



Investing for a Safer Norfolk

Our new **Policing Model** is focused around you – the people we serve – and is reflected in our statement of intent: Our Priority is You.

We have embarked on modernising Norfolk Constabulary and developing an organisation that puts you at the heart of everything we do. Our aim is to build a police service that has your full confidence and delivers a more efficient and effective Constabulary. We want Norfolk Constabulary to be seen by residents as a great organisation that delivers the services you want, in the ways you want, at a price you see as value for money.

Over the next year, all residents in Norfolk are being given the chance to find out what your neighbourhood policing team is doing to problem-solve the issues where you live. You, the public, are our most important partner and that is why we need everyone in Norfolk to tell us about the issues in your neighbourhood so we, along with our local authority partners, can work together to improve the quality of life in your part of the county.

We need you to tell us your concerns so they can be addressed by our 52 Safer Neighbourhood Teams. By email, phone, text, our website along with posters at local venues we can now tell you what our neighbourhood policing teams are doing. To tell us your preferred methods of contact visit our website www.norfolk.police.uk, speak to your Neighbourhood Policing Team or fill in a short form at a neighbourhood policing meeting.

Norfolk Constabulary welcomes the **National Policing Pledge** launched earlier this year as it complements our new policing style. We have made the following improvements which will ensure we deliver excellent local services:

- Setting out standards of service you can expect from us – details on www.norfolk.police.uk
- A new customer service desk where we can make appointments to visit all victims of crime at a time and location suitable to the victim.
- We make residents aware of how they can influence priorities in their neighbourhoods
- Our Safer Neighbourhood Teams host surgeries, street briefings and staff mobile police station visits as they tour the county.
- You said you would like to see more police officers on the beat – we have put over 100 extra police officers in your Safer Neighbourhood Teams

Residents in Norfolk can now see the latest crime information for their neighbourhood by checking out our interactive website. Crime Maps show a visual picture of crime trends in your area. Between April and November last year there was a **10.5% reduction in all crime across Norfolk** and you can see this and other crimes figures within the site. The following categories of crime can be tracked via crime maps:



Norfolk Police Authority/Norfolk Constabulary

- Burglary
- Robbery
- Vehicle Crime
- Violence
- Anti-social behaviour

To achieve our modernisation and organisational transformation key elements are underway. These include staff restructuring, implementing efficiency and value for money measures and developing greater collaborative and partnership working. Through these measures and more, Norfolk Constabulary will ensure that tax payers money – your money – is providing better quality services and delivering a tailored policing service to meet you needs and ensure that our priority is you.

The Police Authority agreed the **Budget** for 2009/10 on 19th February 2009. Police Council Tax will be £185.58 at Band D, an increase of 3.93%, an additional £7.02 per year or 13 pence a week.

The Chairman of the Authority, Stephen Bett, said:

"I accept that any increase at this time of economic instability, is likely to be unpopular, but if people judge us against the Constabulary's track record of delivery in recent years they will see that, what we said, we did. We have delivered on greater efficiencies, restructuring and driving out

costs on a significant scale to reapply them to front-line delivery. We have delivered on 280 Police and Community Support Officers.

We have delivered on 1660 police officers – the highest ever number for Norfolk. 52 Safer Neighbourhood Teams are now establishing themselves as part of their designated communities."

"The results are clear for all to see – crime in Norfolk has fallen in five successive years and detections are up – this is a quantitative and qualitative improvement in performance. As a result, public confidence and satisfaction levels in Norfolk Constabulary are rising."

"This year's budget is about consolidating that progress, despite uncertainties and concerns about future funding. Whilst all members would like to have gone further, especially in relation to tackling the remaining £3M shortfall in funding Protective Services, the threat of more drastic capping action by the Government, combined with the current economic situation, made that an unrealistic proposition." ■



NORFOLK POLICE AUTHORITY
Ensuring an Efficient and Effective Police Service



Stephen Bett
Chairman



Norfolk Police Authority/Norfolk Constabulary

Where the money comes from

	2008-09 £m	2009-10 £m
Government Funding	85.45	87.58
Council Tax	52.84	55.09
Approved Budget	138.29	142.67

How the money will be spent

	2008-09 £m	2009-10 £m
Employees	126.97	129.39
Premises	9.11	9.28
Transport	4.03	3.59
Supplies, Services & Other	16.97	20.02
Capital Financing	1.74	1.64
Contingency	3.32	3.29
Gross total	162.14	167.21
Income	(23.85)	(24.54)
Net Total	138.29	142.67

Capital Spending

In addition to day to day spending, the Authority has approved a capital programme for 2009-2010 of **£14.99 million**.

This allows for the replacement and improvement of buildings and for investment in vehicles and technology related equipment and systems. This will be funded by a combination of Government grant, reserves and borrowing. Any debt repayments are paid from the revenue budget.

Why spending increased in 2009-10

	£m
Budget 2008-09	138.29
Increased pay & price levels	4.08
Ongoing commitments	1.71
External funding changes	0.27
Growth & development in services	5.48
Reductions due to efficiency & development	(6.40)
Changes in Contributions to reserves and balances	(0.76)
Budget 2009-10	142.67

Staffing 2009-10

Operational: 2,165

Those whose primary role (over 50% of their time) is directly to deliver the key aims of the Police Service.

Operational Support: 509

Those whose primary role is to support the delivery of the key aims of the Police Service.

Organisational Support: 554

Those whose primary role is to provide the necessary support to ensure the organisation is fit to deliver effective policing.

Total Staffing 3,228