Public Engagement

David Lloyd
Police and Crime Commissioner
for Hertfordshire

HERTFORDSHIRE CONSTABULARY

Learn how to **engage with us** to help keep people safe, catch criminals and reduce crime.



Here for you, when you need us most

POLICING HERTFORDSHIRE



Which number do I call or do I go online?

- ❑ Dial 999 if you need urgent help from police, fire or ambulance

Click here to see when to call 999 in an emergency
if you cannot speak, call 999 and then press 55
- the call will go through to police automatically

- ❑ Dial 101 to report something or to make an enquiry
- ❑ If you have information on terrorist activity call 0800 789 321
- ❑ Call Crimestoppers to report something anonymously 0800 555 111
- ❑ Click here for more useful contact numbers

How can we help? Find out more about why you might want to talk to us

POLICING HERTFORDSHIRE

Serious Violent Crime

Click here to view our advice pages on www.Herts.police.uk

Human Trafficking

Advice

Crime & ASB Reporting

Domestic Abuse

Hate Crime

Tell us what matters to you

Lost & Found Property

Missing People

Victims & Witnesses

This is not an exhaustive list. Please visit our webpages for a full range of advice.

Find out how we work with other law enforcement agencies on issues like fly-tipping, litter, parking, under-age sales and more

COMMUNICATION AND ENGAGEMENT

Successful policing depends on engaging and communicating effectively with our communities

Through effective engagement and good communication we can work together to understand what is happening, where and why. By tackling the under-lying causes of crime we can prevent it, together.

