

## HMIC Value for Money Profiles 2010/11

### Hertfordshire Constabulary compared with most similar group

*The forces in the most similar group can be identified  
in the charts in this section by using the key below*

<b>Htf</b>	<b>Hertfordshire</b>
<b>A&amp;S</b>	<b>Avon &amp; Somerset</b>
<b>Bed</b>	<b>Bedfordshire</b>
<b>Esx</b>	<b>Essex</b>
<b>Hmp</b>	<b>Hampshire</b>
<b>Knt</b>	<b>Kent</b>
<b>Ssx</b>	<b>Sussex</b>
<b>TVP</b>	<b>Thames Valley</b>

# Index and Contents

## Introduction

### Section One - Income and Expenditure

- 1 Introduction
- 3 Expenditure
- 4 Police Officers
- 5 Police Staff and PCSOs
- 6 Non-Staff Costs as percentage of Workforce Costs
- 7 Supplies and Services as percentage of Workforce Costs
- 8 Financing of Expenditure
- 9 Specific Grants
- 10 Funding Source Trends

### Section Two - Workforce

- 11 Introduction
- 13 Workforce
- 14 Workforce Trends
- 15 Police officers/PCSOs by Rank
- 16 Police Workforce and Crime
- 17 Workforce by Function - Summary
- 18 Workforce by Function - Detail
- 19 Workforce by Function
- 20 Changes in Workforce
- 21 Business Support
- 22 Investigation
- 23 Operational Support
- 24 Specialist Functions
- 25 Leavers
- 26 Joiners
- 27 Sickness Absence

### Section Three - Offences

- 28 Introduction
- 29 Recorded Offences - All Crimes
- 30 Recorded Offences - Violent Crimes
- 31 Recorded Offences - Acquisitive Crimes
- 32 Recorded Offences - All Other Offences
- 33 Recorded Offence Trends - All Crimes
- 34 Recorded Offence Trends - Violent Crimes
- 35 Recorded Offence Trends - Acquisitive Crimes
- 36 Recorded Offence Trends - All Other Offences

### Section Four - Outcomes and Satisfaction

- 37 Introduction
- 38 Sanction Detection Rates
- 39 Sanction Detection Rates by Crime Type
- 40 Changes in Sanction Detection Rates
- 41 Sanction Detections by Type
- 42 Changes in Detection Types
- 43 Charges
- 44 Arrest to charge
- 45 999 Calls
- 46 British Crime Survey Outcomes
- 47 Satisfaction with the Police by Crime Type

## Introduction

HMIC's value for money profiles identify questions, rather than make judgements. As ever, the information needs to be set within the local context. For example several forces are using restorative justice measures instead of sanctioned detections to deal with some offences.

The profiles were developed for two reasons:

- to help forces and police authorities investigate reasons for differences in performance or costs and take action to improve
- to help HMIC focus its inspection effort on the most fruitful areas in each force

Much has remained the same as last year's profiles, published on the HMIC website in March 2010: the focus is on comparison of staff numbers, as they are easier to compare than costs, which are subject to local market factors. Non staff costs are reported as a percentage of staff costs to provide some adjustment for local area costs. But we have also taken the opportunity to make some improvements:

- data quality has been improved – HMIC provided each force with draft profile in mid August 2010 to enable checking and resubmission of data.
- a six page executive summary, which includes comparisons with the most similar forces and the England and Wales averages.
- some additional data sources have been considered and included where appropriate while other data has been removed.
- a Pick Your Own (PYO) facility, so that forces can choose their own forces for comparison – contact HMIC Head of Performance, Analysis and Research for more details [Lawrenceroymorris33@hmic.gsi.gov.uk](mailto:Lawrenceroymorris33@hmic.gsi.gov.uk).

The CIPFA finance data on specific grants includes an extra line, showing how your force's funding was reduced this year in the emergency budget. We have removed the page on police staff overtime because it was so low. We also considered showing detailed trends for reserves, but as the two most recent periods were based on estimates which proved to be unreliable, HMIC and the Audit Commission decided that it should not be included. (The estimated reserves figures shown on the funding trends page 10 is merely shown as a balancing item).

Staffing information now includes special police officers and contractors There is a further breakdown of supplies and services e.g medical fees. The quality of sickness absence data has improved on last year and there is an analysis of joiners and leavers, with an estimate of the financial impact of those leaving the service. (NB PCSOs recorded as leaving may be returning to the service as police officers).

There are two main changes to the crime data. Charge rates are now shown by crime types for two reasons: these types of disposal are more often time consuming and as they give a clearer view than sanctioned detections, which include offences taken into consideration (TIC), cautions, cannabis warnings and penalty notices for disorder (PND). Arrest rates for criminal offences are also included, using the latest data the Home Office can provide (2008/09). This is shown alongside arrest rates, sanctioned detection rates and charge rates per local police officer (a better predictor than police officers working in community functions such as neighbourhoods and response).

We reviewed the inclusion of Crown Prosecution Service data in the profiles, but decided to exclude this because of counting differences between the police and the courts and because the Home Office is currently conducting a joint review of data in this area. But three aspects of the data struck us. First, the low level of convictions compared with charges for crimes that were less affected by counting differences. Second, the lack of variation in success rates for prosecutions, typically around 80 to 85 percent successful. Third, the significant increase in prosecutions at Crown Courts and a reduction in those at Magistrate courts.

Lastly, we have not included Police Objective Analysis data because of data quality problems, even though we would have liked to do so. Once these are resolved we will endeavour to include some further comparisons focusing on functions which may have been contracted out, those which have more detail than that available in the profiles such as forensics and overtime, and also other areas with high non-staff costs.

## Section One - Income and Expenditure

### INTRODUCTION

The first section of the profiles focuses on how the police authority is funded and how it uses its financial resources. Approximately 80% of police funding is spent on the workforce. Therefore this section considers expenditure on workforce in some detail.

#### **Workforce expenditure**

The profiles use the term 'workforce' to refer to all those who are paid by the police authority. Workforce costs are salary costs (including overtime unless specified otherwise), national insurance and pension contributions. Other related expenses such as training or redundancy are not included. Information in the charts is shown as cost per head of population.

#### **Non-staff expenditure**

Non-staff expenditure is shown as a percentage of workforce expenditure, since the main determining factor of non-staff costs is the size of the workforce. Non-staff resources include premises, vehicles, computers etc. Showing non-staff expenditure as a percentage of workforce expenditure also takes some account of regional differences in costing.

#### **Income and funding**

Income is shown as a percentage of workforce cost. The profiles distinguish between income the force generates itself e.g. through charging for services (part of which may be paid for by overtime) and the funding it receives locally from council tax precept and centrally from the Home Office. It should be noted that some of the funding received is dedicated for specific posts.

#### **Collaboration**

Forces are developing joint working arrangements with national and regional partners to respond to serious threats to the community and exploiting opportunities where value for money could be improved. Each force is likely to be involved in a range of collaborative arrangements to minimise the risk to the public and to ensure value for money. This includes policing operations and business support functions, which means that workforce resources may be shared with other forces. This information cannot be captured in these data sets, however, if a force is an outlier in a particular function, collaboration may be the reason for this difference.

### How to use this section

Police authorities and forces should focus on those charts where the force is an outlier, i.e. where they are significantly different from the average, or where they are particularly high or low. Outliers are highlighted in red in the tables of the 'all forces' profiles and fall within the top or bottom 10% of forces and with a financial value of more than £1 million. They should explore the reasons for any differences by looking at the force as a whole. Expenditure levels should also be considered in the context of workforce modernisation, collaboration efforts and outsourcing of services.

### Key to the bar charts and tables:

- *the black bar represents this force*
- *the dark blue bars represent its most similar forces as listed in the title page*
- *the horizontal line shows the average*
- *outliers in the tables are highlighted in red*
- *the difference column shows the difference from the average*

Throughout the profiles the chart scales may differ and the differences shown may not be as significant as they appear.

### Key to the calculations

Averages are simple unweighted averages including the force.

Please note: as the Metropolitan Police data distorts the chart scales, the Met has been excluded from the profiles for all other forces, as has the City of London.

Non-staff expenditure is shown as a percentage of workforce expenditure, since the main determining factor of non-staff costs is the size of the workforce. Workforce data for support functions is shown as FTE per 100 workforce to compare the size of the support function in relation to the workforce.

The profiles use a different calculation for net revenue expenditure to CIPFA; it is calculated as total expenditure minus income to show the total cost of policing to the taxpayer.

Police Objective Analysis data has not been included as CIPFA have advised that it is currently unreliable to use.

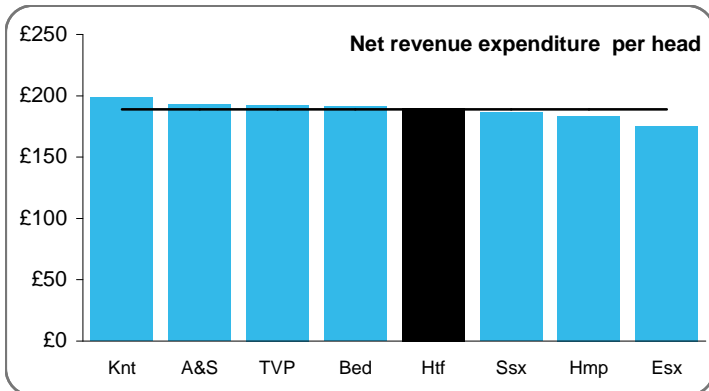
### Glossary:

<b>ACPO</b>	Association of Chief Police Officers
<b>ADR</b>	Annual data requirement (data collection by the Home Office)
<b>CIPFA</b>	Chartered Institute of Public Finance and Accounting
<b>FTE</b>	Full time equivalent
<b>PCSO</b>	Police Community Support Officer

## EXPENDITURE

### 2010/11 estimates £ per head of population

These charts give an overview of what policing in each force costs per head of population. As HMIC is inspecting in the public interest, this measure is a good starting point to consider value for money. *NB: the profiles use a different calculation for net revenue expenditure to CIPFA; it is calculated as total expenditure minus income to show the total cost of policing to the taxpayer.*



