood

In June 2003, the BCU commenced Operation Ashwood, a proactive operation which was able to prevent aggravated trespass on land by those hundreds of people attending the Summer Solstice celebration at Stonehenge.

## HMIC BCU Inspection

The BCU was subject to an inspection by Her Majesty's Inspectorate of Constabulary in June 2003. This was an independent 'root and branch' review of leadership and performance within the BCU. The following is an extract from the conclusion of the report:

'The Inspection team found a Senior Management Team and workforce dedicated to providing a high quality of service to its communities. Senior managers have provided the focus and direction needed for the BCU and this has manifested itself in a variety of ways, e.g. good performance and high morale...'

'Of particular note is the strong partnership links the BCU has forged with its Crime & Reduction Partnership partners...'

The full inspection report can be found on the HMIC web site:

[www.homeoffice.gov.uk/hmic](http://www.homeoffice.gov.uk/hmic)

## Significant Results

During 2003/04 Andover BCU was one of the top three performing BCUs across the two counties, achieving the majority of performance targets. This included the highest detection rate for a BCU of nearly 36 per cent. Similarly the BCU has continued to set the standard across the force for National Crime Recording Standards compliance with 98 per cent accuracy.

The BCU recorded the 5th lowest number of dwelling burglaries across the Force with only 7.27 burglaries per 1,000 of population, and the third lowest level of incidents of vehicle crime with only 6.77 crimes per 1,000 of population.

The BCU achieved the second best detection rate across the Force for violent crime at 65 per cent and the lowest increase in violent crime.

# Basic Command Units

## Basingstoke



Basingstoke Basic Command Unit covers an area of 245 square miles and serves a population of 152,600. The population is 93.5 per cent white British with the remainder divided fairly evenly across all other ethnic groups.

Over half of the population live within Basingstoke town itself and the remaining residents live in the surrounding small towns, such as Whitchurch, and numerous villages. The BCU headquarters is based in Basingstoke town and the BCU also benefits from police stations in Whitchurch and Tadley.

About 40 per cent of the BCU Constable establishment consists of probationers. Recruitment and retention of experienced staff represents a major challenge for the BCU.

It is currently divided into two Sectors, one for the town of Basingstoke and one Rural Sector covering the remainder of the BCU.

Basingstoke has three operational sectors:

- Basingstoke Central
- Tadley
- Whitchurch

### Tackling Anti-Social Behaviour

A dedicated Community Safety Unit headed by the Urban Sector Inspector has been set up to deal with PRIME and CDRP issues. This has resulted in a number of developments for the BCU.

One is the implementation of the Anti-social Behaviour Act 2003 to combat groups of youths congregating in the Hatch Warren and Brighton Hill areas. During Operation Keynes, beat managers led officers on foot, cycle and both marked and unmarked mobile patrols to target groups of youths consuming alcohol.

Powers under the Criminal Justice and Police Act 2001 have been used in partnership with Basingstoke & Deane Borough Council to create designated areas in the town centre, urban play parks and rural villages in order to prevent alcohol-related disorder.

The BCU has appointed a full time Anti-Social Behaviour Order (ASBO) officer and has developed a robust anti-social behaviour policy. The ASBO officer works with various agencies to implement ASBOs, Interim ASBOs and ASBOs at the point of conviction.

### Increased Police Presence In Rural Areas

Resources in the Rural Sector have been bolstered by the addition of two Area Car drivers to the team which results in increased police presence.

# Basic Command Units

## Mobile Police Station Established

Public reassurance has been provided by deployment of the Mobile Police Station to remote communities as well as identified hotspots.

A full time officer co-ordinates the Country Watch Scheme which provides a two-way flow of information and intelligence with the farming community.

## Significant Results

Recorded crime in 2003/04 was slightly over 14,000 crimes with an overall detection rate of 26.4 per cent. Crime is split 80 per cent in the Urban Sector and 20 per cent in the Rural Sector.

The BCU has contributed to local and national priorities by the formation of a dedicated burglary unit which resulted in the achievement of a 25 per cent detection rate for burglary dwelling in 2003/04.

The number of offenders detained was 20 per cent up on the previous year with a 4.4 per cent increase in the number of crimes detected and a 9 per cent increase in the number of offenders brought to justice.

More efficient use was made of resources by a major reform of the duty pattern and the introduction of Proactive, Drugs and Burglary Units. Sickness for Police Officers fell from 10.39 to 6.85 days per officer.

The figure for Police Staff remained on target at slightly over 9 days.

Equipping the Community Beat Team with bicycles has enhanced high visibility and public reassurance. A Town Centre Patrol Strategy was implemented resulting in an increased high visibility presence at targeted times.

Operation Holly and Operation Happy Christmas successfully dealt with a number of BCU targets and prominent nominals, using the Tactical Unit as the proactive arm of the CIMU.

# Basic Command Units

## Central Hampshire



Central Hampshire BCU lies within two local authority areas: Winchester City Council (WCC) and East Hampshire District Council. The area stretches south into Fareham, Gosport, Havant and Waterlooville.

There is a total population of 162,702 with a visible ethnic minority population of 3,528 equating to 2.17 per cent. The area is policed by 217 officers, 65 police staff and 41 members of the Special Constabulary.

There is a significant military presence within the BCU and the army in particular owns large tracts of land.

The BCU contains 4 operational sectors:

- Winchester
- Itchen Valley (Alresford & Twyford)
- Alton
- Longmoor (Whitehill & Petersfield)

### Targeting Retail Crime

A retail crime initiative in the city centre in the run up to Christmas resulted in a 45 per cent reduction in crime. Winchester's Shopwatch Scheme is a pro-active partnership between the police, the City

Centre Partnership, WCC and over fifty retailers. Figures show a 37 per cent reduction in theft between January and February 2004 compared to the same period last year. Overall city centre crime is down by 18.5 per cent. During the year 16 exclusion orders have been served on persistent shoplifters, barring them from all shops within the scheme for at least a year. A further initiative was run with local multi-agency partners to reduce graffiti, with offenders 'repairing' their damage. The Sector is working closely with the city council to designate alcohol-free areas.

