



What we plan to do...

A summary for the public and our partner agencies of the Policing Plan for 2012/13

Introduction

by the Chief Constable of Wiltshire Police and the Chair of the Wiltshire Police Authority



We are pleased to share with you this summary of the Policing Plan for 2012/13.

The Plan is jointly owned by Wiltshire Police - who have responsibility for

its delivery - and Wiltshire Police Authority (WPA) - who are responsible for overseeing, monitoring and scrutinising their performance. You can read the full version of our Policing Plan by visiting our websites - full contact details are shown at the end of this leaflet.

This summary sets out the key policing priorities and how they will be delivered to you over the next year. We are fortunate to live in an area of comparatively low crime and, with your help, we will continue to drive crime down further.

2012/13 will be an exceptionally busy year for Wiltshire Police. In addition to our annual Wiltshire events, the Olympic Torch Relay, the Diamond Jubilee and the Olympic Games will create unprecedented calls on our resources. However, robust plans are in place to ensure that we continue to deliver the high standards of service that you expect of your police.

Our central focus will be to reduce crime and antisocial behaviour. We will work

with our partners to reduce antisocial behaviour, tackle alcohol misuse and reduce the number of people killed or seriously injured on our roads. We will build on our success in tackling violent crime and we will deal effectively with the most serious and prolific offenders.

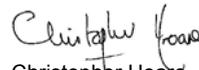
In response to the 2010 Comprehensive Spending Review we set up our Vision Wiltshire programme to ensure that we could deliver budget reductions without compromising our services. We are on track and will continue, over the next year, to make efficiencies through partnership and collaborative working ventures, improved technology and better business processes.

As you may know, the Government has legislated that in November 2012 the public will have the opportunity to elect a local Police and Crime Commissioner (PCC). Our PCC will take over from Wiltshire Police Authority. We will do everything we can to make the transition smooth and seamless, both for the public of Wiltshire and for our organisation.

In all our endeavours throughout the year ahead, we recognise that we need your help if we are to achieve our planned outcomes. We remain very grateful to those of you who give your time through the various Watch schemes and other volunteer work and who report crimes or suspicious activity to us. We really need your support and look forward to continuing to work with you over the coming year.



Patrick Geenty
Chief Constable, Wiltshire Police



Christopher Hoare
Chair, Wiltshire Police Authority

What we aim to achieve

Our Vision:

To be the safest county in the country

Our Mission:

To reduce crime and anti-social behaviour



Our key priorities

Work in partnership to keep people safe



We will work in partnership to:

- Reduce anti-social behaviour (ASB)
- Tackle alcohol and drug misuse
- Reduce the number of people killed and seriously injured on our roads

Tackle violent crime



With our partners, we will tackle 'Private Space Violence' and:

- Reduce the harm caused by domestic abuse and violence against children and vulnerable people
- Resolve domestic abuse and violence against children and vulnerable people

Reduce offending



We will work with our partner agencies to reduce re-offending by those causing the most harm in our communities by:

- Enhancing how we work together by Integrated Offender Management
- Establishing safeguarding hubs with our partners
- Developing integrated victim management with our partners

We will also:

- Disrupt heroin and crack cocaine networks
- Reduce the threat from cyber crime

Secure Operational Resilience for 2012



In a year that will see unprecedented levels of demand upon Wiltshire Police, we will robustly plan for the year ahead and ensure that our service to you is unaffected.

Support our people

Supporting our officers and staff well means we can provide you with the best possible service. We will:

- Introduce and embed the new Force Values and skills management
- Develop our staff through a new system of personal development reviews

Deliver sustainable policing



We will ensure that we will continue to deliver a service to the public that is efficient, effective and professional by:

- Increasing our visibility within our communities and our productivity through more effective use of the technology available to us
- Keeping the transition from Police Authority to Police and Crime Commissioner smooth so that services are unaffected.

What you can expect from us

Respond to calls promptly

We will:

- Answer 999 calls within ten seconds, deploying to emergencies immediately, giving an estimated time of arrival. In urban areas the Force will aim to get to the incident within 15 minutes and in rural areas within 20 minutes
- Acknowledge every email message that is sent to Neighbourhood Policing Teams (NPTs) within 24 hours and provide a more detailed response as soon as possible
- Provide timely and effective feedback on progress to those people who have reported a crime or incident.