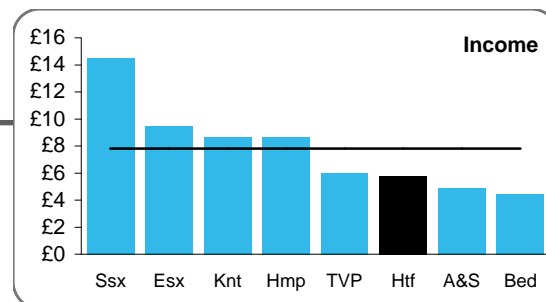
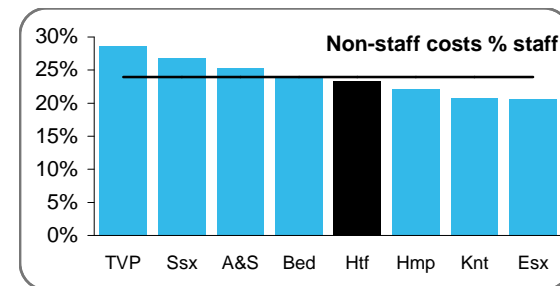
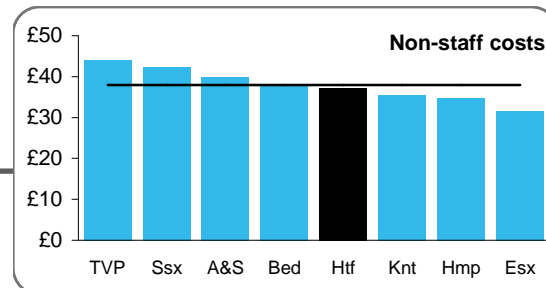
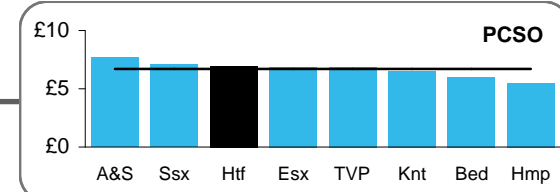
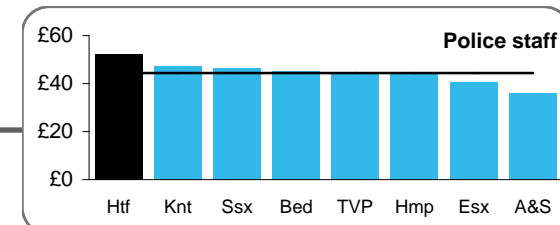
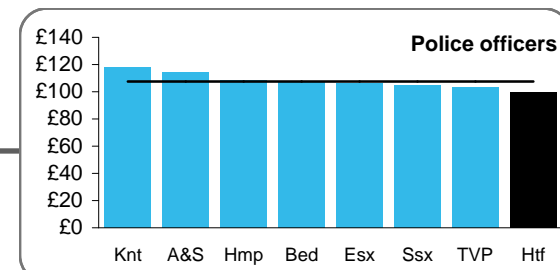
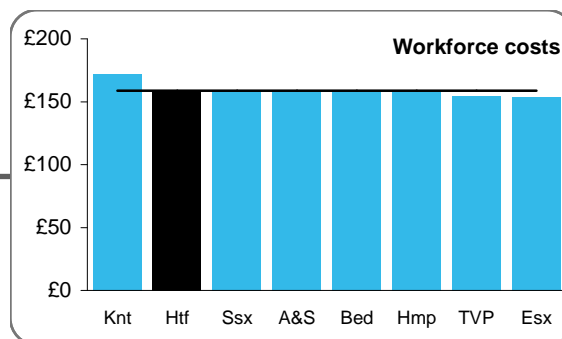
Population 1,083,900

	£m	£/head	Avg	Diff. £m
Police officers	108	100	108	-8.6
Police staff	57	52	44	8.4
PCSOs	8	7	7	0.3
Workforce	172	159	159	0.1
Non-staff costs	40	37	38	-0.9
Income	-6	-6	-8	2.2
Net revenue exp.	206	190	189	1.4

Non-staff % staff cost	23%	24%	-0.9
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Source: CIPFA Statistics 2010/11 estimates

HMIC

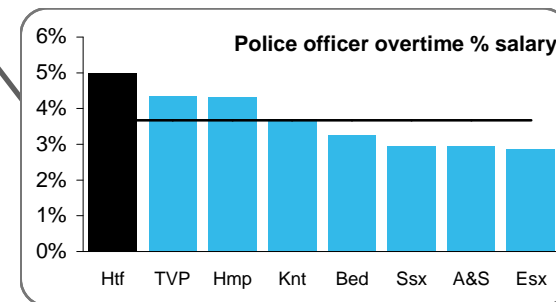
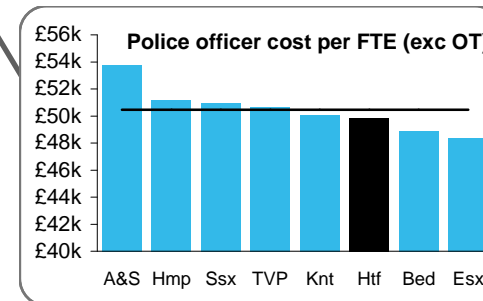
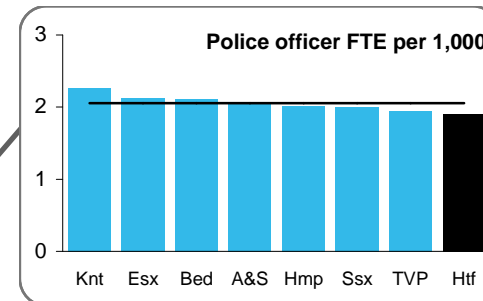
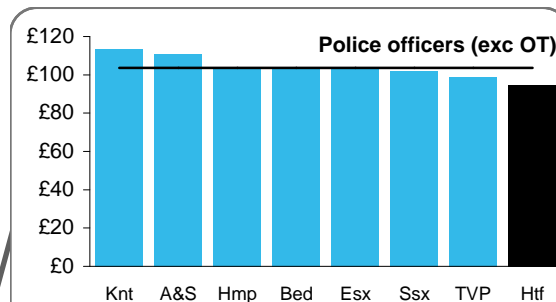
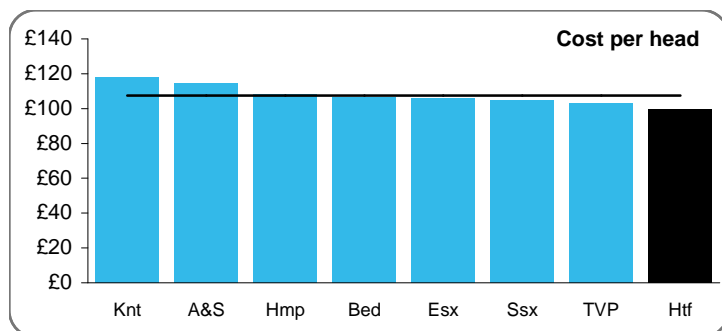


Hertfordshire

## POLICE OFFICERS

### 2010/11 estimates £ per head of population

These charts break down police officer costs into salary and overtime costs (OT). Police officer overtime costs are also shown as a percentage of the overall salary costs. The data table shows any discrepancy between Home Office published police strength figures at 31.03.10 and CIPFA average strength figures across 2010/11. Any difference above 2% is highlighted in red. *NB: ADR502 and ADR601 totals are a snapshot taken at the end of the financial year.*



	£m	£/head	Avg	Diff. £m
Police officers (exc. OT)	103	95	104	-9.7
Police overtime	5	5	4	1.1
Total	108	100	108	-8.6

Police Officer overtime %	5.0%	3.7%	1.3
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		Avg	Diff. £m
FTE/1,000	1.90	2.05	-8.5
£000/FTE	49.8k	50.5k	-1.3

Avg FTE 2010/11 (CIPFA)	2,059
FTE Mar 10 (ADR601)	2,130
FTE Mar 10 (HO published)	2,130

Source: CIPFA Statistics 2010/11 estimates

## POLICE STAFF AND PCSOs

### 2010/11 estimates £ per head of population

These charts break down police staff and PCSO costs into more detail. The data table shows any discrepancy between Home Office published police strength figures at 31.03.10 and CIPFA average figures across 2010/11. Any difference above 2% is highlighted in red. NB: ADR502 and ADR601 totals are a snapshot taken at the end of the financial year, and Home Office FTE data excludes temporary contract staff and traffic wardens. CIPFA includes traffic wardens, and takes an average of staff numbers over the year.

£m	£/head	Avg	Diff. £m
57	52.2	44.4	8.4

		Avg	Diff. £m
FTE/1,000	1.50	1.38	4.3
£000/FTE	34.7k	32.3k	3.8

Avg FTE 2009/10 (CIPFA)	1,631
FTE Mar 10 (ADR601)	1,677
FTE Mar 10 (HO published)	1,677