### New Sector Established

Last year saw the amalgamation of Whitehill and Petersfield to form the new Longmoor Sector. Incidents of note include a large scale public order incident at Headley Park, where eight people were stabbed; and a series of warrants that led to the recovery of 400+ saddles (value £250,000). Operation Belisarius successfully tackled large scale drunken anti-social behaviour in Petersfield.

### Licensed Premises

Troublesome licensed premises were targeted using a multi-agency approach. Work carried out with licensees has improved the behaviour of customers both inside and outside the premises. Assaults associated with this type of premises have halved.

# Basic Command Units

## Domestic Violence

A much tighter management of domestic violence investigations was undertaken over the past year. This has greatly improved adherence to Force policy and the sector is regularly having a 100 per cent success rate on disposal of such incidents. Following a review to assess interaction with the Crime and Incident Management Unit and how the National Intelligence Model is applied to crime trends, Alton now holds a weekly pre-Tasking Co-ordinating Group meeting which has been identified as best practice.

## Tackling Burglary

The successful application of the NIM resulted in a prolific burglar being arrested and 14 cases of dwelling burglary being detected.

Operation Bycham was run in the Winchester Sector during March to tackle an increase in dwelling burglaries. Two people were detained and a total of 16 offences detected.

## Anti-Social Behaviour

A system has been developed to identify and deal with those committing anti-social behaviour. There are several Acceptable Behaviour Contracts running, one of which is particularly successful. An Anti-Social Behaviour Order is also in force to address a problem of aggressive begging.

## Vehicle Crime And Juvenile Nuisance

The BCU ran a successful combined operation with the Immigration Department

at Sutton Scotney Services to tackle a major problem with regard to vehicle crime. A planned operation was also run in Kings Worthy to tackle a large problem with juvenile nuisance, reducing the instance of disorder and reducing the fear of crime for the local community.

## Homelands Festival

The BCU hosted another successful 'Homelands' music festival, the largest single commitment for the Force, providing reassurance to the local community, a safe environment for the revellers and a trouble free weekend.

## CDRP Strategy

The Crime and Disorder Reduction Partnership (CDRP) strategies have gone well in the last year and a new strategy is being developed by the partners over the summer. The BCU saw the introduction of two high-tech CCTV and information vans, purchased from CDRP funds, for use by the two councils and the BCU.

## Significant Results

During 2003/04 overall city centre crime has been reduced by 18.5 per cent.

The BCU also maintained a good sickness record amongst officers and police staff over the past year.

The BCU provides a high level of support for the Special Constabulary which has culminated in a national award for their work.

# Basic Command Units

## Eastleigh



Eastleigh BCU covers a geographical area comprising the Eastleigh Borough Council (EBC) boundary with that of the southern end of Test Valley Borough Council (TVBC). This includes the town and rural areas of Romsey, plus the large residential areas of North Baddesley, Valley Park, Chandlers Ford, Bishopstoke, Fair Oak, Botley, Hedge End and West End, the Southern Parishes of Netley and Hamble, and the densely populated central housing area of Eastleigh town; the latter which has seen substantial residential growth during the twelve month period.

The area also has a thriving business community with a number of mid-sized industrial estates, retail and business parks and a large commercial airport. Estimated total population (2002): 159,877 (Eastleigh Borough Council area 116,682 and Thames Valley Borough Council area 43,195).

The BCU contains three operational sectors:

- Eastleigh
- Hedge End
- Romsey

### Increased Detections And Lower Crime Rates

The BCU continues to record low levels of crime and in 2003/04 worked towards national and local priorities, within a Service Plan placing a particular emphasis on house burglary, vehicle crime, violent crime, anti-social behaviour and public reassurance.

### Pro-active Partnerships

The Crime and Disorder Reduction Partnership (CDRP) strategy was advanced through a number of pro-active partnership initiatives including the Racial Harassment Forum, appointing Anti-Social Behaviour Co-ordinators to focus on neighbourhood 'hotspots', a Public Information Officer to promote positive news to help dispel the perception of high crime, plus an extensive audit on drugs and alcohol misuse within the BCU.

All three sectors contributed to, and supported, a series of operational and pro-active initiatives including:

- Setting up a dedicated Burglary Investigation Team
- Running a Domestic Violence Promotional Campaign - 'Domestic Violence' - 'Don't Suffer In Silence'
- Appointing two Anti-Social Behaviour Co-ordinators
- Running a number of PRIME initiatives across the BCU with Valley Park being an example of 'Good Practice'.

# Basic Command Units

- An increase in CCTV camera installations in Eastleigh, Romsey and Hedge End
- A dedicated CCTV Community Patrol Vehicle.
- Launching a 'Pub Watch' scheme in Eastleigh town centre
- Operation RICO involving high profile visits to isolated rural properties to discuss issues and offer crime prevention advice

In addition, a number of special operations were launched throughout the year to focus on crime trends or crime series.

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 further reducing levels of all crime.

## Significant Results

Performance results included one of the lowest burglary rates in the County at 6.8 per 1,000 population. Unfortunately vehicle crime rose sharply towards the end of the year, although vehicle detections increased by 3 per cent. Directed police work ongoing at the time has since seen the level of such crimes drop again. Figures show that total recorded crime across the BCU increased, due in great part to new recording methods influencing violent crime figures particularly, but detections also rose proportionately.

# Basic Command Units

## Fareham



Fareham BCU covers a wide and diverse area from Durley in the West, Hill Head in the South, Hambledon in the East and West Meon in the North. The BCU is covered by two Crime and Disorder Reduction Partnerships (CDRPs), Fareham and Winchester, with whom the BCU has close working relationships. The BCU has an establishment of 140 police officers, 46 police staff and 19 special constables, and polices a population of 136,013.

The BCU contains three operational sectors:

- Fareham
- Meon Valley
- Park Gate

### High Profile Patrols

Fareham has invested heavily in completing high profile patrols over the last year, focusing on hotspot areas where complaints were high. The patrols were made more effective by the use of police cycles purchased with money from the CDRP, which enabled police officers to more easily reach areas that had previously proven difficult to access, and for the officers to be more accessible to the community than if

they were in a vehicle. Through these patrols, groups of youths were dispersed, alcohol and drugs were seized and there was a reduction in complaints from the targeted areas.

