



An open letter from Chief Superintendent Richard Johnson

BASSETLAW, NEWARK AND SHERWOOD DIVISIONAL HQ
Potter Street, Worksop, Notts S80 2AL. Tel: 01909 500999 ext 7000

SPECIAL ISSUE DEDICATED TO OUR NEW CITIZEN FOCUS PROGRAMME

Improving customer service and establishing a dedicated neighbourhood policing team in every community are key objectives of the current reform of the police service.

You will hear a lot more about these initiatives as they develop over the coming months. It means we are getting closer to the people we serve and ensures our service meets your expectations and needs.

This comes under the government's Citizen Focus programme, which has three broad objectives:

Safer Neighbourhoods

Establishing visible, accessible and responsive Safer Neighbourhood teams in every community who work in partnership with other agencies to tackle local problems and protect people's quality of life.

Quality of Service

Ensuring that people receive a high quality of service from the police whenever they contact us and for whatever reason.

Community Engagement

Developing ways of consulting and communicating with local people that give them a say in the setting of local policing and community safety priorities.

Informing victims: One standard, one day

The new national Code of Practice for Victims of Crime came into force at the beginning of April. It sets out the standards of service that victims are entitled to receive from the police and all criminal justice agencies.

As part of our commitment to citizen-focused policing, Nottinghamshire Police has decided that all victims must be updated within one day following a significant development in an investigation – such as when someone is arrested or charged.

This standard exceeds the requirements of the code and will ensure people are receiving above and beyond the minimum standards.

If an investigation is ongoing and no arrest has been made, a monthly update will be provided. This is in line with the code's standards.

How to find out more...

Our new-look website is now live at www.nottinghamshire.police.uk. The site contains more news and information about your local police service.

You can find out more about the Inspector responsible for policing in your area and the names and contact telephone numbers of your local police officer.

The site also includes witness appeals to incidents in and around your district, crime prevention advice, police publications, crime figures, job vacancies and links to the websites of our partner agencies.



NOTTINGHAMSHIRE
POLICE

We're local and listening

Safer Neighbourhoods is a style of partnership working that provides communities with a visible, familiar, accessible team who work together to address issues including anti-social behaviour and other local community problems.

The police cannot tackle all of these issues alone and many require other agencies to get involved to ensure a long-term solution is found.

The government has promised that every part of the country will have a dedicated Safer Neighbourhood team by 2008.

A team can be made up of police officers, Police Community Support Officers (PCSOs), Special Constables, neighbourhood wardens, housing officers and other individuals and community groups.

The benefits to the public and the police include:

- Improved reassurance through known teams being more visible and accessible
- Improved trust and confidence in the police and partner agencies, with more people willing to give evidence in court
- An increase in intelligence from the community to help identify criminals and community tensions
- Greater involvement of the public in crime reduction and prevention activities.

How are we implementing it?

Safer Neighbourhood teams are already being piloted in the Broxtowe and St Ann's areas of Nottingham.

The experience gained from these projects is being used to guide the implementation of Safer Neighbourhood teams on the other divisions of the force.

Our division is called 'B' Division, which covers Bassetlaw, Newark and Sherwood.

We are now consulting with partners and communities to define the division's 'neighbourhoods', so that we know how many teams will need to be established.

The size and make-up of each team will be based on a number of factors such as the level of crime in the area and other social and economic data.

Some teams may be larger than others and include different roles. As soon as we have the teams established we will let you know.

Each division is responsible for refocusing its operational resources in order to deploy Safer Neighbourhood teams as part of regular policing activities.

Onwards and upwards...

Crime across Bassetlaw, Newark and Sherwood is at its lowest since 2002.

Last year there were:

- 405 fewer victims of car crime
- 257 fewer victims of house burglary
- 375 fewer victims of other burglaries such as sheds and garages
- 11 fewer victims of robbery
- 157 fewer victims of commercial burglaries (shops and businesses)

House burglaries have dropped for the third year running – an achievement that is a testament to the police, our partner agencies and you, the public.

Record numbers of prisoners are going through the cells causing disruption to the criminal networks.

We should all be proud that this is a safe place to live and that people are working hard to make it safer still.

I am confident that by working together there is only one direction we are going, onwards and upwards.

Divisional Commander for Bassetlaw, Newark and Sherwood
Chief Superintendent Richard Johnson