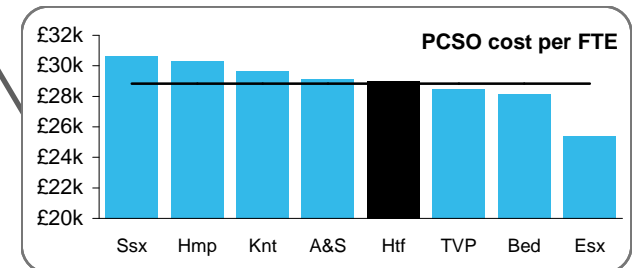
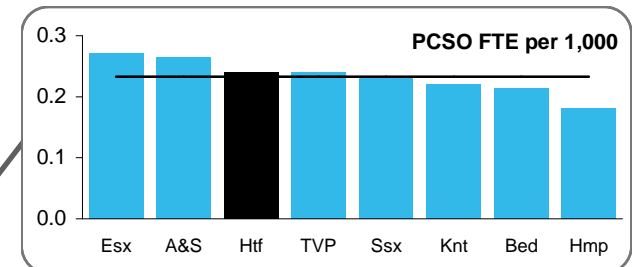
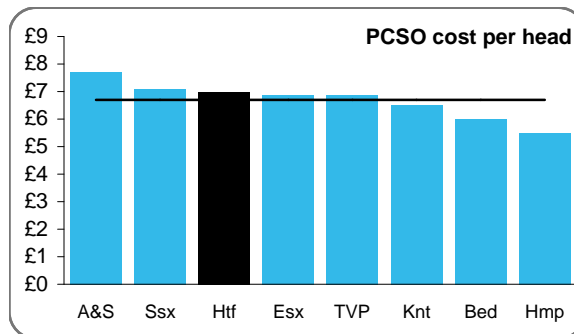
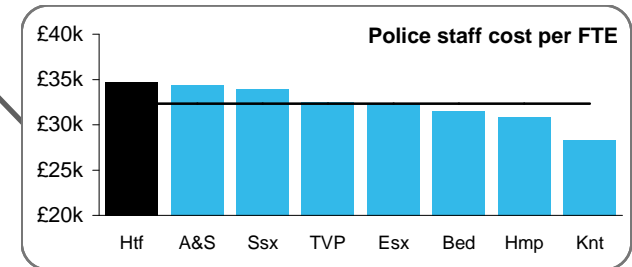
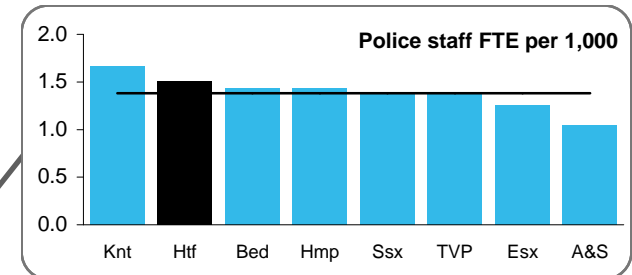
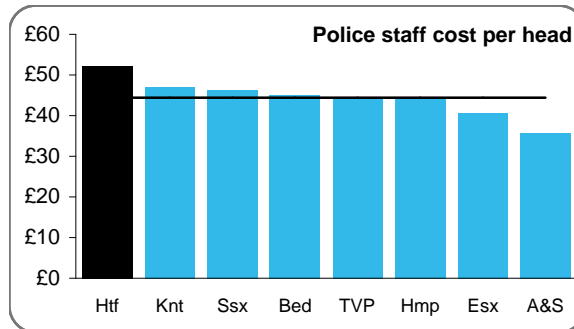
## PCSOs

£m	£/head	Avg	Diff. £m
7.6	7.0	6.7	0.3

		Avg	Diff. £m
FTE/1,000	0.24	0.23	0.2
£000/FTE	29.0k	28.8k	0.0

Source: CIPFA Statistics 2010/11 estimates

Avg FTE 2009/10 (CIPFA)	261
FTE Mar 10 (ADR601)	262
FTE Mar 10 (HO published)	262

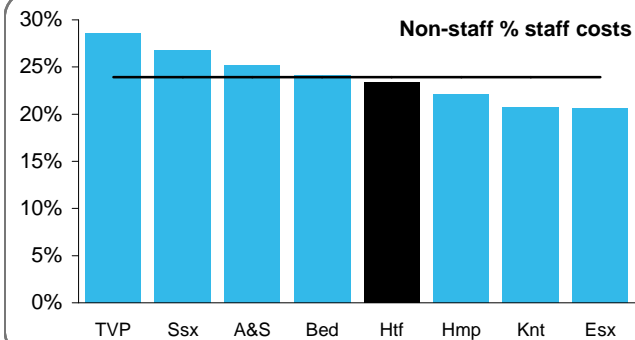




## NON-STAFF COSTS AS PERCENTAGE OF WORKFORCE COSTS

2010/11 estimates

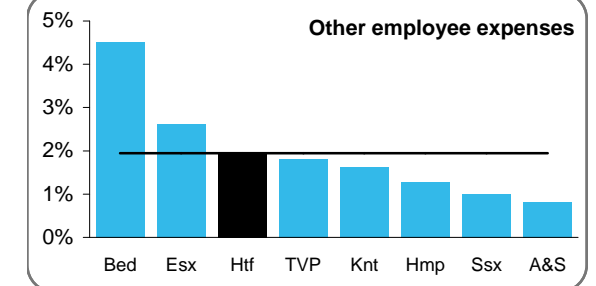
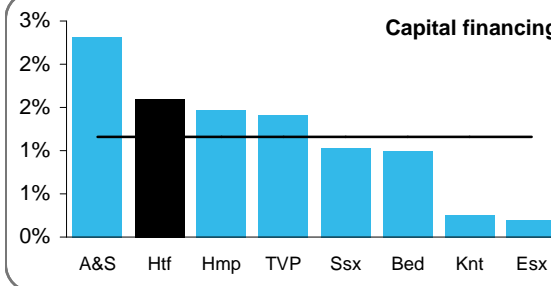
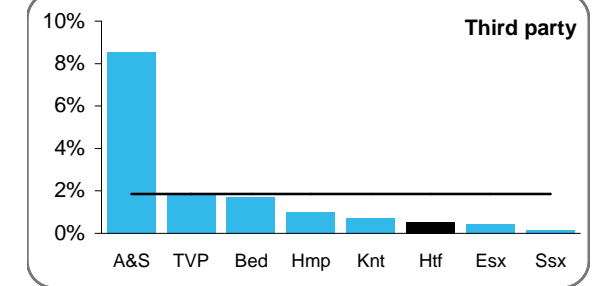
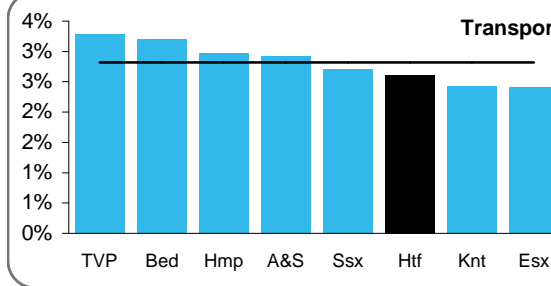
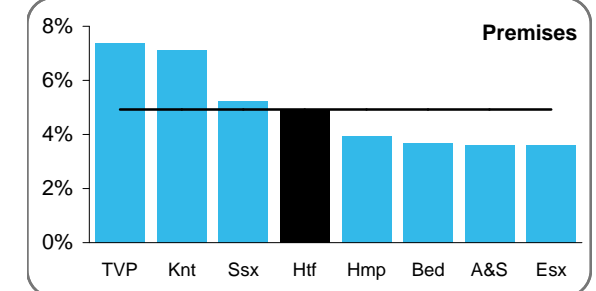
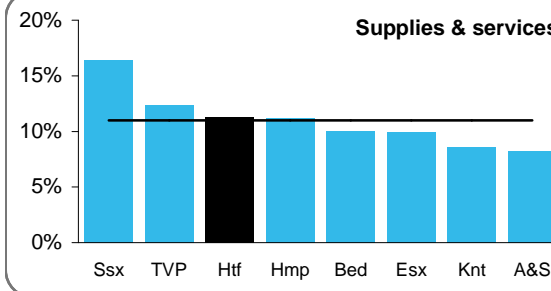
These charts provide information about non-staff costs broken down into specific types of running costs. Non-staff costs are shown as a percentage of staff costs as non-staff costs are mainly dependent on the number of staff working for an organisation. Third party payments include scientific services (eg DNA testing), mutual aid from other police authorities, contributions to inter-authority services, transfer payments and national levies.



Staff costs £172m

	£m	% staff	Avg	Diff. £m
Supplies & services	19.4	11.3%	11.0%	0.5
Premises	8.4	4.9%	4.9%	-0.0
Transport	4.5	2.6%	2.8%	-0.4
Other employee exps	3.4	2.0%	1.9%	0.0
Capital financing	2.8	1.6%	1.2%	0.8
Third party	0.9	0.5%	1.9%	-2.3
Other	0.9	0.5%	0.3%	0.4
Non-staff costs	40.3	23.4%	23.9%	-0.9