### Targeting Vehicle Crime

A prolific offender of vehicle crime was dealt with over the last year resulting in over 50 thefts from motor vehicles being detected. In addition many of the items stolen were recovered and able to be returned to their owners.

### Targeting Drug Dealers

At the beginning of the last year a warrant was executed resulting in the seizure of a large quantity of heroin. Four people were charged with offences relating to the supply of heroin. The principal offender has recently been sentenced to seven years imprisonment for his part in the offence.

### Reassurance

The BCU has worked jointly with its partners to achieve a number of Anti Social Behaviour Orders (ASBOs) on individuals who were persistent problems within the community. ASBOs have been granted in relation to youths and adults responsible for nuisance and criminal behaviour at specific locations. The conditions of the ASBO have prevented further offending and thereby resulted in a reduction in crime and a reduction in fear of crime.

# Basic Command Units

The BCU has also utilised Acceptable Behaviour Contracts successfully across the area, and this has been a useful process for highlighting the actions of individuals and stopping relatively minor issues becoming out of control.

## CDRP Strategy

Work within the two CDRPs has continued with specific attention to underage drinking. There is a very good relationship between police and partner agencies and this is proving to be a productive way of achieving local objectives.

## Significant Results

The BCU has continued to work towards the local and national priorities with particular emphasis on the reduction of dwelling burglary and vehicle crime. There have been notable successes in comparison with performance in the previous year, with dwelling burglaries reduced by 11.9 per cent (detection rate of 28 per cent), and vehicle crime reduced by 15.1 per cent. The BCU has detected 30.5 per cent of all crime.

# Basic Command Units

## Gosport



Gosport BCU borders the coast to the east, south and west, and Fareham to the north. It comprises a mixture of town centre and more rural and coastal areas. It is a busy town with direct ferry links to Portsmouth. It shares a co-terminous boundary with the town council and enjoys a good working relationship with the Gosport Crime and Disorder Reduction Partnership (CDRP). Gosport is a single station BCU and has an establishment of 127 police officers, 45 police staff and 18 special constables, policing a population of 76,415.

### Targeting Anti-Social Behaviour

Gosport has worked jointly with its partners to achieve a number of Anti-Social Behaviour Orders (ASBOs) on individuals who were causing persistent problems within the community. ASBOs have been granted in relation to youths and adults responsible for nuisance and criminal behaviour at specific locations, and the conditions of the ASBO have prevented further offending and thereby resulted in a reduction in crime and a reduction in fear of crime. The BCU has also utilised Anti-Social Behaviour Contracts successfully across the BCU, and this has

been a useful process for highlighting the actions of individuals and stopping relatively minor issues becoming out of control.

### Targeting Drug-Related Crime

Work within the CDRPs has continued with specific attention on targeting class A drugs issues. Specifically the Peninsula Project is a Drugs Initiative that targets the most prolific offenders in Gosport who are committing crime to feed their drug habit. This project aims to reduce the crime rate of identified offenders by 30 per cent over two years. There is a very good relationship between Police and partner agencies and this is proving to be a productive way of achieving our objectives.

Operation Armston was an investigation into the supply of heroin and cocaine. Through the operation over £50,000 (street value) of heroin was seized together with three firearms and £12,000 in cash. This was a notable example of work in relation to disrupting the supply of heroin in Gosport.

### Community Action Team Established

The Community Action Team was established to deal with domestic incidents, licensing, youth issues and anti-social behaviour. The unit takes a proactive role in dealing with these matters, and specifically in relation to domestic incidents, is at the forefront of how the Hampshire Constabulary deals with these issues.

# Basic Command Units

## Reassurance

Operation Vaughan, a dedicated Targeting Patrol Team, operated throughout Gosport. Their aim was to increase reassurance and target identified areas of persistent anti-social behaviour. In conjunction with the Youth Council and Youth Workers, this has led to reducing serious disturbances around historical hotspots such as Palmyra Road and Carisbrooke Road.

## Significant Results

The BCU has continued to work towards the local and national priorities with particular emphasis on the reduction of dwelling burglary and vehicle crime. There have been notable successes in comparison with performance in the previous year, with dwelling burglaries reduced by 9.3 per cent, and vehicle crime reduced by 32.3 per cent in Gosport.

The BCU has detected 35.7 per cent of all crime over the past year.

# Basic Command Units

## Havant



Havant BCU covers the geographic areas of Havant, Hayling Island and Waterlooville. It is generally an urban area that abuts the Portsmouth BCU in the South and the Central Hampshire BCU in the North.

There are currently 222 police officers within the command ably supported by 65 police staff who are based in the three police stations below. The BCU is bisected by the A3M, a busy road which makes the area easily accessible to visitors particularly during the summer months.

Havant's operational sectors are:

- Havant
- Waterlooville
- Hayling Island

### Partnership Working

The BCU benefits from a very close relationship with its partners at the council and other agencies and there are some excellent initiatives in place designed to tackle the key crime areas within the BCU. These include burglary, vehicle crime and anti-social behaviour.

### Neighbourhood Watch

There are very active Neighbourhood Watch schemes in Havant, Hayling Island and Waterlooville with over 8,000 homes involved currently and increasing at a very fast rate. This positive link to the community is a strength that the BCU is hoping to further develop in the future.

### Policing Priority Area (PPA)

During the last year, the BCU has been successful in obtaining Home Office support in its bid for Policing Priority Area Status for two wards within Leigh Park. This programme will commence in May 2004 and will provide a platform for the BCU and its partners to really make an impact on the problems experienced by residents. This is a most significant development and will be a focus for the BCU's efforts over the coming year. The application for this has taken a lot of energy during the last year, but there is little doubt that the next 12 months will be an exciting period now that this status has been achieved.

In the latter part of this policing year the BCU took some strategic decisions to put a total of 18 officers into the Leigh Park area in anticipation of the PPA. This team have been provided with mountain bikes in a bid to move quickly around all parts of the estate. This in turn helps to increase visible policing in the community. By being out of police vehicles, officers are able to talk to the public and become a familiar and constant presence in the area.

