



# CDRP

HERTSMERE CRIME & DISORDER  
REDUCTION PARTNERSHIP



# Partnership Plan 2008 - 2011

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# Foreword



Since the production of Hertsmere's first Crime and Disorder Reduction Strategy published in 1997 and the establishment of the Crime and Disorder Reduction Partnership, we have developed a successful track record of working together to address community safety issues across the borough.

Crime levels in Hertsmere are relatively low and steadily falling. Our strategic assessment undertaken in 2007 showed that over the previous year all crime has fallen by 13.5%. However, crime and disorder remains a priority issue for the people of Hertsmere. Although 2% of people are actual victims of crime, 44% of residents are worried that they may become a victim of crime.

This partnership plan outlines our strategic priorities and outcomes for the next three years (2008-2011) and specifically our improvement priorities for the year ahead (2008-2009). The plan will be reviewed and refreshed annually to reflect any new or emerging priorities.

We intend to build on our previous success by tackling those problems of greatest concern and believe that this partnership plan is flexible enough to respond to changing demands or emerging priorities.

By working in partnership and with our local communities we can achieve sustained crime reductions and make Hertsmere a safer place to live, work and visit.

A handwritten signature in blue ink, appearing to read 'John Donne', written in a cursive style.

**Cllr John Donne**  
**Community Safety and Transport Portfolio Holder**  
**Chairman, Hertsmere Crime and Disorder Reduction Partnership**



# Executive summary

**The Crime and Disorder Act 1998**, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006, places a duty on Crime and Disorder Reduction Partnerships to formulate and implement a strategy to tackle crime and disorder in its local area.

In order to help Hertsmere's Crime and Disorder Reduction Partnership (CDRP) to identify its priorities a strategic assessment was carried out. The strategic assessment included:

- Analysis of the level and patterns of crime, disorder and substance misuse
- Changes in the levels and patterns of crime, disorder and substance misuse since the last audit / assessment
- Analysis of why these changes have occurred; and an
- Assessment to which the previous plan (Crime, Disorder and Drugs Reduction Strategy 2005-2008) was implemented.

In preparing the strategic assessment the partnership has reflected on the views from the community and on matters that need to be prioritised. This has informed the development of this plan which aims to address both national priorities and issues of local concern.

The strategic outcomes identified for the Hertsmere CDRP for the next three years are:

1. Creating safer environments by tackling crime, anti-social behaviour, and alcohol related disorder.
2. Improving lives by reducing harm caused to communities by drugs.
3. Reducing offending and managing offender behaviour.
4. Building community confidence and reducing fear of crime.

The partnership plan sets out:

- The partnership structures and delivery processes
- What was delivered during 2005-2008
- What the strategic assessment identified
- What the partnership wants to achieve by 2011, and
- How the partnership will manage performance and measure success.

***"Hertsmere's Crime and Disorder Reduction Partnership will work together to reduce crime and disorder in order to create a safer environment for Hertsmere's residents, businesses and visitors."***





# Section 1

## Setting the scene



**The Crime and Disorder Act 1998**, as amended by the Police Reform Act 2002 and the Police and Justice Act 2006, places a duty on the responsible authorities to formulate and implement a three-year plan for the reduction of crime and disorder in each local authority area.

The responsible authorities of the partnership are the local authority, police, fire and rescue service, police authority, and the primary care trust.

In August 2007, new statutory requirements came into force to help partnerships improve performance, provide clarity around responsibilities, and reflect the changes in the delivery and performance landscape. The new requirements include:

- Preparing a strategic assessment to assist in identifying the priorities that the partnership will focus on.
- The production of a partnership plan that contains the partnerships strategy for tackling crime, disorder and issue of drugs, how they will measure performance and the ways in which the partnership engage with local communities.
- Improving visibility and accountability by holding one or more public meetings during each year so that communities can raise their concerns with senior representatives of the responsible authorities.



**Hertsmere Local Strategic Partnership** provides the strategic leadership for the Crime and Disorder Partnership. Hertsmere Together, the Community Strategy

2006-2020 is the overarching strategy for Hertsmere and provides the framework for this partnership plan. The vision of the local strategic partnership is that “Hertsmere Together will work towards improving the quality of life for the people of Hertsmere in a spirit of partnership working. Hertsmere Together has a strategic objective to “Create a safer environment”.



