



Dorset Police & Dorset Police Authority

Three Year Strategy 2009/12

Annual Policing Plan 2009/10

The Dorset Policing Pledge

SUMMARY

One Team, One Vision ... A Safer Dorset for You

To Live

To Learn

To Work

To Visit

Three Year Strategy 2009/12 and Annual Policing Plan 2009/10

Our Vision and Values

Dorset Police is 'One Team' comprising police officers, police staff, the Special Constabulary and our other volunteers.

It is an organisation that has the trust and confidence of the communities it serves.

It is a Team that is committed to One Vision – **A Safer Dorset for You.**

A Dorset that not only *is* Safer but *feels* Safer.

To guide us in this endeavour we have clear, strong **Values**:

- **Integrity**
We are honest, trustworthy and genuinely accountable
- **Professionalism**
We are committed to excellence and delivering the highest quality of service
- **Fairness**
We act impartially, treating all according to their needs
- **Respect**
We treat all with dignity and value difference

Our Values have been defined by our staff and our communities. They are the standards for which we strive and by which we wish to be judged. Loyalty to these Values is a non-negotiable requirement for membership of Dorset Police.

Our Communities

Communities in Dorset need and deserve excellent policing and the highest quality service. They want a police service that **listens** to its communities; that fully engages with them to **understand** their needs and concerns; that keeps them **informed** of the progress we are making on their behalf; that **protects** them and, most importantly, keeps them **safe**. We know this because we asked our communities and this is what they told us. Consequently the Expectations are incorporated into the Dorset Policing Pledge and are reflected in our two clear Strategic Objectives:

Dorset Police Strategic Objectives 2009/12

- **To Make Dorset Safer**
- **To Make Dorset Feel Safer**

Our Staff

Our staff expect to be **professional** in appearance, attitude and action, **motivated** to do their best, **supported** in their work, **respected** for what they do and **valued** for the difference that they make. We know because we asked them. Achieving **A Safer Dorset for You** requires a committed and skilled workforce that is well led and well resourced. The people who work for Dorset Police are talented individuals with skills, abilities, needs and aspirations. If we want that to continue we have to work hard to retain and develop our staff and make sure that we are an employer of choice for every community so that we can achieve a flexible, modern workforce with increased capacity and new capabilities.

To achieve our Vision of **A Safer Dorset for You**, this plan continues to balance local needs and priorities identified by people in Dorset with Government requirements as outlined in the **National Community Safety Plan 2008/11**. Priorities are identified by risk assessing the specific threats to the community expectation, particularly the requirement of our communities to be protected and safe. We will also

develop our plans to police the many precursor and actual Olympic and Paralympic Sailing and Olympic Windsurfing Events¹ in Dorset over the next three years.

Nationally, the overarching three year strategic direction for crime and community safety is set out within the Government's Crime Strategy and Public Service Agreements (PSAs) which are set for the 2008/11 period. Our plan will reflect these national drivers and increasingly recognise the implications of the Olympics. However, having reviewed the various national priorities, all potential threats to our communities and the views of local people (as expressed through the Dorset Community Safety Survey and a range of other contacts), it is clear that continuing to pursue our current long term priorities is the most appropriate course of action in the coming year.

Our Priorities for 2009/10

Our operational priorities and key capability improvement areas for 2009/10 that will help us to achieve our strategic objectives are to:

- **Reduce serious violent crime**

This priority focuses on preventing homicide and serious violence, including bringing prolific and priority offenders to justice, tackling domestic violence and serious sexual offences and reducing the harm caused by alcohol and drugs

- **Reduce the crimes most affecting local communities**

This priority focuses on reducing the crime, disorder and anti-social behaviour most affecting local neighbourhoods, with specific emphasis on bringing prolific and priority offenders to justice and reducing the harm caused by alcohol and drugs

- **Protect vulnerable people and communities**

This priority focuses on identifying and supporting those people and communities who are especially vulnerable and need particular protection

- **Tackle serious and organised criminals**

This priority focuses on tackling criminals engaging in serious and organised crime that causes or has the potential to cause significant harm

- **Counter terrorism and domestic extremism**

This priority focuses on tackling criminals who use violence and extreme forms of victimisation for the apparent advancement of a political or ideological position

- **Reduce road casualties**

This priority focuses on reducing the number of people killed or seriously injured on our roads, with a particular emphasis on the education of road users

- **Bring offenders to justice**

This priority focuses on improving the effectiveness and efficiency of the Criminal Justice System; bringing the most serious offences to justice, enforcement of court orders, reducing the risk of re-offending and supporting victims and witnesses

- **Secure the trust and confidence of people in Dorset in their police force and the wider criminal justice system**

This priority focuses on ensuring that every member of Dorset Police delivers the highest quality of service and meets the specific needs of individuals and communities, deals with what matters locally, is professional and upholds the Force Values. Fundamentally, to meet the Community Expectation to be Listened to, Understood, Informed, Protected and Safe.