# Basic Command Units

The early indications are encouraging, both in terms of reassurance and also crime reduction.

## New Community Safety Unit

The Community Safety Unit has been in place for several months now and seeks to draw together staff involved in dealing with a range of critical policing areas such as domestic violence, child protection and staff involved in managing sex offenders. This reorganisation will ensure that work is more coordinated and focused in the months and years ahead.

## Officer Bravery

There has been some excellent work by staff this year in a range of policing roles. A number of officers have been awarded Chief Constable's Commendations, notably 10 officers were recognised for their bravery in dealing with a major violent disorder incident outside a social club in Waterlooville during the summer. Included in this group were two Special Constables.

## Anti-Social Behaviour

The BCU has also made great strides in tackling anti-social behaviour and has formed an Anti-Social Behaviour Unit designed to tackle that group of offenders who cause misery locally. This group coordinate applications to courts for Anti-Social Behaviour Orders and Acceptable Behaviour Contracts. This has curbed a number of offenders' behaviour and the BCU intends to build on this in the year ahead.

## Significant Results

The BCU has seen a decrease in house burglary during the first two years of the 2002-05 Crime and Disorder Strategy, with an overall reduction of 7 per cent since 2002. This has been achieved by the formation of a burglary unit that draws together each burglary investigation with a view to identifying links between crimes. The officers also seek to exploit forensic opportunities and utilise intelligence to drive down this priority crime.

There has also been some significant targeting of individuals involved in burglary. In addition, the BCU used the media locally to alert the community to trends and crime prevention advice.

Perhaps the most important area of progress relates to vehicle crime. Over the last year the BCU has achieved an overall reduction of 17%. This equates to 360 fewer crimes, a significant reduction by any measure.

Again this has been achieved by targeting local offenders but there has also been some very good crime reduction work completed which has included the supplying 'crook locks' to car owners whose vehicles are most likely to be subject to attack. This has been funded from partnership and Police Authority funds and has been most successful.

# Basic Command Units

## Isle of Wight



The Isle of Wight BCU Covers an area of 147 square miles, 50 percent of which is designated as an area of outstanding natural beauty. Eighty per cent of the land area is used for agriculture and horticulture. The population is currently 132,700 comprising just under 60,000 households. The Island also has a significant tourist industry attracting over 2.5 million visitors each year.

The BCU is divided into four sectors:

- Ryde
- Shanklin
- Newport

and the rural sector which covers:

- Cowes
- Yarmouth
- Ventnor

Each sector is commanded by an inspector. In addition to this there are inspectors with specific responsibilities for operations, partnership working, community support, performance management and CID. The total complement of police officers is 201 with 60 police staff.

### Tackling Vehicle Crime

Vehicle crime has remained the same as 2002/03 and has averaged out at 5.85 crimes per 1,000 population with a detection rate of 20 per cent which was the best in the Force - the target for vehicle crime being 10.7 per 1,000 population. It can be seen from these figures that vehicle crime on the Island is considerably lower than in the rest of the Force.

### Violent Crime

Violent crime has followed the same trend as many areas in the country, in seeing figures rise. The National Crime Recording Standards have undoubtedly affected this figure, although the BCU has seen the third lowest rise in violent crime in the Force. The Isle of Wight has also achieved a sanction detection rate of 40.2 per cent (second in the Force).

This position has been achieved by a focused approach to investigation using the National Intelligence Model to achieve both effective intelligence gathering and co-ordinated tasking. The increased use of forensic intelligence and the appointment of a burglary investigation officer have also contributed to this success.

### Targeting Drug-related Crime

In terms of tackling drug-related crime, the Isle of Wight has pursued a policy of enforcement, disruption and partnership working in order to address these issues.

# Basic Command Units

Working with funds provided through the Communities against Drugs partnership there have been a number of operations carried out under the banners of 'Augustus', 'Edith' and 'Firmus' which were designed to tackle the supply of Class 'A' drugs. These operations have resulted in 35 people being charged with in excess of 100 offences.

In addition to this the BCU has a strong intervention partnership with the local Drug Action Team and drugs treatment and support organisations in order to provide speedier access to treatment and detox. The BCU is currently working with other agencies including the Prison Service on a Tower Project style intervention programme.

As part of the wider agenda the BCU is also concentrating on the visibility and reassurance agenda by targeting patrols in order to demonstrate a visible foot patrol presence in our towns and villages, together with a citizen-focused approach to both policing and community safety through survey work carried out with Parish and Town Councils and partnership working presentations.

## Community Support Unit

The BCU has developed a Community Support Unit in order to address the issues surrounding the investigation of race hate crime, investigation summaries for the victims of such crimes and domestic abuse. In addition it has introduced a working protocol in order to more effectively share information with partners to address the Acceptable Behaviour Contracts and Anti-

Social Behaviour Orders and fast track the process where appropriate.

## Significant Results

The total number of recorded crimes for the year 2003/04 was 11,326 of which 3,766 (33 per cent) were detected giving the BCU an overall position in the Force of second place. However taking sanction detections as the benchmark the BCU were actually top with 27.7 per cent.

In respect of the national policing priorities the Isle of Wight has seen a significant reduction in the number of dwelling burglaries - down 16.3 per cent (from 559 to 468) which is second in Force against an overall increase of 3.5 per cent. The detection rate for the period was 22 per cent.

The BCU continues to work together with its partners and the community to develop effective actions to combat and reduce crime, disorder and substance misuse both through performance targets and actions and the joint working we are engaged in with others to devise the 2005/08 Crime, Disorder and Drugs Strategy.

# Basic Command Units

## New Forest



The BCU covers an area of some 305 square miles and spans from the western boundaries of Southampton, extending west along the south coast to the Dorset border and then north to the Wiltshire border. BCU headquarters is situated at Lyndhurst.

The Unit has an establishment of 219 police officers, 91 police staff and 25 Special Constables, policing a population of 169,331; although this does not take account of the estimated 20 million visitors to the New Forest during the calendar year.