Source: CIPFA Statistics 2010/11 estimates

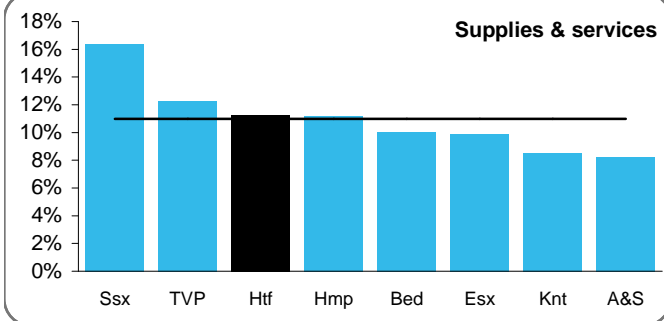


Hertfordshire

## SUPPLIES AND SERVICES AS PERCENTAGE OF WORKFORCE COSTS

2010/11 estimates

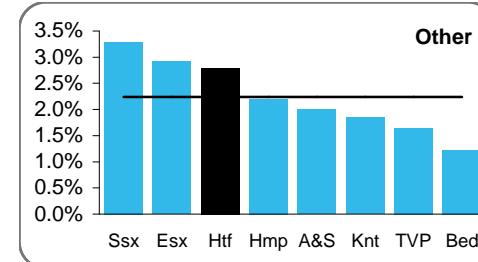
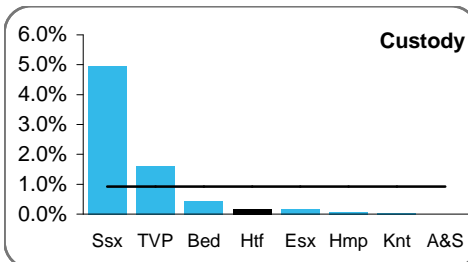
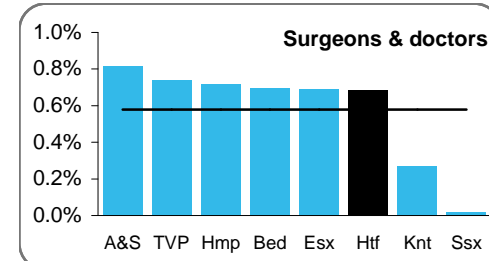
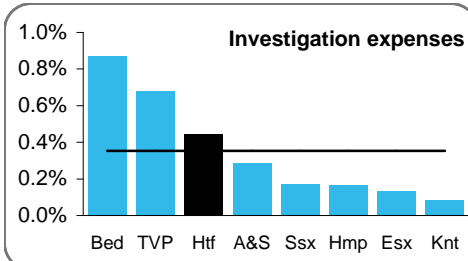
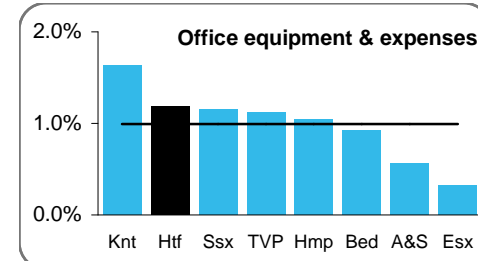
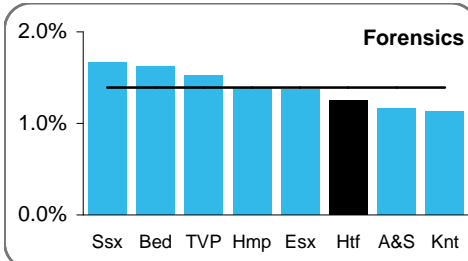
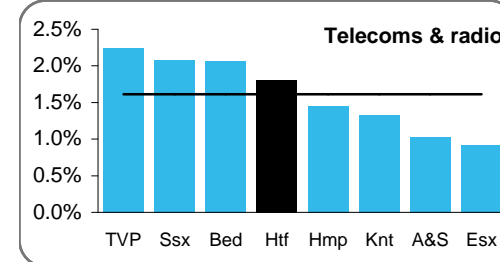
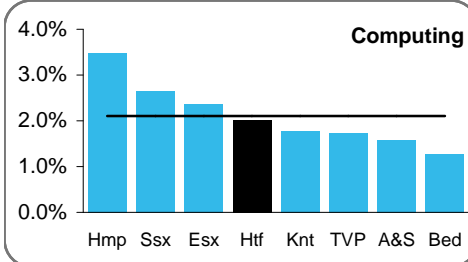
These charts break down supplies and services costs, and give some indication about which services a force may be outsourcing. This page should be read in relation to the relevant staff column on p.18 to identify those services which are contracted out, compared with those delivered in house.



Staff costs £172m

Supplies & services	£m	% staff	Avg	Diff. £m
Computing	3.5	2.0%	2.1%	-0.15
Telecoms & radio	3.1	1.8%	1.6%	0.33
Forensics	2.1	1.2%	1.4%	-0.25
Office eq. & expenses	2.0	1.2%	1.0%	0.33
Investigation expenses	0.8	0.4%	0.4%	0.16
Surgeons & doctors	1.2	0.7%	0.6%	0.18
Custody	0.3	0.2%	0.9%	-1.32
Uniform & laundry	0.7	0.4%	0.4%	0.03
Insurance	0.4	0.2%	0.1%	0.26
Interpreters	0.4	0.2%	0.2%	0.07
Catering contractors	0.1	0.0%	0.1%	-0.05
Other	4.8	2.8%	2.2%	0.94
<b>Total</b>	<b>19.4</b>	<b>11.3%</b>	<b>11.0%</b>	<b>0.54</b>

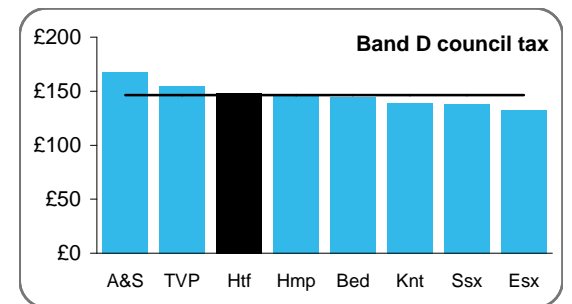
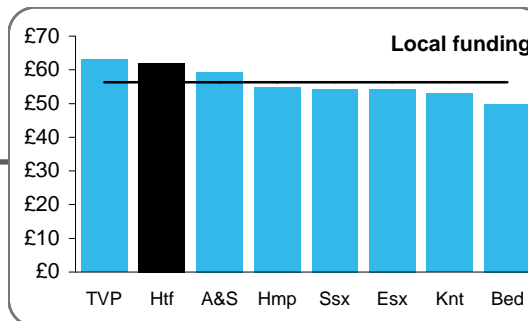
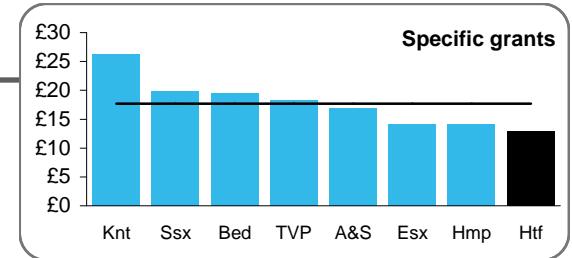
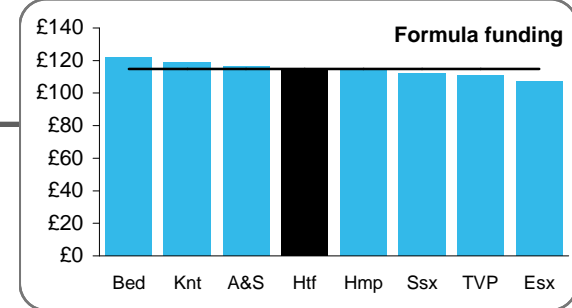
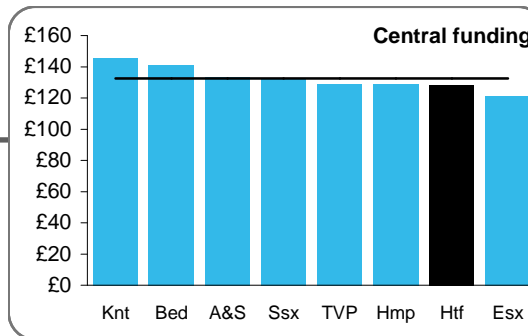
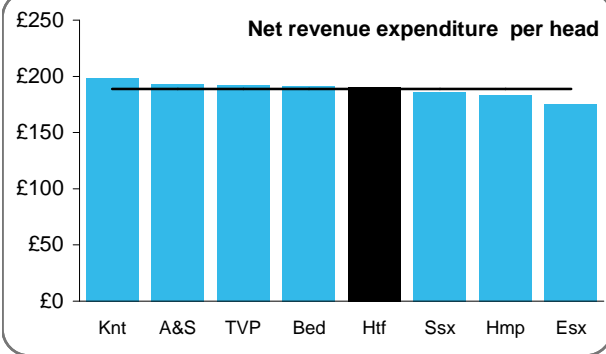
Source: CIPFA Statistics 2010/11 estimates



## FINANCING OF EXPENDITURE

2010/11 estimates £ per head of population

These charts show how the force funds its expenditure broken down into more detail. Specific grants go to all forces and are formula based, while special grants are not formula based and are for one-off policing activities, e.g. policing of party conferences.



Population 1,083,900

	£m	£/head	Avg
<b>Central funding</b>			
Formula funding*	125	115	115
Specific grants	14	13	18
<b>Local funding</b>			
Council tax	66	61	55
Reserves	1	1	1
Net revenue exp.	206	190	189

\* Sum of Police Grant, Non-Domestic Rates, & Revenue Support Grant

Source: CIPFA Statistics 2010/11 estimates

Band D tax rate	Avg	Diff £m
£148	£146	1

Hertfordshire

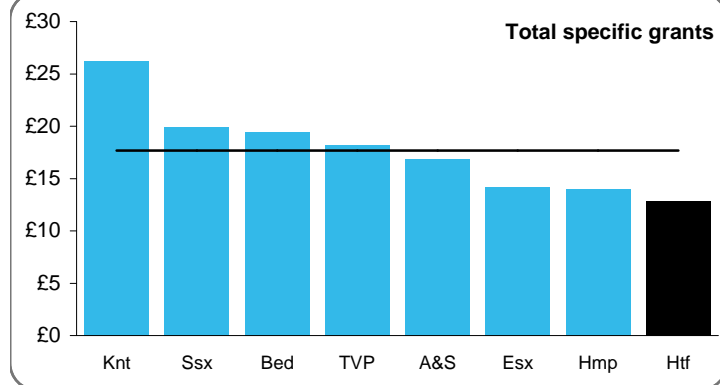
## SPECIFIC GRANTS

### 2010/11 estimates £ per head of population

These charts break down information into different categories of specific grants.

Additional Rule 2 funding includes rural policing fund, forensic grant (previously referred to as DNA Expansion), special priority payments and London and South East allowances.