¹ The Olympic and Paralympic Sailing and Olympic Windsurfing Events are hereafter referred to as the Olympic Sailing Events.

- **Being prepared for major incidents and events**

This priority focuses on Force planning for scheduled events, for example, the Olympic Sailing Events and preparedness for any spontaneous critical incident that requires the implementation of force-level or multi-agency contingency plans and / or the mobilisation of specialist or significant resources. These events are comparatively rare but have a very high impact and can sometimes require a regional or national response.

The Dorset Policing Pledge

Dorset Police will deliver these priorities in accordance with the Dorset Policing Pledge, which adopts the National Policing Pledge and reflects the Force Values and community expectation statements.

1. We will always act with Integrity. We will be Professional and treat you with Fairness and Respect, ensuring you have fair access to our services at a time that is reasonable and suitable for you. We will listen to you, strive to understand your needs and expectations and we will keep you informed. We will work with you to protect you and keep you safe.

2. We will provide you with information about the members of your Safer Neighbourhood Team, where they are based, how to contact them and how to work with them.

3. We will ensure your Safer Neighbourhood Team and other police patrols are visible and in your area at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. We will minimise staff turnover.

4. We will respond to every message directed to your Safer Neighbourhood Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.

5. We will aim to answer 999 calls within 10 seconds, deploying to emergencies immediately and giving an estimated time of arrival, getting to you as safely and as quickly as possible. In urban areas, we will aim to get to you within 10 minutes and in rural areas within 20 minutes.

6. We will answer all non-emergency calls promptly. If attendance is needed, we will send a patrol giving you an estimated time of arrival, and:

- If you are vulnerable or upset we aim to be with you within 60 minutes.
- If you are calling about an issue that we have agreed with your community will be a neighbourhood priority (as listed on the Safer Neighbourhood website, at police stations and in other public places) and attendance is required, we will aim to be with you within 60 minutes. Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours.
- If agreed that attendance is not necessary we will give you advice, answer your questions and / or put you in touch with someone who can help.

7. We will arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements. Your local arrangements can be found via the Safer Neighbourhood website, at police stations and in other public places.

8. We will provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice; details of what action we and our partners are taking to make your neighbourhood safer; and information on how Dorset Police is performing.

9. If you have been a victim of crime we will agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.

10. We will acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, we will discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.

The National Policing Pledge is an agreement between the police service and local people and communities. It is entirely consistent with our continuing aspiration to achieve our priorities and particularly to secure trust and confidence. Fundamentally, we want to do our best for people and communities but if we fail to meet any of the 10 points of the Pledge we will always explain why it has not been possible on that occasion to deliver the high standards to which the Force aspires and that the community deserves.

The Home Secretary has emphasised that implementation and success of the Pledge will be judged by a single measure of confidence derived from British Crime Survey responses. We will be closely monitoring our delivery of the Pledge.

To improve our capability to deliver these objectives in 2009/10 we intend:

- To further develop the National Intelligence Model processes and structures
- To further improve patrol and response policing
- To enhance Protective Service Capability
- To plan for and police the precursor and Olympic sailing events
- To improve the efficiency and effectiveness of crime and criminal justice processes including improved custody provision
- To develop further collaboration with other forces and agencies to improve operational and organisational efficiency and effectiveness
- To continue to develop and embed a people focus to secure trust and confidence in the Force
- To further develop our workforce and technology and make even better use of resources, achieving substantial additional improvements in efficiency and productivity

To ensure that we are successful, our performance will be monitored against a comprehensive set of indicators and targets that will enable the Force and Authority to assess whether the anticipated outcomes of the plan are being realised.

In summary, this plan sets out how Dorset Police will:

- Live its Values
- Respond to the Needs and Expectations of its Communities and Staff
- Provide the Highest Quality Service
- Achieve Policing Excellence
- Deliver Top-Class Performance
- Make Dorset Safer For You

**Dorset Police and Dorset Police Authority
Committed to A Safer Dorset for You**