The BCU contains five operational sectors:

- Hythe
- Totton (including Lyndhurst)
- Lymington
- New Milton
- Ringwood (including Fordingbridge)

(These were rationalised to 4 sectors in April 2004).

### Tackling Burglary And Vehicle Crime

A prolific offender from Eastleigh was dealt with for five non-dwelling burglaries and 53 thefts of, and from, motor vehicles and received a custodial sentence.

A young offender was arrested and subsequently convicted of 19 offences including 4 house burglaries and associated credit card fraud. He was eventually sentenced to 2 years in a Young Offender Institution. Another operation saw the arrest of two persons for arson in the Blackfield area. This led to the seizure of firearms and ammunition as well as stolen motorcycles

A prolific burglar and his wife were dealt with for two house burglaries in Pennington, drugs offences and the handling of stolen property from other dwelling house burglaries. This enquiry is still on-going, but custodial sentences are anticipated in the event of a conviction at court.

Two prolific burglars from New Milton were dealt with for burgling 16 houses in Ringwood and surrounding areas. Both received substantial prison sentences

### Targeting Drugs Supply

Operation Offerton was an undercover investigation revolving around the supply of class A drugs at a local snooker club and culminated in the arrest of six people and their successful conviction at Southampton Crown Court. The offenders received custodial sentences of between two and six years.

# Basic Command Units

## Reassurance

The BCU has continued to work towards the local and national priorities with particular emphasis on public re-assurance by deploying high visibility uniform patrols. they target areas such as schools and local shopping centres at times when they are likely to be most effective. The BCU has successfully achieved its first Anti-Social Behaviour Order (ASBO) and has numerous Acceptable Behaviour Contracts (ABCs) that are proving to be effective in reducing anti-social behaviour.

## CDRP Strategy

The Crime and Disorder Reduction Partnership (CDRP) strategy has been progressed by the appointment of a Problem Resolution In Multi-agency Environments (PRIME) Development Officer who co-ordinates and facilitates partnership working across the BCU. The Partnership has also employed an ABC/ASBO Co-ordinator who works with young people to reduce anti-social behaviour and criminality.

## Public events

The New Forest hosts a number of major annual public events such as the New Forest Show and the Netley Marsh Steam Engine rally with an estimated 100,000 & 30,000 visitors respectively in the summer months. These have a significant impact on policing resources, although the support of the Special Constabulary is invaluable.

## Cross-sector activity

In terms of cross-sector activity, during the year a team of four heroin addicts were dealt with for over a hundred bulk thefts of diesel from garages across the south of England. The team used drums in the back of hatchback vehicles that were filled with diesel and sold them on to fund their habit. The gang received prison sentences ranging from two months to two years.

## Significant Results

The BCU's best results against performance indicators include the second lowest number of house burglary crimes per 1,000 households in the Force (5.31). It also has the highest violent crime detection rate in the Force at 69 per cent with the second lowest incidence at 13.9 crimes per 1,000 population. Vehicle crime detection rate remains comparatively high at 16 per cent as does all crime detection rate at 31.3 per cent, building on last year's achievements.

# Basic Command Units

## North East Hampshire



The BCU covers an area of 26,400 hectares in the north east corner of Hampshire. The BCU is almost entirely surrounded by Surrey and the old county of Berkshire, although its western borders are with Basingstoke and Central Hampshire BCUs. The headquarters is situated in Aldershot, the home of the British Army. Farnborough is the home of British aviation and the venue for the biennial international aerospace exhibition.

The BCU has an establishment of 221 officers, 70 police staff and 17 Special Constables policing a population of 180,000.

The majority of local people have a London focus and indeed most of the BCU's cross-border work is conducted with Surrey Police, Thames Valley Police and the Metropolitan Police Service rather than with adjoining Hampshire BCUs. Local contingents of Ministry of Defence Police and the Royal Military Police assist in policing the Garrison area and military establishments.

The BCU works with its partners on two local Crime and Disorder Reduction Partnerships, based in the Rushmoor and Hart local authority areas, to reduce crime and the fear of crime and increase feelings of safety.

The BCU contains three operational sectors:

- Aldershot
- Farnborough
- Hart (which covers Yateley, Fleet and the rural area around Hook and Odiham).

### Increasing Reassurance

Officers on sectors are held accountable for the incidence of crime and the satisfaction of the community in the service provided. The officers also aim to tackle some of the longer term problems associated with anti-social behaviour by working in partnership with other community agencies. One Anti-Social Behaviour Order has been obtained in Rushmoor and there are a number of Acceptable Behaviour Contracts in both partnership areas, which are proving effective in reducing disorderly street conduct.

### Increased Community Beat Officers

Over the last year an increase in officers has allowed more community beat officers to be deployed on beats aligned with council wards. The reorganisation of policing in Hart in the autumn of 2003 has led to the allocation of ten additional beat staff – local residents have noticed officers new-found enthusiasm for riding cycles and many have commented on officers' visibility and the reassurance they provide. The development of the sector policing model continues through 2004.

# Basic Command Units

## Targeting Drugs

Over the year the BCU ran a covert operation to identify drug dealers, under the code name 'Arnish', which came to fruition in late 2003. 15 people were charged with drug offences, most pleaded guilty and received sentences of up to four years imprisonment.

## Reduction In Burglary

House burglary has dropped dramatically over the second half of the year. This reduction can be attributed to the efforts of our Burglary Squad, a small team of officers whose sole purpose is to prevent and detect house burglaries.

A series of burglaries in Blackwater was disrupted by targeted patrol work and a leaflet drop advising the community of the 'creeper' nature of the burglaries. A series of deception burglaries involving elderly residents in Aldershot was detected with the arrest of a young woman, a Class A drugs addict.

## The Dovetail Project

The BCU has started a reassurance project in Aldershot, known as the Dovetail Project. Its objectives are to reduce crime and anti-social behaviour. The police will take a robust approach with wrong-doers and aim to reassure law-abiding citizens in the local community.

## Reducing Vehicle Crime

Vehicle crime at beauty spots and rural car parks remains relatively low following the arrest and imprisonment of a group of criminals from the Reading area in early 2003. Two brothers from Hounslow have been arrested on several occasions for thefts from vehicles at Fleet Service Area on the M3.