*NB: Additional Rule 2 funding was amended in the emergency budget in June 2010.*

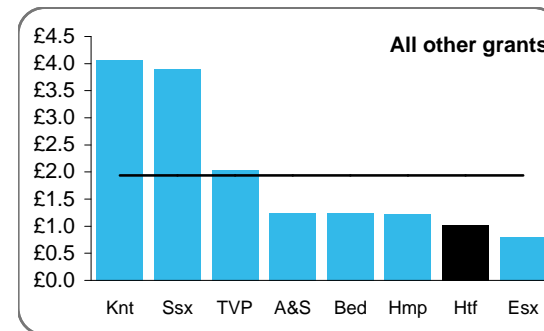
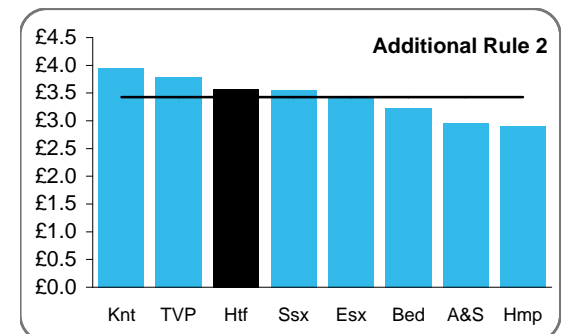
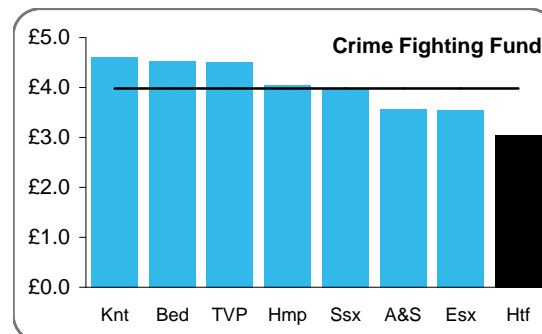
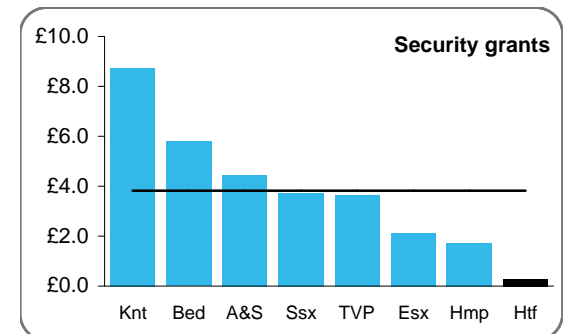
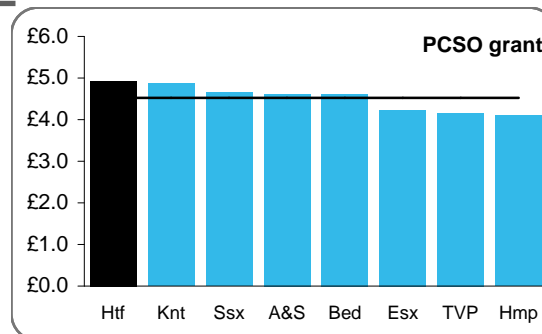


Population 1,083,900

	£m	£/head	Avg	Diff. £m
PCSO grant	5.3	4.9	4.5	0.4
Security grants	0.3	0.3	3.8	-3.8
Crime Fighting Fund	3.3	3.0	4.0	-1.0
Additional Rule 2	3.9	3.6	3.4	0.2
PFI grant	-	-	0.8	-0.8
BCU Fund	0.4	0.4	0.6	-0.2
Other special grants	0.7	0.6	0.6	-0.0
<b>Total specific grants</b>	<b>13.9</b>	<b>12.9</b>	<b>17.7</b>	<b>-5.2</b>

Reduction in Rule 2 grant 1.7 1.6 1.5

Source: CIPFA Statistics 2010/11 estimates



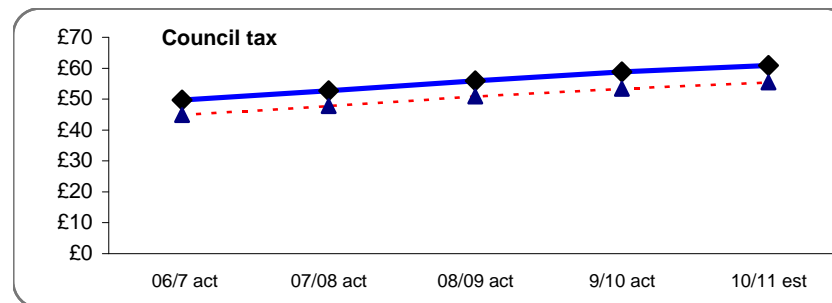
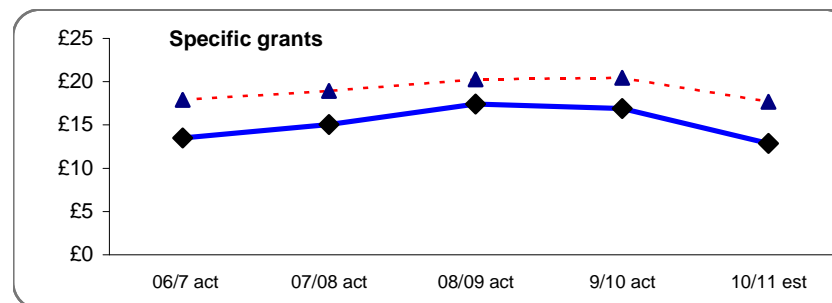
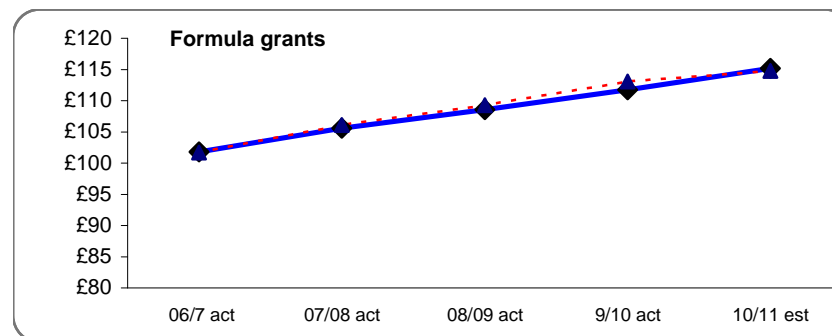
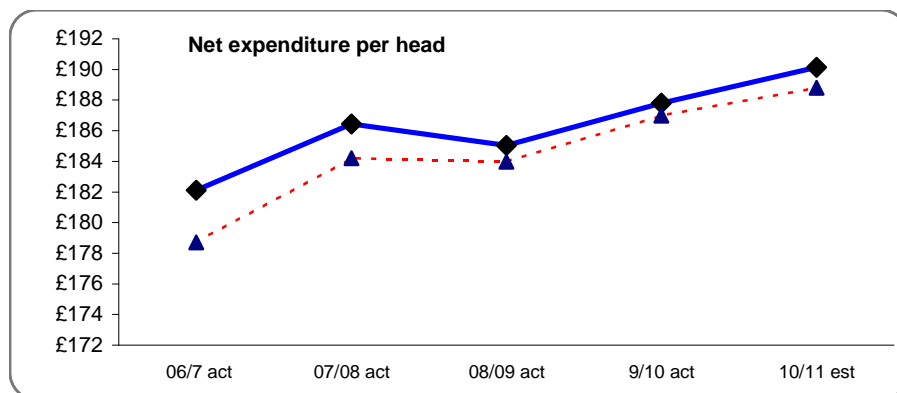
## FUNDING SOURCE TRENDS

2006/07 - 2009/10 actuals, 2010/11 estimates £ per head of population

These charts show how the financial position and funding of forces has changed since 2006/07. Estimates of reserves are unreliable.

NB: the scales in the graphs have been chosen so that the graph highlights the changes over time.

Hertfordshire —  
Average - - -



£ per 1,000	06/7 act	07/08 act	08/09 act	9/10 act	10/11 est	Increase
<b>Net Expenditure</b>	182.1	186.4	185.0	187.8	190.1	4%
<b>Financed by:</b>						
Specific grants	13.5	15.1	17.4	16.9	12.9	-5%
Formula grants	101.8	105.6	108.6	111.8	115.2	13%
Reserves	17.1	13.1	3.2	0.3	1.3	-93%
Council tax	49.7	52.7	55.9	58.8	60.8	22%
<b>Band D Tax Rate</b>	£124	£130	£137	£148	£148	19%

Average	06/7 act	07/08 act	08/09 act	9/10 act	10/11 est	Increase
<b>Net Expenditure</b>	178.7	184.2	184.0	187.0	188.8	6%
<b>Financed by:</b>						
Specific grants	17.9	18.9	20.3	20.5	17.7	-1%
Formula grants	101.7	106.1	109.3	113.1	114.8	13%
Reserves	14.3	11.5	3.6	0.1	0.9	-93%
Council tax	44.8	47.7	50.8	53.3	55.4	24%
<b>Band D Tax Rate</b>	£122	£128	£136	£146	£146	20%

Source: CIPFA Statistics 2009/10 estimates

Hertfordshire

## Section Two - Workforce

### INTRODUCTION

This section looks at how a force deploys its workforce, broken down in detail. Most of the information is based on ADR data supplied by forces to the Home Office. Home Office published figures are taken from ADR502 and ADR 601 which allocates police officers, PCSOs and police staff to over 60 different functional categories. Staff with multiple responsibilities (or designations) are recorded under their primary role or function. For instance forces may include surveillance teams in the investigation function. This may lead to a force appearing different from their peer group. Overall force totals include those on career breaks or maternity/paternity leave. *NB: Police staff numbers exclude traffic wardens and contract staff and include S.38 police staff and designated officers (investigation, detention and escort). All ADR 601 data is to 31 March 2010 except for South Yorkshire's data which is to 19 August 2010. This data was extracted from Home Office systems in September 2010 and is as per the draft profile issued in October 2010.*

This data comprises full-time equivalent (FTE) figures which have been rounded to the nearest whole number. Because of rounding, there may be an apparent discrepancy between the totals in these charts and totals in similar published tables. Some functions data from the ADR601 does not match total published figures from ADR502, but is now subject to more detailed cross checking. Any discrepancies greater than 2% between these two sources are shown. In some areas, such as support services, the profiles compare numbers of staff per 100 FTE staff as staffing levels for support services are less likely to be affected by local demographics.

### Local policing workforce by function

The ADR workforce data is initially divided into three groups: local policing, national functions, and not available for duty.

Local policing is made up of police officers, PCSOs and police staff allocated to the following ADR categories:

- Community (ADR categories: community safety, response and neighbourhoods).
- Roads policing (ADR categories: traffic and traffic wardens).
- Investigation (ADR categories: asset confiscation, burglary, child/sex/domestic, Criminal Investigation Department (CID), CID specialist crime unit, drugs, fraud, hate crime, Home Office Large Major Enquiry System Unit (HOLMES), vehicle crime and vice).
- Forensics (ADR categories: fingerprinting/photographic and scenes of crime).
- Intelligence (ADR category: intelligence only).
- Dealing with the public (ADR categories: control room and enquiry/station).
- Criminal justice (ADR category: criminal justice units only).
- Custody (ADR category: custody only).
- Specialist functions (ADR categories: air, dogs, firearms (tactical and explosives), marine, mounted, surveillance unit, technical support unit and underwater).
- Operational support (ADR categories: ACPO and directors, coroner's officer, crime and incident management, criminal records office, departmental heads, drivers, local commanders, operational planning, property, staff officers and vehicle workshop/fleet).
- Business support (ADR categories: IT/communications, complaints and discipline, corporate development, finance, other admin/clerical, press and public relations, Personnel/HR, staff associations, welfare/occupational health).
- Training (ADR category: training only).
- Other (including ADR categories: catering, building and stores/supplies).

