

About Hampshire Constabulary

The chief constable of Hampshire Constabulary is Alex Marshall. Covering Hampshire, the Isle of Wight, Portsmouth and Southampton, we are the second largest non-metropolitan police service in England and Wales. We police an area of 1,600 square miles and serve a population of 1.8 million in 730,000 households.

Local policing areas (territorial Operational Command Units):

- Central (Fareham, Gosport, Havant and Winchester districts)
- Isle of Wight
- North and East (Basingstoke, East Hampshire, Hart and Rushmoor districts)
- Portsmouth
- Southampton
- Western (Test Valley, Eastleigh and New Forest districts)

OCU commanders:

- Central – Chief Superintendent Karen Manners
- Isle of Wight – A/Chief Superintendent Norman Mellors
- North and East – Chief Superintendent Mark Chatterton
- Portsmouth – Chief Superintendent David Peacock
- Southampton – Chief Superintendent Matthew Greening
- Western – Chief Superintendent Richard Rowland

How to contact us

Contacting your local police

To find out about your Safer Neighbourhoods team and to contact them, visit www.hampshire.police.uk or call 0845 045 45 45.

Contacting Hampshire Police Authority

To read about the Police Authority, its members, committees and other areas of work, visit www.hampshirepoliceauthority.org or call 01962 871595.

A full copy of the policing plan is available at www.hampshirepoliceauthority.org.

If you require any part of this document in Braille, large print or another language please contact Hampshire Police Authority on 01962 871595 or email police.authority@hampshire.pnn.police.uk.

What are the police doing for me?

What are the police doing to reduce violent crime?

How are the police tackling anti-social behaviour in my street?

How can I have my say in setting local policing priorities?

How can I contact my Safer Neighbourhoods team?

What is the Policing Pledge?

Hampshire Constabulary and Hampshire Police Authority Policing Plan 2010 – 2013 Summary

Policing Plan 2010 – 2013 Summary

This is Hampshire Constabulary and Hampshire Police Authority's Policing Plan Summary for Hampshire, the Isle of Wight, Portsmouth and Southampton, a three year plan produced and updated annually. It describes how we intend to provide an excellent service, catch criminals and maintain an active and visible presence in every neighbourhood.

Providing an excellent service

Our aim is to increase your confidence in how the police and local councils deal with crime and anti-social behaviour. Our survey results show the majority using our services report high levels of satisfaction. One area we need to concentrate on is the difference in satisfaction levels between white victims of crime and black and minority ethnic victims of crime. We are working hard to close this gap and give everyone the best service possible.

Particular focus for 2010/11 will be:

- Increasing your confidence
- Honouring the Policing Pledge
- Visiting all victims of crime
- Keeping victims and witnesses informed
- Encouraging and acting promptly on feedback
- Our internal values and standards

An active presence in every neighbourhood

Our Safer Neighbourhoods teams are vital in preventing crime, catching criminals and managing offenders. These teams consist of police officers, Special constables, police community support officers and volunteers. They are committed to spending the maximum amount of their time on visible patrol and being part of the community.

Particular focus for 2010/11 will be:

- Maximising visibility of our neighbourhood staff
- Improving community engagement
- Tackling anti-social behaviour
- Reducing criminal damage
- Minimising the impact of drug and alcohol misuse

Catching criminals and managing offenders

We will support law-abiding citizens, particularly the most vulnerable members of our communities, and relentlessly pursue criminals to keep our neighbourhoods safe, reduce crime and bring offenders to justice. We will focus on those crimes that affect most people and on those that cause the most harm.

Particular focus for 2010/11 will be:

- Violent crime
- Acquisitive crime
- Serious sexual offences

Our commitment to you



The Policing Pledge is a set of standards about the service you can expect from the police. For instance, you can now expect your neighbourhood police to spend at least 80 per cent of their time visibly working in your neighbourhood, tackling your priorities. Part of the pledge is for you to be able to talk to us about neighbourhood problems at a time and place to suit you. We promise to listen to you, and to act on any problems you raise with us. If you're unhappy with the service you've received and you report this to us, we will get in touch within 24 hours and discuss the situation with you. To read more about the Policing Pledge visit our website: www.hampshire.police.uk

Protecting our communities from crime and harm

A key priority for the police is to ensure that we deal effectively with crime, terrorism and other major challenges to public safety within our community.

Particular focus for 2010/11 will be:

- Preventing crime including serious and organised crime
- Protecting vulnerable people
- Civil contingencies (e.g. preparing for the worst)

- Critical incidents
- Counter terrorism and domestic extremism
- Firearms
- Major crime
- Public order
- Reducing the number of people killed or seriously injured on the roads

Making the most of our resources

We recognise the need to balance the delivery of excellent services against cost. We aim to provide our services at the lowest cost and are working locally and collaboratively with other forces to identify other savings.

Particular focus for 2010/11 will be:

- Controlling spending

- Providing value for money
- Using mobile technology
- Maximising investment in frontline policing
- Building collaboration and partnership working
- Reducing bureaucracy – improving how we do things
- An estates renewal programme

Equipping our team to deliver

We seek to ensure that we are an attractive employer to all sections of our communities. Welcoming staff from different faiths, backgrounds, ages, genders, sexual orientation and ability is important to us. Our mix of people makes us who we are and means we are consistently winning national awards and receiving praise for our diversity and commitment to our people.

Particular focus for 2010/11 will be:

- Targeting our recruitment towards under-represented groups
- Modernising our workforce
- Enabling staff to identify and manage risk
- Neighbourhood and customer service training



The work that your dedicated Safer Neighbourhoods team does in your area is shaped by what you tell them is important. You can get involved in setting the community priorities for your neighbourhood by attending a community meeting; sending the team an email via their webpage, found using the postcode search on the force website; calling them on **101** or simply speaking to the team when you see them in your neighbourhood. If you want to get more involved and really make a difference to your neighbourhood, you could become a police support volunteer or even a Special constable working alongside our regular police officers.