problem solving

less crime • fewer victims • less demand



VISION

POLICE AND CRIME COMMISSIONER

David Lloyd



Everybody's Business

The Community Safety & Criminal Justice Plan for Hertfordshire

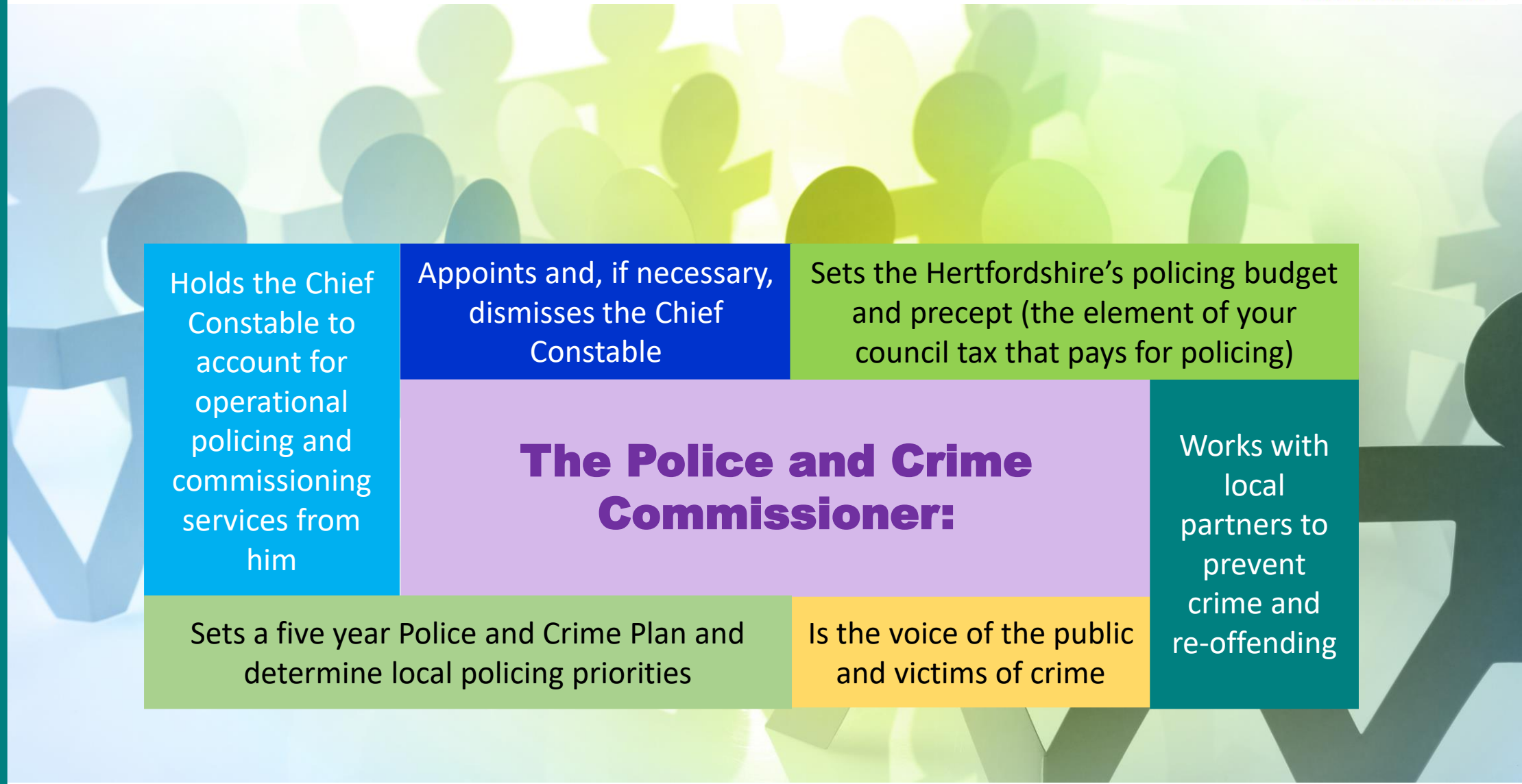
2019-2024

"In my last Plan I said I wanted the Constabulary to set a strategic vision statement which will require transparency, openness and ethical behaviour to be the foundation of our communication and engagement with the public. Having now agreed a vision for open communications with the Constabulary, I will be actively seeking to ensure that it is fully delivered in practice. I also want to see a greater level of proactive communication with the public."

ROLE OF THE PCC

Who is David Lloyd?

David Lloyd
Police and Crime Commissioner
for Hertfordshire



Holds the Chief Constable to account for operational policing and commissioning services from him

Appoints and, if necessary, dismisses the Chief Constable

Sets the Hertfordshire's policing budget and precept (the element of your council tax that pays for policing)

The Police and Crime Commissioner:

Works with local partners to prevent crime and re-offending

Sets a five year Police and Crime Plan and determine local policing priorities

Is the voice of the public and victims of crime

VISION

HERTFORDSHIRE CONSTABULARY

Chief Constable Charlie Hall QPM



“Hertfordshire Constabulary is committed to achieving effective public engagement and communication to ensure that we continually strive to increase confidence in policing and enhance the legitimacy of the service.

Our Neighbourhood Policing model supports working in and with our communities, allowing us to reach out to the public and for people to contact us, helping us to really understand what matters to local people. It is my vision that through strategic direction and local tasking all officers, staff and volunteers know when and how to target their engagement activities and how to effectively use every day routine contact to keep people safe, reduce the opportunity for crime and to catch criminals.”