**National functions**

These are resources allocated for a range of functions, such as national security, that may cross force boundaries. These officers are therefore unavailable for local duties. It should be noted that some forces may provide national functions for other forces, so this figure does not necessarily imply the full complement.

**Not available for duty**

These are members of the workforce who were unavailable for duty, either because they are probationary police officers who are still completing their training, or who are absent due to maternity leave, career breaks, full time education or absent on long term leave (e.g. compassionate or unpaid leave). Please note that the ADR data for 'other' may not reconcile with other returns about long term absence, which may mean that the numbers of staff not available for duty can be distorted.

**Other workforce data**

The profiles also include information about contract staff. However forces do not record contract staff consistently and this data is included for completeness only (i.e. because contract staff represent a cost to the force). The profiles also include other ADR data which provides information on numbers of staff joining and leaving the police service as well as figures on sickness absences.

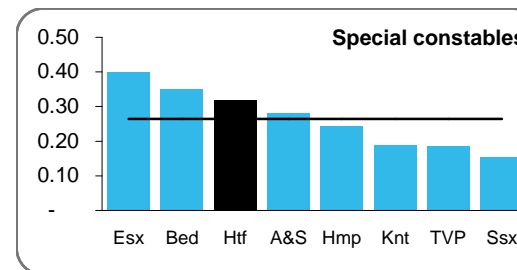
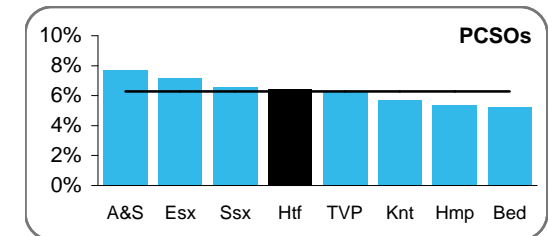
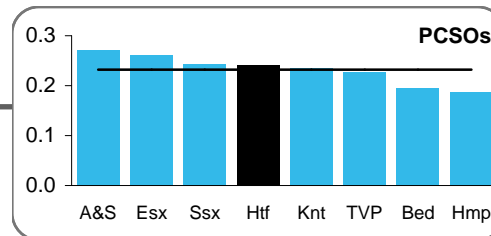
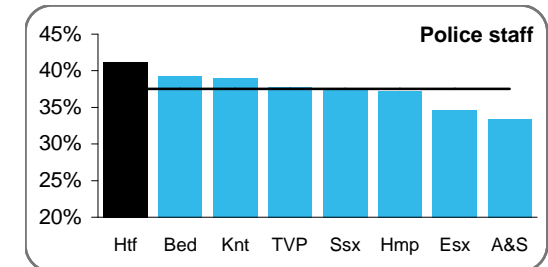
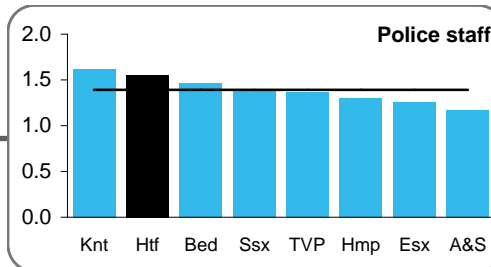
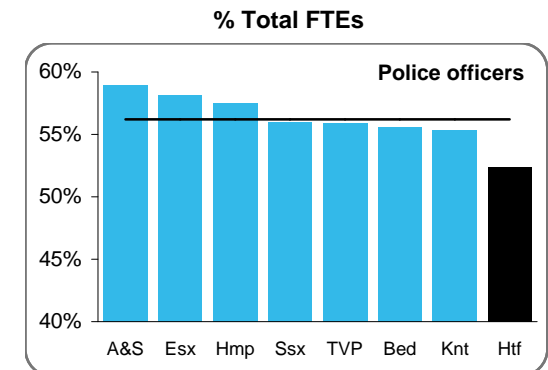
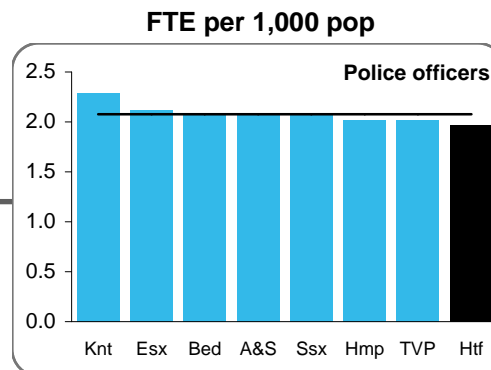
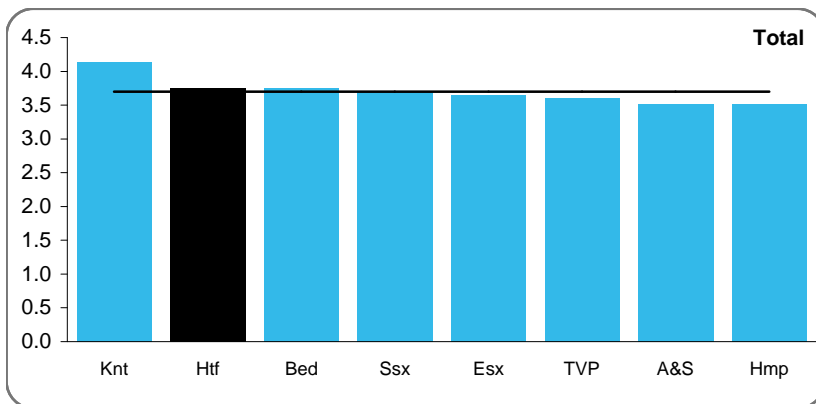
**How to use this section**

Police authorities and forces should focus on those charts where the force is an outlier, i.e. where they are significantly different from the average, or where they are particularly high or low. Outliers are highlighted in red in the tables of the 'all forces' profiles and fall within the top or bottom 10% of forces and with a financial value of more than £1 million (approximately 25 staff difference from the average). They should explore the reasons for any differences by looking at the force as a whole, using relevant local knowledge. Staffing levels should also be considered in the context of workforce modernisation, collaboration efforts and the outsourcing of services.

## WORKFORCE

### March 2010 FTE per 1,000 population

These charts show the overall police workforce per 1,000 population which are then broken down into police officers, police staff and PCSOs.



Population 1,083,900

	N	per 1,000	Avg	Diff.
Police officers	2,130	1.96	2.08	-122
Police staff	1,677	1.55	1.39	170
PCSOs	262	0.24	0.23	10
<b>Total</b>	<b>4,069</b>	<b>3.75</b>	<b>3.70</b>	<b>59</b>

% Total	Avg
52%	56%
41%	38%
6%	6%
<b>100%</b>	<b>100%</b>

Contract staff	-	-	-	0
Traffic wardens	-	-	0.00	-4
Special constables	344	0.32	0.26	57

Source: ADR 601 (as at 31/03/10)

Special constables source: ADR 502 (as at 31/03/2010)



## WORKFORCE TRENDS

### Changes March 2005 to March 2010

These tables show workforce changes since March 2005.  
These highlight the impact of workforce modernisation  
and the introduction of PCSOs.

#### FTE

	Mar-05	Mar-06	Mar-07	Mar-08	Mar-09	Mar-10
Police officers	2,145	2,166	2,202	2,162	2,172	2,130
PCSOs	98	139	223	246	256	262
Police staff	1,505	1,569	1,575	1,582	1,623	1,677
Total	3,748	3,874	3,999	3,989	4,051	4,069

#### FTE/1,000

Police officers	1.98	2.00	2.03	1.99	2.00	1.96
PCSOs	0.09	0.13	0.21	0.23	0.24	0.24
Police staff	1.39	1.45	1.45	1.46	1.50	1.55
Total	3.46	3.57	3.69	3.68	3.74	3.75

#### Increase

-1%
166%
11%
9%

#### Average

Police officers	2.02	2.04	2.05	2.05	2.07	2.08
PCSOs	0.08	0.09	0.17	0.22	0.23	0.23
Police staff	1.26	1.31	1.34	1.35	1.39	1.39
Total	3.36	3.44	3.56	3.62	3.69	3.70

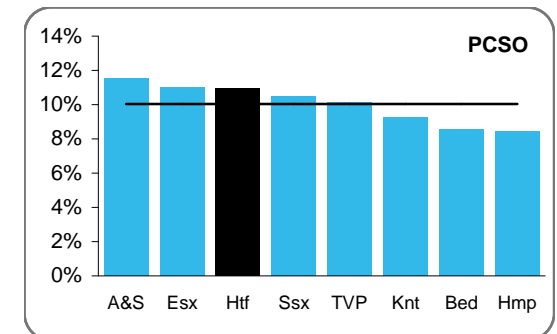
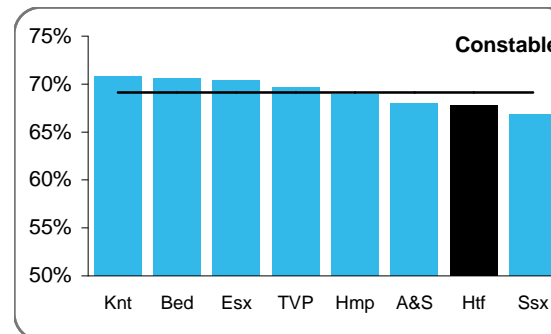
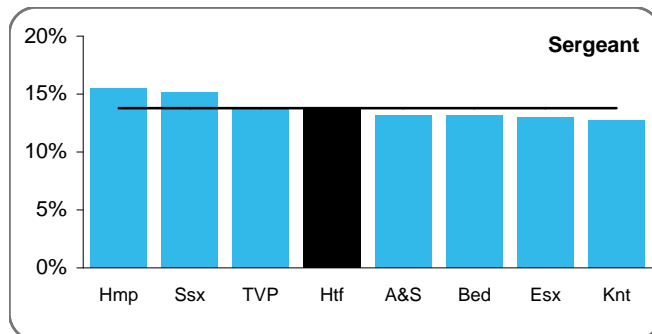
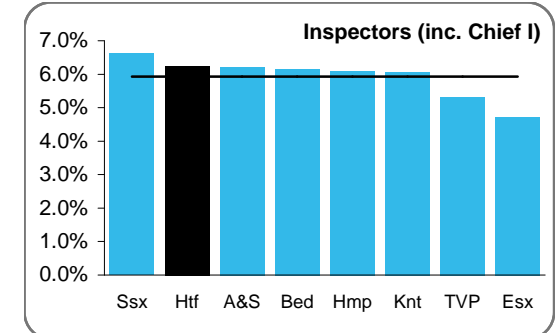
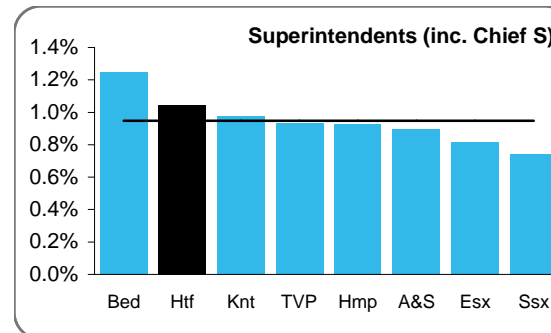
3%
201%
10%
10%