### **Hertsmere Crime and Disorder Reduction Partnership (CDRP)**

comprises the responsible authorities joined by a wider range of agencies such as the probation service and youth offending team in Hertsmere who have developed a track record of working together to address community safety issues over the past few years. The CDRP membership includes, not only the statutory agencies, but also representatives of housing providers, local voluntary agencies, faith groups, youth groups, neighbourhood watch and many other people and organisations who make up our local community.

**Developing the plan** is the responsibility of the Responsible Authorities Group (RAG), the executive decision-making group for the partnership.

The Responsible Authorities on the RAG, represented by senior officers and politicians, are Hertsmere Borough Council, Hertfordshire Constabulary, Hertfordshire Fire and Rescue, Hertfordshire County Council, Hertfordshire Police Authority, and the Primary Care Trust. Hertsmere's RAG also has a representative from William Sutton, the borough's main housing provider.



To identify the priorities for the partnership a strategic assessment was carried out. This assessment included:

- Analysis of the level and patterns of crime, disorder and substance misuse.
- Changes in the levels and patterns of crime, disorder and substance misuse since the last audit / assessment.
- Analysis of why these changes have occurred.
- Public perception; and an
- Assessment to which the previous plan (Crime, Disorder and Drugs Reduction Strategy 2005-2008) was implemented.

Strategic action plans (refer to Section 4) have been developed by the RAG that state the aims of the partnership for each of the priority areas.

**Delivering the plan** is the responsibility of all the relevant partners within the Crime and Disorder Reduction Partnership.

Lead officers have been identified for the different priorities and more detailed delivery action plans will be developed to meet the partnership objectives. The Performance Management Group (PMG) and the Joint Agency Group (JAG) are the delivery arms of the CDRP where much of the core work is done.

PMG has representation at manager level from the responsible authorities and its role is to develop the delivery action plans and to monitor performance across the range of strategic objectives and priorities within the plan and associated targets. It is responsible for advising the RAG where targets are not being met and where resources need to be reprioritised.

JAG is chaired by the local Police Neighbourhood Inspector and directs partnership activity at a tactical level to solve current and emerging local problems. The group co-ordinates multi-agency activity to address particular issues through consideration of intelligence and information about:

- Local Prolific and Other Priority Offender.
- Local problem hotspots.
- Local crime, disorder and drug trends.

**Crime Reduction Groups (CRGs)** are established in each of the main population settlements in Hertsmeare (Bushey, Potters Bar, Borehamwood, Radlett and Shenley). These public meetings allow representatives from local organisations and individuals interested in crime and disorder issues to raise awareness of, and participate in tackling crime and disorder and issues of local concern in their area, as well as local monitoring of crime and disorder initiatives.

Using the **Neighbourhood Policing** model the partnership has and will continue to:

- Engage with local communities, recognising the diversity of these communities, so that they can influence the community safety priorities in their localities.
- Work with communities to develop joint action plans with the partnership to address issues of local concern
- Provide feedback to local communities on outcomes of actions undertaken.