## Tackling Violent Crime

Officers on the BCU have detected more violent crime than ever before, but the increased number of such crimes recorded means that the effectiveness has been diluted. An audit of recorded violent crime has revealed a huge increase in minor assaults and cases of harassment. Some of these cases have been reclassified as incidents and latterly the detection rate for violent crime has increased proportionately,

The BCU has re-launched its positive intervention policy in incidents of domestic violence and work with the police and the Partnerships' Domestic Violence Co-ordinators is reducing this type of crime through appropriate intervention, education and support.

## Significant Results

The BCU achieved a detection rate of 22 per cent, exceeding the Force target. The BCU has also met its PSA1 target on burglary reduction early.

The overall decrease in vehicle crime continues and the BCU has achieved a 14 per cent detection rate over the year.

# Basic Command Units

## Portsmouth



Portsmouth BCU is one of the most densely populated cities in Europe. The city is home to the Royal Navy and also has IBM, Zurich Insurance, and the Continental Ferry Port within its boundaries. There are numerous entertainment venues, and educational establishments.

Portsmouth has a diverse population; more than five per cent is from minority ethnic groups. There is a resident population of around 186,700 and, during term time, an extra 18,000 students live in the city. Another 26,000 people are drawn to the entertainment areas of the city at the weekends and evenings.

Portsmouth has four operational sectors:

- Portsmouth Central
- Fratton
- Southsea
- Cosham

### Domestic Violence

A new enhanced domestic violence policy on repeat victims has been introduced, in addition to closer supervision of cases by managers and better referral system to the 'Early Intervention Project'.

As a result of this there has been a significant drop in repeat victimisation for those who have been referred (more than 80 per cent).

### Public Events

Portsmouth BCU has a number of high-profile operations which take place on an annual basis. These include the Great South Run and the Portsmouth and Southsea Show. Both events involve a large number of officers.

Major work was also undertaken in rewriting the operational order and planning logistics in readiness for Portsmouth Football Club's entry into the Premiership. The benefits of this dedicated planning are now being seen, and will continue into the next football season.

### Targeting Anti-social Behaviour

A multi-agency team has been set up in the form of the anti-social behaviour unit. A dedicated officer ensures a robust police response and particular successes have been the employment of a dedicated lawyer within the team, who has been able to successfully obtain several Interim Orders and, using brand new legislation, the police were instrumental in obtaining the first two closure orders in the county under the 'crack house' legislation.

A Problem Resolution In Multi-agency Environment (PRIME) project was established at Portsdown Hill to cut the problem of off-road motorcyclists using the area, creating a nuisance and danger, as well as damage to wildlife. Target hardening of

# Basic Command Units

the site, educational leaflets being sent to all residents and proactive high-visibility cycle patrols have all produced exceptional results.

The PRIME has been such a success that other countryside services from around Hampshire are to meet with Cosham officers to learn from their approach.

A new licensing team has been structured to work closely with the City Council on all matters including enforcement and planning for new legislation.

## Operation Millhouse

This operation was the first in Hampshire aimed at shutting a 'crack house'. This was the end result of an on-going operation to resolve problems suffered by residents of Sarah Robinson House. Reassurance patrols have been provided following the closure and to combat juvenile nuisance.

## Operation Drumcliffe

Operation Drumcliffe was another initiative undertaken by Portsmouth BCU. This major, multi-agency, PRIME project in the Buckingham Green area of Buckland, targeted on reducing nuisance and crime within the area and has greatly reduced both.

## Targeting Dwelling Burglaries

An operation targeting dwelling burglaries has had considerable success. Operation Mobberley involved high visibility patrols and a covert operation against offenders.

Several arrests were made and a large quantity of property has already been recovered.

## Vehicle Crime Operations

Operation Dulford was a vehicle crime operation over the summer aimed at providing high visibility reassurance and prevention patrols. In addition to this Operation Jetski was launched in conjunction with Portsmouth and Langstone Harbour Master to target nuisance and dangerous jetskiers and personal water craft users.

## Significant Results

There has been a substantial reduction in vehicle crime due to multi agency (police-led) Operation Cobra. Portsmouth BCU's target for vehicle crime per 1,000 of the population was 18.7 per cent with a 16.11 per cent rate achieved. Of the 1,400 crimes reduced across the Force, 1,200 were from Portsmouth BCU.

Many successful PRIME initiatives have been established to tackle a range of criminal and nuisance activity. 150 Acceptable Behaviour Contracts have been implemented and Anti-Social Behaviour legislation has also been utilised to tackle anti-social behaviour in a number of areas. There are two full Anti-Social Behaviour Orders in place as well as two interim orders, with more anticipated.

# Basic Command Units

## Southampton



Southampton Basic Command Unit (BCU) measures approximately 30 square miles, covering the retail and commercial heartland and docks, together with sprawling residential areas to the north, east and west.

Southampton has a resident population of 221,000, which is increased by a resident adult student population of 30,000 during college term time. The vibrant evening economy can draw an extra 60,000 people to the city centre at the weekends.

The city has a very diverse population with a hugely multi-cultural society comprising of 37 nationalities and 14 faiths.

Southampton has six operational sectors:

- Central
- Portswood
- Shirley North, Shirley South
- Bitterne North, Bitterne South

### Targeting Drug Users

The Central sector Community Beat Office team executed a drug warrant at Dorset Street in April 2004. This led to the recovery of 93 wraps of heroin, £4,000 in cash and the dealer receiving a custodial sentence.

Community intelligence in relation to a 'crack house', led to a warrant being executed and the recovery of £11,000 in cash plus £5,000 worth of stolen property. Some drugs were also found and three Jamaican illegal immigrants were arrested.

### Targeting Illegal Workers

An early morning operation was mounted in September 2003 by the police, Immigration Service and Department of Work and Pensions targeting illegal workers and immigrants who were living in the sector. 90 people were checked and 30 arrests made across a range of nationalities, the vast majority of these were subsequently deported.

The sector continually works with, and monitors tensions within, the new and domicile minority communities, which in turn helps to build trust and confidence with the police.