ROLE OF THE CHIEF CONSTABLE

HERTFORDSHIRE CONSTABULARY

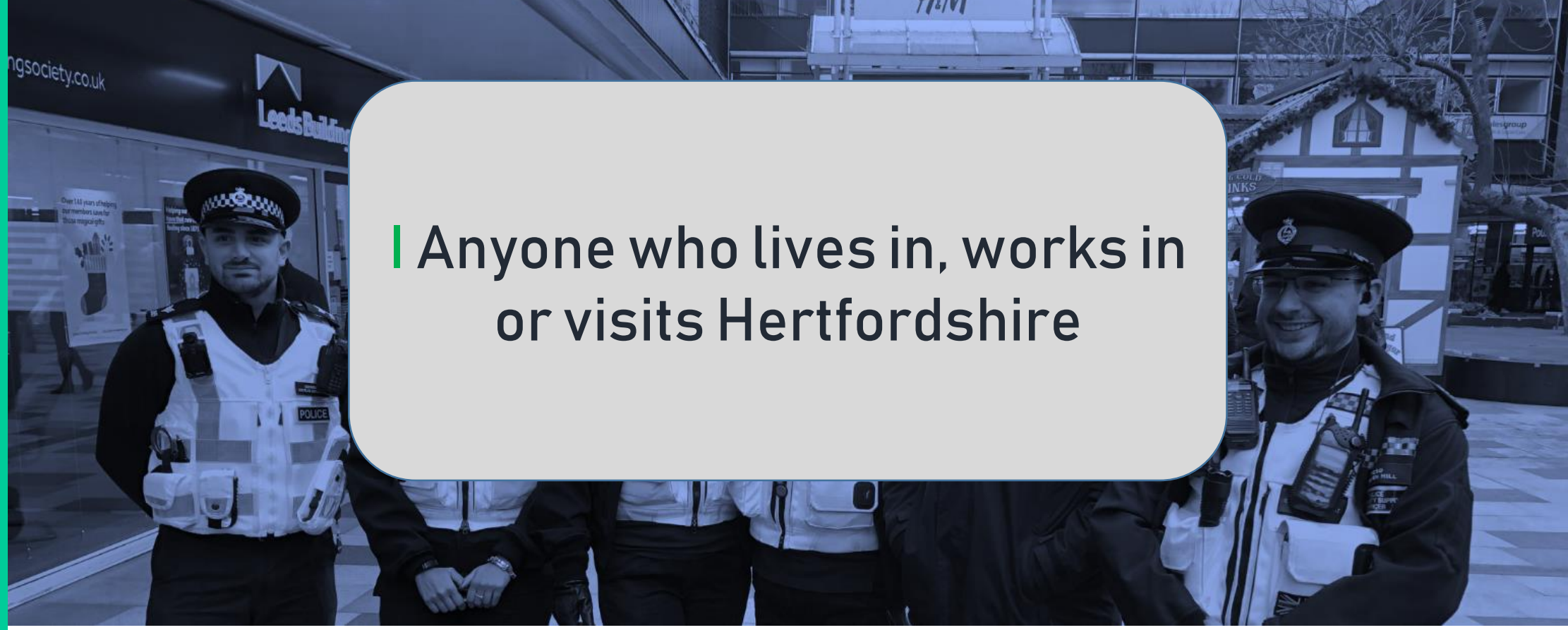
Who is Charlie Hall?

Chief Constable is the rank used by the **chief police officer** of every territorial police force in the United Kingdom except for the City of London Police and the Metropolitan Police, as well as the chief officers of the three 'special' national police forces, the British Transport Police, Ministry of Defence Police, and Civil Nuclear Constabulary.

1. Has a legal duty to consult with and explain local policing to the public

   Click here to find out how we do this
2. Informs the public about crimes in the county
3. Has independence and absolute discretion as to who or what should be investigated
4. Has full operational and independent control of officers and staff
5. Remains politically independent
6. Advises the PCC on strategy and budgets to meet current threats, risk and demand

WHO DO WE SPEAK TO



Anyone who lives in, works in or visits Hertfordshire



WHY TALK TO US

T	Tell us what is happening in your area
A	Alert us to your concerns about your own and your community's safety
L	Let us know about community events, seasonal or specific (one-off)
K	Keep us informed – if we don't know about it, we cannot do anything about it





HOW TO TALK TO US

Email your Local Neighbourhood Team

Tell Us What Matters to YOU!

(click echo below):

Join our Key Individual Network (KIN) and get involved in setting Local Policing Priorities

Seasonal Community Events

echo
What matters most

NHW

OWL Online Watch Link

Specific (one off) Community Events

Rural Barn Meet

Volunteering Opportunities



WHAT WE DO

We gather information from:

- Public concerns
- Police recorded crime and ASB data
- Local officer knowledge
- Community Safety Partnerships
- Other law enforcement agencies

… and meet with communities and partners to discuss and agree local policing priorities.

This is how people in Hertfordshire can influence policing and hold local officers to account.