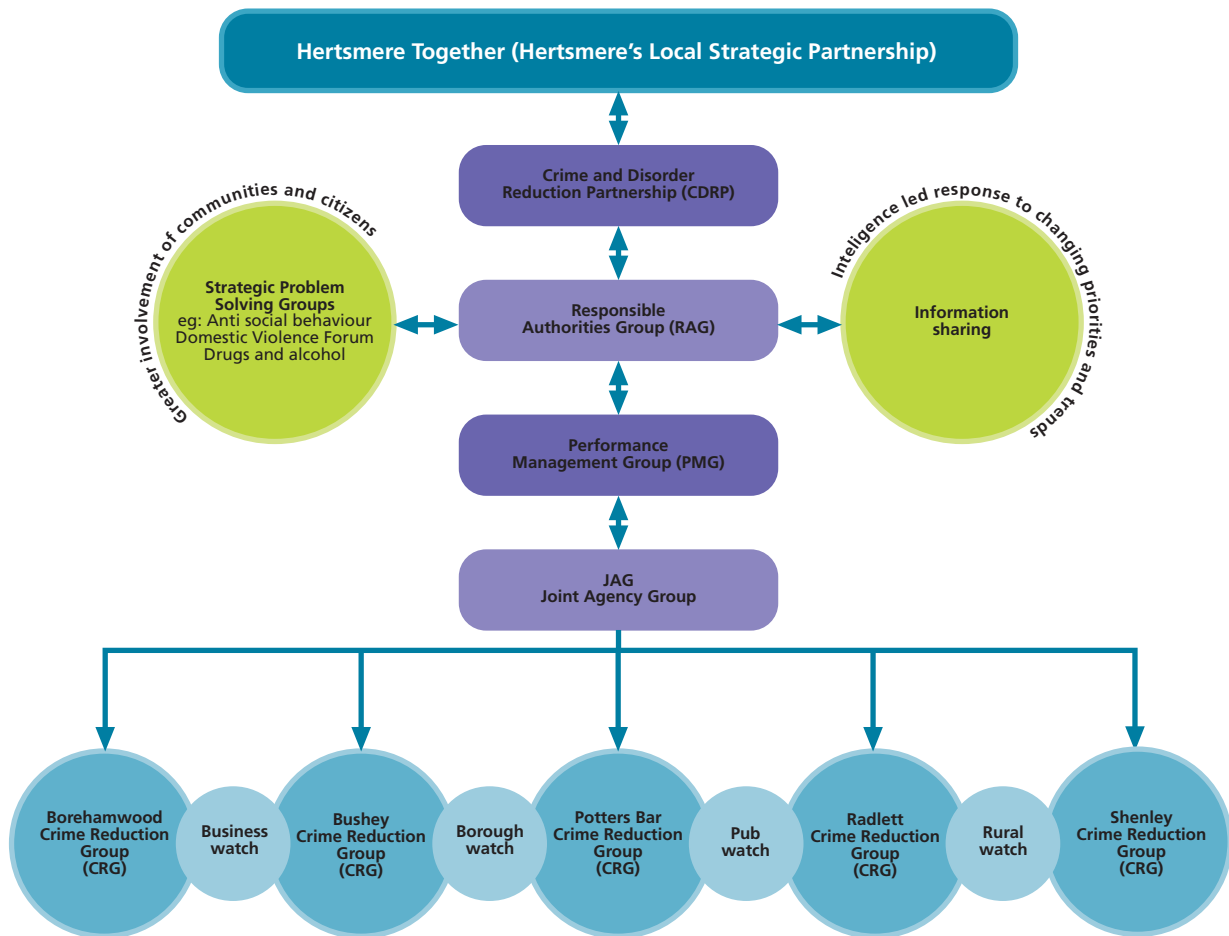


**Monitoring Performance** and delivering value for money is the responsibility of the Responsible Authorities Group (RAG). The RAG will receive regular reports from the Performance Management Group (PMG) and other partnership groups and agencies to enable them to monitor actions, outcomes and performance. The RAG will:

- Offer constructive challenge
- Identify human and financial resources
- Consider emerging community safety issues

- Review strategic priorities
- Review project specific evaluation to monitor impact and “value for money.”

The partnership plan for 2008-2011 is a “working” document, which will be reviewed each year. There is a robust management framework that the partnership will use to review and monitor progress against targets and the delivery of the partnerships vision to “work together to reduce crime and disorder and create a safer environment for Hertsmere’s residents, businesses and visitors.”



This diagram illustrates the structure and hierarchy of Hertsmere’s CDRP.



# Section 2

## Key successes 2005-2008

The 2005-2008 Crime, Disorder and Drug Reduction Strategy guided the partnership work over the last three years. The partnership worked through the multi agency groups to deliver the plans produced to tackle the identified priorities and to meet national and local crime reduction targets.

### Crime reduction achievements

The crime reduction target for the 2005-2008 Strategy was to reduce all British Crime Survey crimes by 16% and the partnership has achieved a reduction of **21%** on the baseline target at the end of 2007/08 (a reduction of over 1000 crimes from the baseline). Not only did the CDRP achieve the required reductions in crime, it also exceeded the target in a number of crime types, as illustrated in the table below:

Whilst the level of crime remains in the top three priorities for residents in Hertsmere (2006/07), there has been a significant drop in residents citing it as an area in need of improvement; with a reduction from 56% in 2003/04 to 43% in 2006/07. *(source 2006/07 BVPI General User Survey published June 2007).*

### Partnership successes

The following pages give some illustrated examples of the successes of the partnership in delivering the strategy over the last three years, particularly in relation to the deployment of Police Community Support Officers (PCSOs), tackling anti-social behaviour, Environmental Action Days and Spotlight Events, and tackling crime – Operation Raj.