Engage with you on the setting of local priorities

We will:

- Provide you with information so that you know the members of your dedicated NPT, where they are based, how to contact them and how you can work with them to tackle local issues
- Attend and provide a report to Area Board meetings (in Wiltshire)

and Cluster Area meetings (in Swindon)

- In consultation with the community, establish between one and three policing priorities in each neighbourhood area. These will be regularly reviewed and quarterly updates will be provided on the actions being taken. These are published on the NPT pages of the Wiltshire Police website, www.wiltshire.police.uk
- We will publish advance notice of the dates and locations of community meetings and other opportunities to meet your

NPT (including parish council meetings, street briefings, neighbourhood watch meetings, library drop ins, etc) on the NPT pages of the Wiltshire Police website, www.wiltshire.police.uk

Be visible

We will:

Ensure that NPT and other police patrols are in your areas at the most effective times and when you say you most need them. NPTs will aim to spend at least 80 per cent of their time working in their neighbourhood, tackling local priorities.

How do we measure how well we are doing?

It is important to us that we continually monitor how well we are doing in terms of reducing crime, delivering a professional service to the public, keeping people safe and working effectively with our partners.

We have a wide range of measures to keep us informed including aspects such as:

- crime levels and detection rates
- public satisfaction and confidence in us
- our financial health
- comparing ourselves with our most similar forces (which helps us to put our performance into context).

How to contact us

In an emergency dial: 999

An emergency is when:

- *there is a danger to life or risk of injury being caused, such as a serious road collision or assault*
- *a crime is in progress such as a robbery, burglary, criminal damage, theft and the offender is still on the scene or has only just left*
- *the immediate attendance of a police officer is necessary – such as someone acting suspiciously or about to commit a crime*

For non emergencies dial: 101

To report less urgent crime or disorder and for general police enquiries including:

- if your car has been stolen
- if your property has been damaged
- when you suspect drug use or dealing
- to report a minor traffic collision
- if you'd like to speak to your local police officer

To report a hate crime:

A facility is provided on the Wiltshire Police website to make a report in writing. Hate crime is a criminal offence, which usually involves violence, intimidation or vandalism, in which the victim is targeted because of his or her race, religion, sexual orientation, ethnicity, gender or mental or physical disability. You do not have to be from a minority community to be a victim of hate crime.

Customer Service

Wiltshire Police aims to achieve high quality standards of customer service in the communities we serve - and we do this by LISTENing to you.

The LISTEN principles that we follow underpin our commitment to providing you with the best possible service to make Wiltshire the safest county in the country. To read more about the LISTEN principles, visit the 'Contact Us' section of the Wiltshire Police website.

Complain, Compliment or Comment

Complain

If you feel dissatisfied with the service you have received and you wish to make a complaint you can do so in a number of ways:

- Via the 'Contact Us' section on the Wiltshire Police website www.wiltshire.police.uk
- At one of the Enquiry Offices (visit 'Contact Us' on the Force website for opening hours of police stations)
- By calling the non emergency number 101
- You can also make a complaint directly to the Independent Police Complaints Commission (IPCC) via their website www.ipcc.gov.uk

Compliment

Wiltshire Police frequently receive letters of thanks from members of the public who are impressed with the service we provide. If you wish to, you can give a compliment by visiting the 'Contact Us' section on the Wiltshire Police website www.wiltshire.police.uk

Comment

You can make a general comment or ask a question by speaking to your local Neighbourhood Policing Team, by calling us on 101 or by writing to us. Comments and general enquiries can also be made on the Wiltshire Police website through the 'Contact Us' section.

You can also follow Wiltshire Police on Facebook and Twitter:



www.facebook.com/wiltshirepolice



www.twitter.com/wiltshirepolice

For more information:

If you would like more information on what Wiltshire Police will deliver over 2012/13 or on other aspects of policing in your area or the work of Wiltshire Police Authority, visit our websites at www.wiltshire.police.uk and www.wiltshire-pa.gov.uk