Source: ADR 601 (as at 31/03/10)

## POLICE OFFICERS/PCSOs BY RANK

March 2010 % of FTE

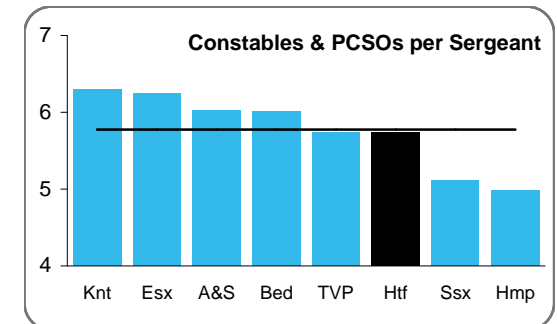
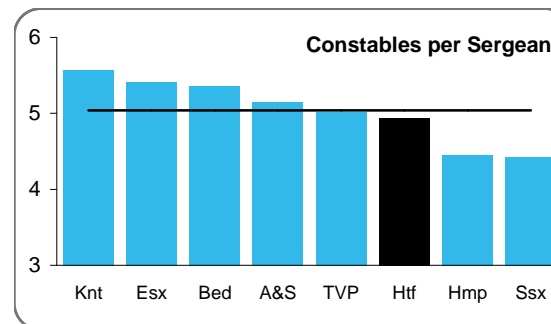
These charts show the percentage of the total officer and PCSO workforce by rank. The chart for superintendents includes chief superintendents, and the chart for inspectors includes chief inspectors. Association of Chief Police Officers (ACPO) are officers above the rank of chief superintendents. Additionally two charts show numbers of constables (and PCSOs) per sergeant giving an indication of the supervision requirement for each sergeant.



	FTE	%	Avg
ACPO	5	0.2%	0.2%
Chief Superintendent	8	0.3%	0.3%
Superintendent	17	0.7%	0.6%
Chief Inspector	37	1.5%	1.4%
Inspector	112	4.7%	4.5%
Sergeant	328	13.7%	13.8%
Constable	1,622	67.8%	69.1%
PCSO	262	11.0%	10.0%
Force total	2,392	100.0%	100.0%

Constables per Sergeant	4.9	5.0
Const. & PCSOs per Sergeant	5.7	5.8

Source: ADR 601 (as at 31/03/10)



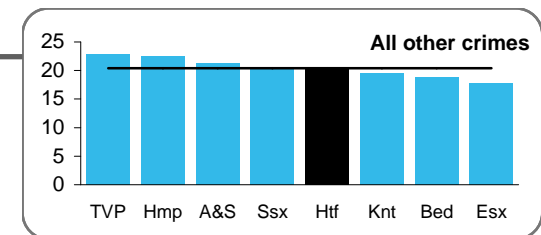
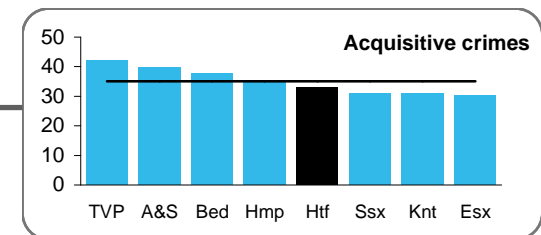
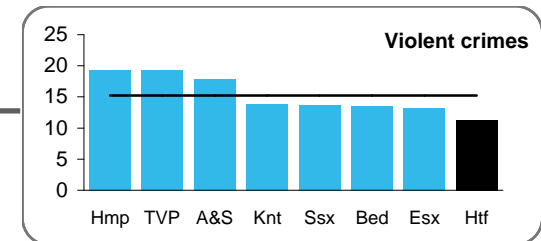
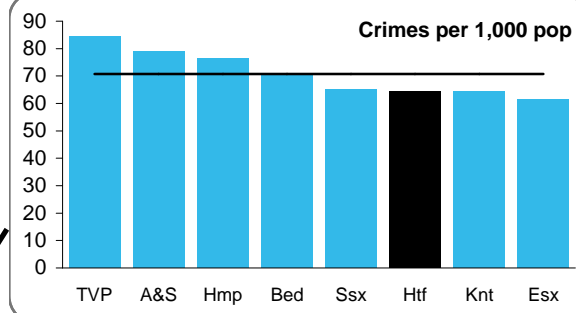
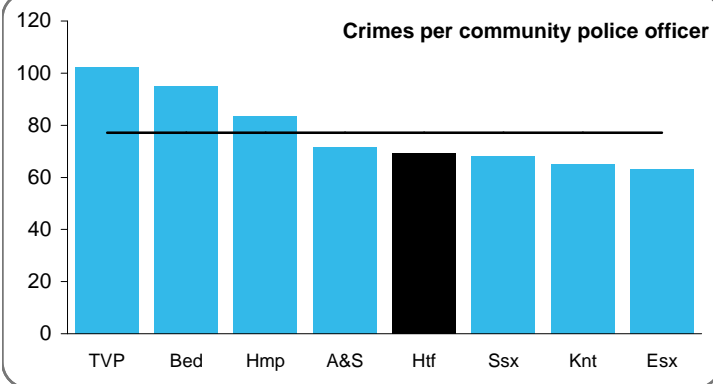
Hertfordshire

## POLICE WORKFORCE AND CRIME

March 2010 Workforce, 2009/10 crime

These charts show numbers of police officers allocated to community duties in relation to the amount of crime in the force. While police officers are not just dealing with crime, the numbers of crimes per police officer allocated to community duties gives some indication of how busy these officers are compared to their peer group of forces.

*NB: this does not include officers attending incidents, which do not result in a notifiable offence.*



Population 1,083,900

	N	per 1,000	Avg
Violent crimes	12,267	11.3	15.2
Acquisitive crimes	35,815	33.0	35.1
All other crimes	21,919	20.2	20.4
Total crimes	70,001	64.6	70.7

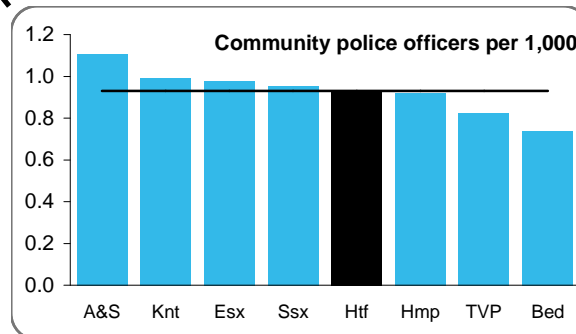
Source: Home Office Crime Statistics 2009/10

Crimes per community police officer	69	77
Crimes per community + roads police officer	61	69

Source: ADR 601 as at 31/03/10

Total staff *	3,933	3.63	3.41
Community police officers	1,012	0.93	0.93
Roads police officers	139	0.13	0.11
PCSOs	262	0.24	0.23

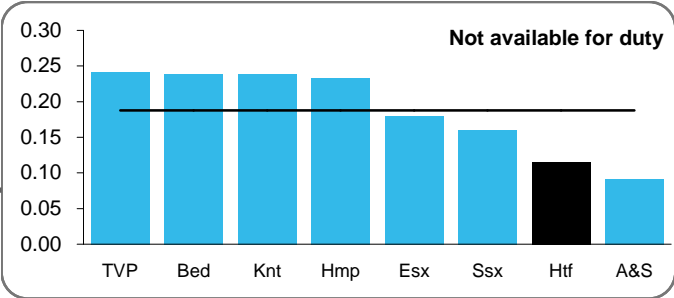
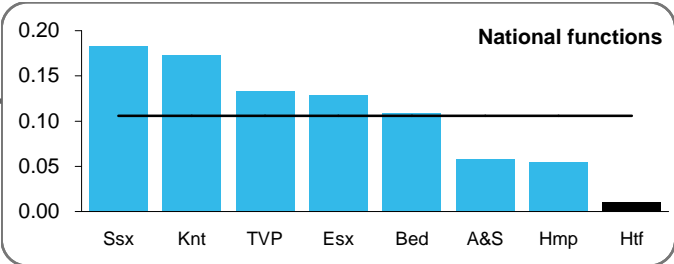
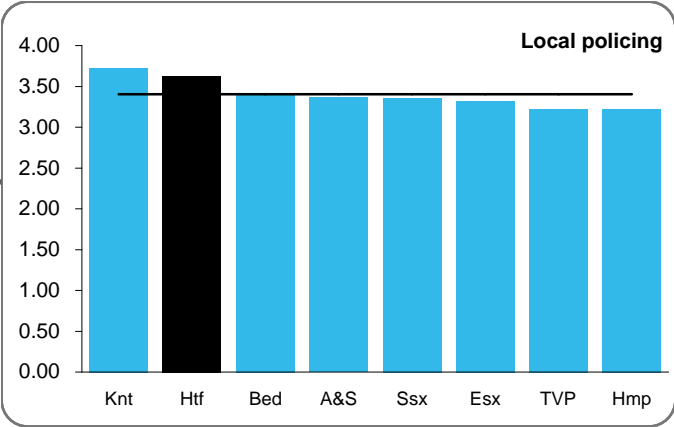
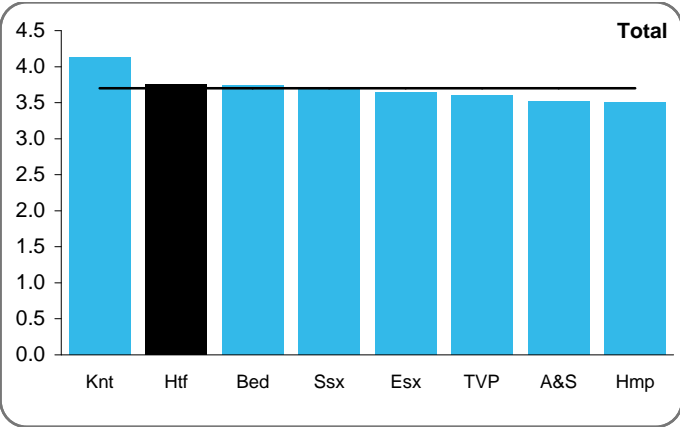
\* excluding national functions  
HMIC