Crime type	Number of crimes			
	Baseline 2003/4	2007/08 target % reduction	2007/08 actual crimes	2007/08 % reduction (vs baseline)
Theft of vehicle	413	24%	299	28%
Theft from vehicle	1239	17%	904	27%
Domestic burglary	649	19%	518	20%
Theft from person	146	10%	116	21%
Common assault	363	5%	332	9%
Robbery	88	44%	58	34%
Criminal damage	1714	28%	1292	25%



## Key successes (2005 - 2008)

### Neighbourhood Policing Police Community Support Officers (PCSOs)

#### What was the issue?

We know from consultation with residents that having a highly visible and reassuring presence in our neighbourhoods is important to the residents of Hertsmere. As a result funding has been provided to increase the number of PCSOs deployed across the borough.

#### What did we do?

There are now 27.5 full time equivalents (f.t.e.) PCSOs in Hertsmere, of which 9 are joint funded by Hertsmere Borough Council. There is at least one Neighbourhood Constable and one PSCO assigned to each of the 15 wards across the borough.

A PCSO's duties include:

- Providing visible presence via foot patrols
- Dealing with minor offences
- Offering early intervention to deter people from committing offences
- Providing crime prevention advice
- Engaging with local communities

#### What did we achieve?

We have seen a significant increase in the number of PSCOs from 9 officers in 2005 to the current level of 27.5 f.t.e. and as a consequence we are more engaged with our local communities.

We have:

- PCSOs available 16 hours a day, 7 days a week
- PCSOs consistently spending over 80% of their time working within the community
- 3 additional joint funded PCSOs with Elstree and Borehamwood Town Council, Bushey Hall School and Welcome Break (South Mimms Services)
- 3 Youth & Schools' PCSOs working at Hub schools

The PCSOs, working within the Neighbourhood Policing Team, are an important part of tackling crime and providing a reassuring presence in our neighbourhoods. The PCSOs are working effectively with agencies across the partnership to tackle issues of local concern.





## Key successes (2005 - 2008)

### Tackling Anti-Social Behaviour

#### What was the issue?

Concern about anti-social behaviour is a growing issue both locally and nationally. Consultation with residents has shown that residents are concerned with anti-social behaviour and teenagers hanging round streets is seen as problematic. Provision of activities for young people, in particular, is an identified priority for improvement. The partnership recognises this and is proactively working together to tackle anti-social behaviour.

#### What did we do?

The CDRP funds the appointment of an Anti-Social Behavior Caseworker who is hosted by the Constabulary. A multi agency approach has been established through the Anti Social Behavior Action Group (ASBAG) to address issues of anti-social behavior. Across the partnership there is a range of activity from intervention and diversionary activity through to enforcement. The variety of initiatives is illustrated below:

#### What did we achieve?

**Tackling Specific Individuals** - There have been 70 Acceptable Behaviour Agreements and 5 Anti-social Behaviour Orders issued to specific individuals within the borough to enforce changes in behaviour.

**“The Woodcock Public House” Closure** - This was the first licensed premises in Hertfordshire to be served with a notice under the 2003 Anti-Social Behaviour Act. Anti-social data was used to obtain the first “Crack House Closure” in the district.

**Halloween Activity** - There have been a number of initiatives around Halloween to reduce nuisance behaviour, the most recent being Halloween in October 2007. PCSOs organised diversionary activity at Top Golf and this, along with a large presence on the streets over Halloween, contributed to:

- 23% drop in anti-social behaviour
- 54% drop in offences of damage
- 16% drop in violence

This initiative won Hertfordshire Police Authority's Mick Fogarty Award 2008 for Excellence in Problem Solving.





**Campaign Against Rogue Motorcycles (CARM)** – which aims to tackle the noise and anti-social behaviour associated with nuisance motorcyclists and similar vehicles. Joint patrols between the council and the police have resulted in notices

being issued and in some cases bikes have been confiscated. A hot line has been set up to report nuisance motorcycles.