### New Tactical Cycle Team Established

Following detailed research in July 2003, the BCU set up the Force's first full-time Tactical Cycle Team. The Team's main area of responsibility is to give public reassurance whilst being directed towards both sector targets and initiatives. In a short space of time the Team was highly successful in disrupting drug dealing in around the city centre and Newtown/Nicholsotown areas, with a number of arrests for supplying drugs.

# Basic Command Units

## Reducing Crime In The City Centre

The City Centre Unit is a dedicated team, led by a sergeant, aimed at preventing and reducing crime in the commercial and retail sector. In 2003, the BCU arrested over 1,000 offenders and was instrumental in ensuring that the detection rate up until March this year was running at nearly 50 per cent for the sector.

## Community Initiatives

The Thornhill Festival in September 2003 was a large community event on Hinkler Green which was successfully policed by Bitterne sector officers. Police presence defused disorder by youths from other neighbourhoods who had gathered to agitate.

The Thornhill Community Police Office opened in February this year with funding from the New Deal for Communities project. The office works in partnership with the local housing office and provides immediate access to the police in the Thornhill community.

## Reducing Vehicle Crime

Portswood sector ran Operation CREW in conjunction with multi-agency partners during March 2004, which resulted in significant reductions in vehicle crime, assaults and anti-social behaviour. This momentum was continued throughout the month in association with the BCU's anti vehicle crime campaign Operation MOY.

## Targeting Nuisance Motorcycles

A major project began in the past year, aimed at reducing the problem of motorcycle nuisance particularly in Lordshill - a densely populated area which includes a large proportion of pensioners living in sheltered accommodation.

Following on from a PRIME initiative in August 2003, Operation Kickstart was established. A series of small scale, multi-agency targeted operations have taken place. So far, a total of 15 stolen motorcycles have been recovered and 11 offenders dealt with. Additionally the BCU has utilised the new provisions under Section 59 of the Police Reform Act 2002; 18 people have been given warnings under this Act.

## Significant Results

The Burglary Investigation Team had an exceptionally successful year beating their detection target of 20 per cent of burglaries by almost a full percentage point. Their result of 20.9 per cent was a vast improvement on last year's figure of 15.4 per cent and also bettered the overall result for the Force as a whole.

The BCU has also performed well against the key performance indicator of sickness absence. The average number of days of sick absence per officer was 7.45. This is more than 1.5 days less than the target of 9 days. Once again this result is also better than the Force average which ended the year at 8.88 days.

# Best Value Performance Indicators

This section sets out the Best Value Performance Indicators (BVPIs) for 2003/04, within the Policing Performance Assessment Framework (PPAF) domains (see Section 1).

The tables show how Hampshire Constabulary performed in comparison with other forces. 'Family average' refers to the

average result across the Constabulary's 'Most Similar Forces'. 'National average' is the average among all forces in England and Wales. It should be noted that most BVPIs have now been replaced with Statutory Performance Indicators (SPIs).

Some data is not available (n/a).

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

## CITIZEN FOCUS

BVPI 23	Public satisfaction - time taken to answer a 999 call.	n/a	91.7%	90.1%	90.7%	>90%	91%	replaced by SPI 1
BVPI 23	Public satisfaction - arrival time of officer to an immediate response call.	n/a	78.4%	82.5%	79.8%	>80%	83%	replaced by SPI 1
BVPI 23	Public satisfaction with police action in response to 999 calls.	79%	72.9%	74.5%	76.1%	>75%	77%	replaced by SPI 1
BVPI 23	Victim satisfaction with police initial response to a report of violent crime.	77%	73.2%	74.9%	73.1%	>75%	71%	replaced by SPI 1
BVPI 23	Victim satisfaction with police initial response to a report of burglary dwelling.	93%	91.5%	87.6%	84.9%	>90%	86%	replaced by SPI 1

# Best Value Performance Indicators

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

## CITIZEN FOCUS

BVPI 23	Victim satisfaction with police service at the scene of a road traffic collision.	90%	90%	88.4%	88.6%	>90%	89%	replaced by SPI 1
BVPI 23	Victim satisfaction with police service when dealing with a racist incident.	n/a	73.1%	71.0%	67.5%	>80%	60%	continued as SPI 3(a)
BVPI 121	British Crime Survey - fear of burglary.	9.1%	9.6%	12.3%	n/a	<9%	10%	continued as SPI 10(a)
BVPI 121	British Crime Survey - fear of vehicle crime.	14.3%	14%	14%	n/a	<14%	15%	continued as SPI 10(a)
BVPI 121	British Crime Survey - fear of violent crime.	15.2%	16%	18%	n/a	<15%	15%	continued as SPI 10(a)
BVPI 189	Reassurance and quality of life.	n/a	n/a	n/a	n/a	none	n/a	deleted as BVPI

# Best Value Performance Indicators

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target
<b>REDUCING CRIME</b>								
BVPI 120	British Crime Survey - level of personal crime.	7.6%	7%	7%	n/a	<7%	8%	continued as SPI 4 but as risk of crime
BVPI 120	British Crime Survey - level of household crime.	20.5%	23%	21%	n/a	<20%	21%	continued as SPI 4 but as risk of crime
BVPI 126	Domestic burglaries per 1000 households (percentage detected in brackets).	9.6 (19.5%)	9.1 (20.6%)	15.1 (18.1%)	20.0 (14.6%)	<9 (>20%)	9.4 (20.1%)	continued as SPI 5(a)
BVPI 127	Violent crimes per 1000 population (percentage detected in brackets).	10.4 (73.3%)	13.9 (67.3%)	15.3 (55%)	18.7 (49.6%)	<13.4 (>70%)	21.5 (49.4%)	continued as SPI 5(b)

# Best Value Performance Indicators

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

## REDUCING CRIME

BVPI 127	Violent offences committed by strangers per 1000 population. (%)	n/a	4.9	5.7	n/a	none	8.83 (41%)	deleted as BVPI
BVPI 127	Violent offences committed in a public place per 1000 population. (%)	n/a	8.5	8.6	n/a	none	14.97 (48%)	deleted as BVPI
BVPI 127	Violent offences committed in connection with licensed premises per 1000 population. (%)	n/a	0.97	1.0	n/a	none	1.36 (42%)	deleted as BVPI
BVPI 127	Violent offences committed under the influence of an intoxicating substance per 1000 population.	n/a	4.8	n/a	n/a	none	n/a	deleted as BVPI