HERTFORDSHIRE CONSTABULARY

echo
What matters most
Click here to tell us what matters most to you about policing in your area

Find out what the priorities are in your area here

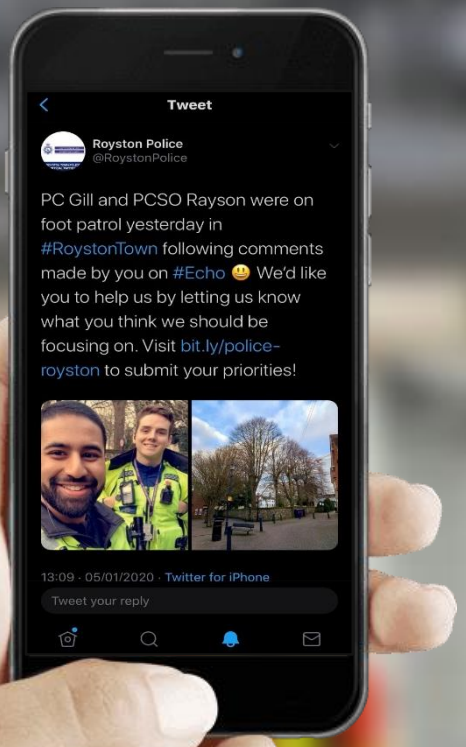
#YouSaidWeDid

We are always:

- ✓ Listening to your concerns
- ✓ Asking for feedback
- ✓ Acting on what you tell us

follow us for general messages

Look out for bespoke feedback





MEET US

WE ADVERTISE Police engagement events at:

WWW.POLICE.UK

Herts Police

@hertspolice

Join our community messaging service:

OWL Online Watch Link

CONTACT THE PCC



01707 806100



hertscommissioner.org



commissioner@herts.pcc.pnn.gov.uk



Police and Crime Commissioner for Hertfordshire
Harpenden Police Station
15 Vaughan Road
Harpenden
Hertfordshire AL5 4GZ

CONTACT OUR PARTNERS

Hertfordshire

David Lloyd
Police and Crime Commissioner
for Hertfordshire

BOROUGH OF BROXBOURNE
www.broxbourne.gov.uk

DACORUM BOROUGH COUNCIL

East Herts Council

HERTFORDSHIRE FIRE AND RESCUE SERVICE

HERTSMERE

NORTH HERTFORDSHIRE DISTRICT COUNCIL

NHDC

St Albans City & District Council

Stevenage BOROUGH COUNCIL

WELWYN HATFIELD

THREE RIVERS DISTRICT COUNCIL

AUDENTIOR
WATFORD BOROUGH COUNCIL

We work with a range of partners and all relevant stakeholders to protect you.
Contact us to find out more.

MAKE A COMPLAINT

How do I make a complaint about the Police?

Complaints can be made in one of the following ways:

- Complete an online complaint form at **www.herts.police.uk** or call police on **101, 24 hours, 7 days a week**
- In person, by going to an open police station, Watford/ Stevenage/Hatfield
- Call the **Complaint Resolution Team** at the **OPCC** on **01707 806111** between 10am-1pm, Monday to Friday
- Email **OPCCComplaintResolutionTeam@herts.pcc.pnn.gov.uk**
- Write a letter with a full account of the dissatisfaction/concern to; **Office of the Police & Crime Commissioner (OPCC), 15 Vaughan Road, Harpenden, Hertfordshire, AL5 4GZ**

You can make a complaint on behalf of someone else, provided you have that person's written consent.

If you need assistance in making a complaint, including language translation services, please visit **www.herts.police.uk** for more information.

For more information you can visit **www.herts.police.uk**

@HertsPolice **/hertspolice**



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The complaints procedure is overseen by the Independent Office for Police Conduct (IOPC), visit **www.policeconduct.gov.uk**

HERTFORDSHIRE

CONTACT THE POLICE



Non-emergency 101
Emergency 999



herts.police.uk



Report something online or
Contact us



Find your local police station



Find and contact your local officer

FOLLOW US

@HertsPolice

Herts Police

hertspolice

hertspolice



Find out more:

- National Co-ordinating Centre for Public Engagement
- College of Policing
- Hertfordshire Police and Crime Commissioner
- Hertfordshire Constabulary

Feedback to us here if you think we need to add something to this document – we love to learn!