**“Be There! Do it!”** - This programme of diversionary activities for young people aged 11 to 19 has been successful in engaging young people, promoting positive behaviour

and preventing them from becoming engaged in anti-social behaviour. The scheme has developed considerably since its first programme in 2003 with many more activities being offered free of charge for participants. The achievements include:

- Reductions in disorder related incidents when the programme is running – 8% in 2005 and 20% in 2006.
- 2007 Summer programme ran 206 initiatives with 15 different agencies involved and 3297 “visits” to the programme.
- Separate programmes for 11-13 year olds, 13-16 year olds and 16-19 year olds
- Programme extended to the autumn/spring half terms.

**Community Safety Accreditation Scheme (CSAS)** - 9 officers from the council's environmental health team have

become accredited as part of the extended police family. This gives officers special powers to confiscate alcohol and tobacco from under-age children, and deal with licensing matters and nuisance behaviour.







## Key successes (2005 – 2008)

### Environmental Action Days / Spotlight Events

#### What was the issue ?

We recognise that the environment within our different localities contributes to people's quality of life and their feelings of safety. As a result we have worked together to hold a number of Environmental Action Days and Spotlight Events.

#### What did we do?

Co-ordinated by the CDRP, the Environmental Action Days are a multi-agency response to crime and environmental problems at a local level. Activity takes place in targeted "hotspots" with input from officers from a variety of agencies including Hertsmere Borough Council (Environmental Health, Waste and Street Scene), Trading Standards, DVLA, Herts Fire and Rescue, and Herts

Constabulary. The action days are often followed by Spotlight Events to provide reassurance to local people that agencies are working together to try and resolve local problems.

#### What did we achieve?

Since 2005, 24 Environmental Action Days and Spotlight Events have taken place across the borough. In 2007 these activities resulted in:

- 38 sites where rubbish was removed
- 22 locations where graffiti was removed
- 9 sites identified as fire hazards
- Environmental Protection Act 1990 Notices issued
- Delivery of fire prevention and crime prevention advice





## Key successes (2005 - 2008)

### Tackling Crime - Operation Raj

#### What was the issue?

Consultation with various partnership agencies highlighted that no one agency was comprehensively addressing the issue of enforcement for fly tipping, rogue traders and distraction burglary in a particularly proactive manner. It became apparent that offenders involved in these crimes all require vehicular transport to conduct their activities. This transportation link presented an opportunity for joint enforcement activity to be undertaken.

#### What did we do?

Multi-agency operations were conducted in 2007 and early 2008 on 3 separate occasions with vehicles being stopped and taken to a holding area. Agencies involved and actions:

- Hertfordshire Constabulary - stopped vehicles, checked the occupants, used automatic number plate recognition equipment and examined smaller vehicles.
- Hertsmere Borough Council, Environmental Health - checked waste, and enforcement of smoking ban.
- Environment Agency - checked waste carriers and licences.
- Vehicle Operator Services Agency (VOSA) - vehicle examiners checked bigger waste carriers.

- Trading Standards - checked rogue traders and trading offences

#### What did we achieve?

The operation and joint working has been particularly effective with the following results:

- 72 vehicles were stopped
- 8 people were arrested
- 7 vehicles were seized for no insurance
- 11 vehicles taken off the road
- 1 stolen vehicle recovered
- 1 vehicle identified as being used in crime
- 5 overweight vehicles
- 27 offences relating to waste carriage
- 21 advice notices for smoking, and
- 2 fixed penalty notices issued

The various agencies are focused on their own specific priorities and would not individually have had the resources to carry out such extensive enforcement. The joint working enabled the operation to be implemented and added value to the resources each organisation was able to provide. This successful operation is being integrated with the ongoing work of the partnership.

# Section 3

## Informing the plan

To inform the development of the new partnership plan and to meet the new statutory requirements, Hertsmere's Crime and Disorder Reduction Partnership (CDRP) prepared a strategic assessment in 2007. The strategic assessment was informed by data from various organisations within the partnership and is intended to provide an accurate picture of the issues affecting the Hertsmere CDRP.

The strategic assessment included:

- An assessment of Hertsmere's demographics and geography
- Analysis of the level and patterns of crime, disorder and substance misuse
- Changes in the levels and patterns of crime, disorder and substance misuse
- Analysis of why these changes have occurred; and an
- Assessment to which the previous plan (Crime, Disorder and Drugs Reduction Strategy 2005-2008) was implemented.
- Identification of priorities that the RAG and other partners intend to tackle
- Identification of priorities that the community have highlighted that they want the partners to address.