# Best Value Performance Indicators

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target
<b>REDUCING CRIME</b>								
BVPI 128	Vehicle crime per 1000 population (percentage detected in brackets).	12 (9%)	12.4 (11.4%)	16.7 (11.2%)	18.4 (8.8%)	<10.7 (>10.5%)	11.6 (11.3%)	continued as SPI 5(d)
BVPI 153	(a) Percentage of reported domestic violence incidents where there was a power of arrest, in which an arrest was made in relation to the incident, and (b) of these, what percentage involved partner-on-partner violence.	See Force Performance Indicator F6						continued as SPI 8(a) and 8(b)

# Best Value Performance Indicators

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

## INVESTIGATING CRIME

BVPI 138	Number of PACE stop/searches of white persons per 1000 white population (percentage leading to arrest in brackets).	8.7 (13.5%)	10.77 (11.6%)	8.8 (13.3%)	12.8 (13.5%)	none (>15%)	12.5 (11.4%)	replaced by SPI 3(c)
BVPI 139	Number of minority ethnic PACE stop/searches per 1000 minority ethnic population (percentage leading to arrest in brackets).	28.6 (14.7%)	20.98 (16.1%)	24.8 (15.8%)	25.3 (16.6%)	none (>15%)	28.8 (14.5%)	replaced by SPI 3(c)
BVPI 141	Percentage of racially aggravated crimes detected.	52%	61.5%	41%	43%	>58%	45%	replaced by SPI 3(d)
BVPI 129	Number of offenders charged, summonsed or cautioned for supply of (a) class A drugs per 10,000 population and the numbers which relate to (b) cocaine, (c) heroin.	a) 1.4 b) n/a c) 0.5	a) 1.47 b) 0.13 c) 0.34	2.2 n/a n/a	2.4 n/a n/a	none	a) 1.46 b) 0.37 c) 0.53	replaced by SPI 6(c)

# Best Value Performance Indicators

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

## INVESTIGATING CRIME

BVPI 136	Working with the CPS and the courts to narrow the justice gap by increasing the number of notifiable/recorded offences that result in caution/conviction or TIC by a court.	new	new	new	new	new	new	continued as SPI 6(a) and 6(b)
BVPI 136	Percentage of notifiable offences for which a person has been charged, reported for summons, cautioned or the offence has been TIC by court.	25%	23.7%	20.0%	n/a	>25%	21.5%	continued as SPI 7(a)

TIC = Offences taken into consideration by the court.

# Best Value Performance Indicators

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

## PROMOTING SAFETY AND SECURITY

BVPI 122	British Crime Survey - feelings of public safety.	17%	17.5%	19%	n/a	<17%	18%	continued as SPI 10(b)
BVPI 132	Number of road traffic collisions involving death or serious injury per 1000 population.	0.56	0.61	0.5	0.6	<0.53	0.53	revised as SPI 9(b)

# Best Value Performance Indicators

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

## HELPING THE PUBLIC

BVPI 191	Percentage of occasions when the police meet Immigration Service requests to help remove immigration offenders.	n/a	100%	n/a	n/a	100%	100%	deleted as BVPI
BVPI 28	Police officers in operational posts (with appropriate definition of frontline policing).	94%	93.7%	92.9%	92.3%	>94%	94%	replaced by SPI 11(a)

# Best Value Performance Indicators

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

## RESOURCE USAGE

BVPI 25	Percentage of minority ethnic police officers in the force, compared to the percentage of minority ethnic population in the force area of working age.	1.15%	1.3%	n/a	n/a	>1.5%	1.4%	replaced by SPI 12(a) and 12(b)
BVPI 26	Average number of working days lost through sickness per police officer per year.	11.1 days	9.5 days	10.2	10.5	<9 days	8.9 days	continued as SPI 13(a)
BVPI 26	Average number of working days lost through sickness per support staff member per year.	10.5 days	9.8 days	10.3	11.5	<9 days	8.8 days	continued as SPI 13(b)
BVPI 29	Number of medical retirements per 1000 officers.	5.5	3	6	7	to be in first quartile	3	deleted as BVPI
BVPI 29	Number of medical retirements per 1000 support staff employees.	1.8	1	2	4	to be in first quartile	1.5	deleted as BVPI

# Best Value Performance Indicators

Performance Indicator	Performance Measurement	PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
		Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

## FORCE PERFORMANCE INDICATORS

F1 & F2	Total crimes per 1000 population (percentage detected in brackets).	75.7 (29.5%)	85.9 (29.8%)	97 (25.4%)	112 (23.4%)	to be in first quartile	100.5 (27%)	none
F3	Percentage of full CPS files within time guidelines and fully satisfactory or sufficient to proceed	68%	71%	n/a	n/a	>75%	71%	deleted as FPI
F4	Percentage of 999 calls answered within target times.	73%	91%	n/a	n/a	>90% of calls answer within 10 seconds	90.3%	continued as F3 with same target as last year
F5	Percentage of responses to immediate response incidents within target times.	92%	94%	n/a	n/a	>90%	94%	continued as F4 with same target as last year

# Best Value Performance Indicators

		PAST PERFORMANCE		EXTERNAL COMPARISON		CURRENT PERFORMANCE		FUTURE
		2001/02	2002/03	2002/03		2003/04		2004/05
Performance Indicator	Performance Measurement	Achieved	Achieved	Family Average	National Average	Target	Achieved	Target

## FORCE PERFORMANCE INDICATORS

F6	Percentage of domestic violence crimes where the offender is dealt with.	79%	80%	n/a	n/a	>80%	62%	deleted as FPI
F7	To be fully recruited to the funded level.	3,480 officers	3,683 officers	n/a	n/a	3,750 officers	3,730 officers	continued as F5 with target of 3,730 officers
F8	Homicide detections.	89%	85%	n/a	n/a	100%	83%	continued as F6 with same target as last year