In preparing the strategic assessment the partnership has reflected on the views from the community and on matters that need to be prioritised.

The strategic assessment was considered in conjunction with national government priorities reflected in Public Service Agreements (PSAs), the County Wide priorities reflected in the Hertfordshire Sustainable Community Strategy (A Brighter Future) and associated Local Area Agreement, the Community Safety Agreement, the Policing Plan and local objectives.

The strategic assessment, comparing data for the period September 2006 to August 2007, found that crime levels are relatively low and steadily falling:

- **All crime has fallen by 13.5%**
- **Home burglary has fallen by 5.4%**
- **Theft from motor vehicle has fallen by 26.8%**
- **Theft of motor vehicle has fallen by 24.4%**
- **Criminal damage has fallen by 13.3%**
- **Other burglary has fallen by 19.2%**

However, the following types of crime have increased:

- Violent crime
- Personal robbery
- Drug Possession; and
- Racially aggravated violence.

The strategic assessment also identified that there is also a high fear of crime versus the actual levels of crime. Research shows that 44% of residents are worried about becoming a victim of crime when only 2% of people are actual victims.



The strategic assessment identified that the following crime types and community issues should form part of the Hertsmere partnership plan:

- Home burglary
- Drug dealing and use
- Vehicle crime
- Criminal damage
- Anti-social behaviour
- Domestic / racially aggravated crime
- Youth provision
- Fear of crime

The strategic assessment also made recommendations regarding increasing multi-agency activities tackling anti-social behaviour, rogue traders, priority crime, environmental crime and domestic / racially motivated crime; and improving analysis of and publicising the outcomes of these multi-agency operations.

The Responsible Authorities Group (RAG) considered the strategic assessment and identified the following priorities for the new partnership plan. These proposed priorities were subject to public consultation, through the crime reduction groups and neighbourhood watch.

### Priorities for 2008 - 2011

**Reduce Crime** - particularly vehicle crime, home burglary, domestic violence, hate crime and crimes of local concern.

**Reduce anti-social behaviour and alcohol related disorder** - particularly nuisance youths, violent crime, robbery, deliberate fires and other ward priorities.

**Reduce harm caused to communities by drugs** - particularly drug related offending, improving effectiveness and appropriateness of substance misuse services

**Managing offenders** - particularly those who commit the most crimes (priority and prolific offenders)

**Community Reassurance** - particularly building community confidence and reducing fear of crime levels

These priorities will be addressed by focusing on:

- Targeting Prolific and other Priority Offenders
- Reducing Supply of illegal drugs on our streets
- Keeping young people safe and out of trouble
- Engaging communities in locality problem solving

The strategic assessment has provided the partnership with greater knowledge and understanding of community safety issues in Hertsmere and has informed the development of this plan which aims to address both national priorities and issues of local concern.



# Section 4

## Priorities and strategic action plans

In determining the strategic priorities the Hertsmere Crime and Disorder Reduction Partnership has identified the major crime, disorder and substance misuse issues that require partnership attention. These priorities have been informed by the findings of the strategic assessment and public-partnership consultation conducted in 2007. The identified priorities have been incorporated into strategic outcomes that the partnership wants to achieve by 2011.

Over the next three years, the partnership will place emphasis on delivering these strategic outcomes:

- 1. Creating safer environments by tackling crime, anti-social behaviour, and alcohol related disorder.**
- 2. Improving lives by reducing harm caused to communities by drugs.**
- 3. Reducing offending and managing offender behaviour.**
- 4. Building community confidence and reducing fear of crime.**

An overview of the improvement priorities and delivery activities for 2008/09 are outlined in the partnership plan for each strategic outcome. To support these detailed delivery action plans will be developed and will be monitored by the PMG and RAG as part of the performance management arrangements.

A key feature in delivering the new partnership plan will be to ensure that those partners engaged in delivering the plan respond effectively to local needs. The CDRP will seek to extend the neighbourhood policing approach across the partner agencies to ensure effective delivery of the partnership plan.



*We will work together with communities to identify solutions and initiatives to address local issues.*



# Strategic action plans

## 1. Creating safer environments by tackling crime, anti-social behaviour, and alcohol related disorder.

Improvement priorities	Delivery activities
Reducing serious acquisitive crime (burglary, robbery, theft of and theft from motor vehicle)	<ul style="list-style-type: none"> <li>• Deliver a range of targeted campaigns and activities to increase potential victims' awareness, and to prevent opportunities for acquisitive crime to take place.</li> <li>• Identify and employ suitable crime prevention measures in key locations.</li> <li>• Identify and target persistent offenders.</li> </ul>
Domestic violence and hate crime	<ul style="list-style-type: none"> <li>• Continued support and participation in initiatives to address domestic violence.</li> <li>• Work with partner and other agencies to address specific concerns through the Multi Agency Risk Assessment Conferences (MARACS).</li> </ul>
Addressing crimes of local concern	<ul style="list-style-type: none"> <li>• Work through the neighbourhood policing teams in conjunction with the Crime Reduction Groups to identify crimes of local concern and solutions and initiatives to address these.</li> </ul>
Reduce anti-social behaviour and alcohol-related disorder	<ul style="list-style-type: none"> <li>• Engaging with wider community partners to develop intelligence to inform actions and initiatives to jointly address anti-social behaviour.</li> <li>• Support initiatives to deliver against the national Alcohol Harm Reduction Strategy (2004, updated 2007)</li> <li>• Engagement in the multi agency approach through the Anti Social Behaviour Action Group (ASBAG) to address issues of anti-social behaviour.</li> <li>• Specific locality based initiatives to address anti-social behaviour and criminal damage hot spots.</li> <li>• Making effective use of licensing and enforcement activities.</li> </ul>
<b>Indicative outcome measures (National Indicator set)</b> NI 16 Serious acquisitive crime rate NI 17 Perceptions of anti-social behaviour NI 32 Repeat incidents of domestic violence NI 33 Arson incidents	

## 2. Improving lives by reducing harm caused to communities by drugs.

Improvement priorities	Delivery activities
Addressing substance misuse through a combination of prevention, control and treatment	<ul style="list-style-type: none"> <li>• Engage with the delivery of initiatives to address the National Drug Strategy "Tackling Drugs Changing Lives" and new 10 year National Drugs Strategy (2008-18) "Drugs: Protecting Families and Communities" through the Hertfordshire Drug and Alcohol Team (DAAT) and in particular the Young People's Substance Misuse Plan and the Drug Intervention Programme.</li> <li>• Targeting those with drug related offending in particular priority and persistent offenders.</li> <li>• To promote the issues around substance misuse within our partner agencies.</li> <li>• To monitor and increase the number of substance misusers in treatment.</li> </ul>
<b>Indicative outcome measures (National Indicator set)</b> NI 40 Drug users in effective treatment. NI 42 Perceptions of drug use or drug dealing as a problem.	

### 3. Reducing offending and managing offender behaviour.

Improvement priorities	Delivery activities
Reducing offending and managing offender behaviour	<ul style="list-style-type: none"> <li>• Focus on the management of priority and prolific offenders.</li> <li>• Engaging with wider community partners to develop intelligence to inform the identification and management of offenders.</li> <li>• Engage partners in intervention programmes and schemes across the three strands of the Prolific and Other Priority Offenders scheme. Offender management includes many schools of thought and many different work areas - for ease of understanding the government distilled this into three for the PPO scheme, and we have adopted them in Herts in line with national guidance.</li> <li>• Bringing more offences to justice.</li> </ul>
<p><b>Indicative outcome measures (National Indicator set)</b></p> <p>NI 30 Re-offending rate of prolific and priority offenders.</p> <p>NI 45 Young offender engagement in suitable education employment and training.</p>	

### 4. Improving community confidence and reducing fear of crime.

Improvement priorities	Delivery activities
Improve community confidence and reduce the fear of crime by actively communicating, engaging and involving local communities	<ul style="list-style-type: none"> <li>• Continue to actively promote community safety messages.</li> <li>• Increase awareness of crime prevention and community safety services.</li> <li>• Continue to support locality based Crime Reduction Groups.</li> <li>• Seek opportunities for wider community engagement to give the public a greater say in setting local priorities.</li> <li>• Expand neighbourhood watch in areas of limited coverage.</li> <li>• Development of Alcohol Free Zones, No Cold Calling areas, and the CCTV service.</li> </ul>
<p><b>Indicative outcome measures (National Indicator set)</b></p> <p>NI 17 Perceptions of anti-social behaviour.</p> <p>NI 21 Dealing with local concerns about anti-social behaviour by the local council and police.</p> <p>NI 24 Satisfaction with the way the Police and local Council dealt with anti-social behaviour.</p> <p>NI 41 Perceptions of drunk or rowdy behaviour as a problem.</p> <p>NI 42 Perceptions of drug use or drug dealing as a problem.</p>	



# Section 5

## Measuring performance and success

The Crime and Disorder Reduction Partnership (CDRP) is committed to ensuring effective performance management in delivering the partnership plan and achieving the desired strategic outcomes.

The strategic assessment and improvement priorities will be reviewed and refreshed on an annual basis and during 2008/09 we will:

- Produce detailed action plans for each strategic outcome
- Allocate and target funding resources
- Regularly monitor and review activity in terms of progress against performance indicators and strategic outcomes
- Where necessary take corrective action in areas that are underperforming and
- Engage with the public through a variety of mechanisms including the crime reduction groups and via the media.

Performance Monitoring will be carried out by the Responsible Authorities Group (RAG) who will receive regular reports from the Performance Management Group (PMG) and other partnership groups and agencies to enable them to monitor actions, outcomes, and performance.

The CDRP and the Crime Reduction Groups (CRGs) will also receive performance reports.

Following the review of the Crime and Disorder Act 1998, changes have been reflected in the Police and Justice Act 2006, and in subsequent regulations that came into force in August 2007. As part of the new statutory requirements the partnership will work towards achieving the new six

### **Hallmarks of Effective Partnerships:**

- Empowered and Effective Leadership.
- Visible and Constructive Accountability.
- Intelligence-led Business Processes.
- Effective and Responsive Delivery Structures.
- Engaged Communities, and
- Appropriate Skills and Knowledge.

The partnership will work within the new national performance framework to deliver improvements at a local level. The partnership will report progress against the national indicators, however, the indicators that will be used to measure the success of this local partnership plan will form part of the Partnership Performance Management Framework.

*Only by working together can we have a significant impact on reducing overall crime and making Hertsmere an even safer environment.*

# Contact details

## Hertsmere Borough Council

Community Safety Officer  
Head of Corporate Support  
Tel: 020 8207 7801  
Email: [community.services@hertsmere.gov.uk](mailto:community.services@hertsmere.gov.uk)

## Hertfordshire Constabulary

Neighbourhood Inspector  
Tel: 01727 796671

Bushey Neighbourhood Team  
Tel: 01923 472711

Potters Bar Neighbourhood Team  
Tel: 01707 638312

Borehamwood Neighbourhood Team  
Tel: 01727 796612

Hertsmere Rural Neighbourhood Team  
Tel: 01727 796612

Anti-social Behaviour Caseworker  
01727 796646

Neighbourhood Watch Liaison Officer  
Tel: 01727 796650

Non-emergency number: 0845 33 00 222  
[www.herts.police.uk](http://www.herts.police.uk)

## Hertfordshire Police Authority

Tel: 01992 556600  
Email: [enquiries.hpa@herts.pnn.police.uk](mailto:enquiries.hpa@herts.pnn.police.uk)

## Hertfordshire Fire and Rescue Service

Commander – Potters Bar Fire Station  
Tel: 01707 346100  
email: [pottersbarstn.b15@hertscc.gov.uk](mailto:pottersbarstn.b15@hertscc.gov.uk)

Commander – Borehamwood Fire Station  
Tel: 020 8258 1100  
email: [borehamwoodstn.b14@hertscc.gov.uk](mailto:borehamwoodstn.b14@hertscc.gov.uk)

Community Safety Officer  
Tel: 01727 818905  
email: [cscoordinatorstalbhertsm.fire@hertscc.gov.uk](mailto:cscoordinatorstalbhertsm.fire@hertscc.gov.uk)

## Hertfordshire County Council

Crime and Drugs Strategy Unit  
Tel: 01992 555555  
[www.hertsdirect@hertscc.gov.uk](mailto:www.hertsdirect@hertscc.gov.uk)

## West Hertfordshire Primary Care Trust

Tel: 01923 281600  
[www.wherts-pct.nhs.uk](http://www.wherts-pct.nhs.uk)

## Victim Support

Tel: 01707 354626  
[www.victimsupportherts.org.uk](http://www.victimsupportherts.org.uk)

## Crimestoppers

Tel: 0800 555111  
[www.crimestoppers.co.uk](http://www.crimestoppers.co.uk)



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