% total staff	Avg
26%	27%
4%	3%
7%	7%

# **WORKFORCE BY FUNCTION - SUMMARY** **March 2010 FTE per 1,000 population**

These charts show the total workforce of the force, broken down into those who perform national functions, those who have local duties and those who are not available for duty. Local workforce numbers offer better comparisons across forces for similar functions.



	N	per 1,000	Avg
Local policing	3,933	3.63	3.41
National functions	11	0.01	0.11
Not available for duty*	125	0.12	0.19
Total	4,069	3.75	3.70

Source: ADR 601 (as at 31/03/10)

\* e.g. probationers or officers on maternity or long term leave

## WORKFORCE BY FUNCTION - DETAIL

March 2010 FTE per 1,000 population

This table shows police officer and police staff (incl PCSOs) numbers broken down into more detail by their function. This information is also presented as charts on the following pages. Please refer to the introduction to this section for definitions of the workforce categories. *NB: Special constables are headcount figures not FTE.*

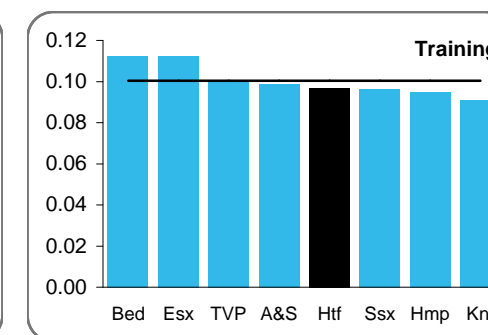
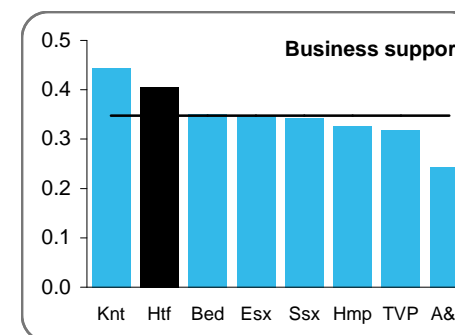
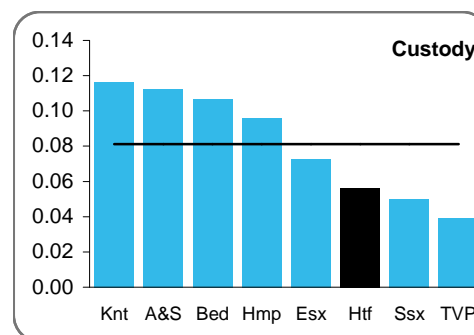
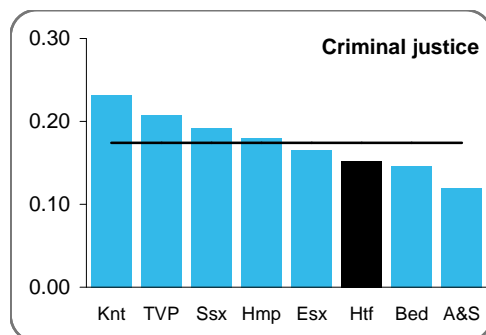
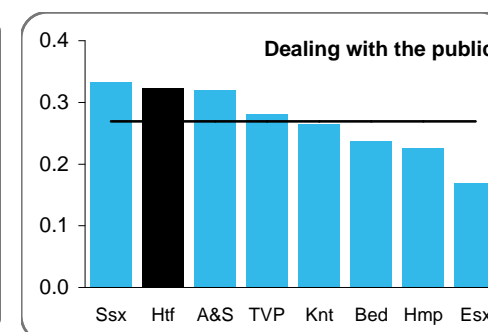
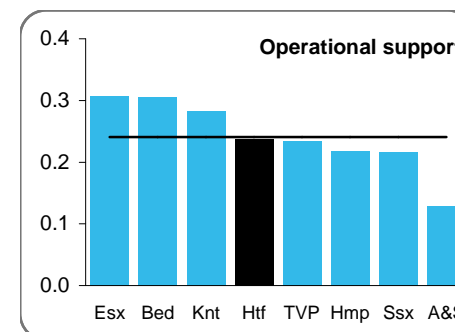
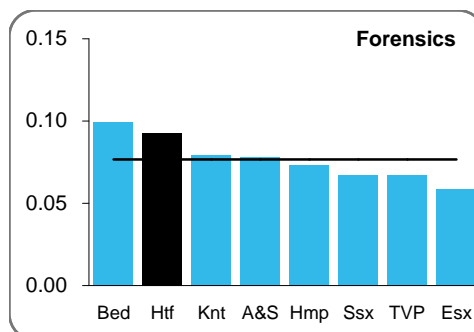
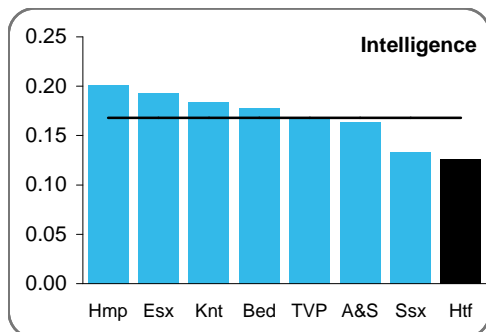
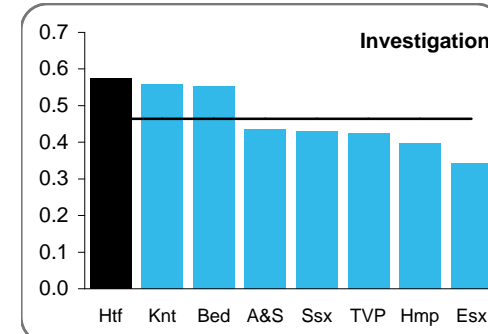
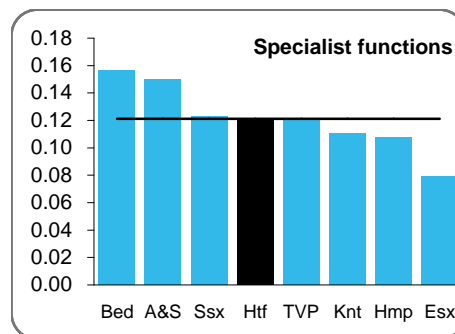
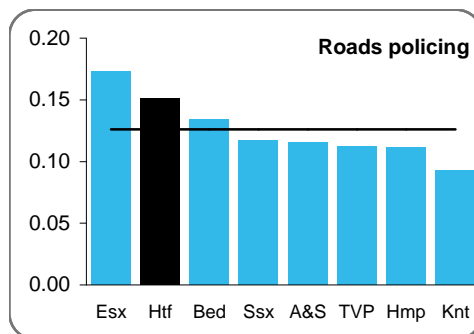
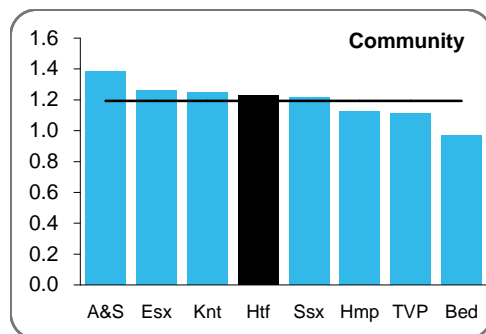
Population 1,083,900

			Hertfordshire per 1,000 population			MSG average per 1,000 population			Difference FTE			% Officers		% Force Total		
	Officers	Staff	Total	Officers	Staff	Total	Officers	Staff	Total	Officers	Staff	Total	Avg		Avg	
Community	1,012	323	1,335	0.93	0.30	1.23	0.93	0.26	1.19	3	38	41	76%	78%	34%	35%
Roads policing	139	25	164	0.13	0.02	0.15	0.11	0.02	0.13	23	5	27	85%	85%	4%	4%
Specialist functions	94	38	132	0.09	0.03	0.12	0.10	0.02	0.12	-10	11	1	72%	80%	3%	4%
Investigation	455	167	622	0.42	0.15	0.57	0.37	0.09	0.46	54	65	119	73%	80%	16%	14%
Intelligence	83	54	136	0.08	0.05	0.13	0.10	0.07	0.17	-26	-20	-46	61%	60%	3%	5%
Forensics	6	94	100	0.01	0.09	0.09	0.01	0.07	0.08	-1	18	17	6%	8%	3%	2%
Operational support	90	167	258	0.08	0.15	0.24	0.08	0.17	0.24	9	-12	-3	35%	31%	7%	7%
Dealing with the public	46	305	350	0.04	0.28	0.32	0.02	0.25	0.27	22	37	59	13%	8%	9%	8%
Criminal justice	11	155	165	0.01	0.14	0.15	0.03	0.15	0.17	-17	-7	-23	6%	14%	4%	5%
Custody	4	57	61	0.00	0.05	0.06	0.04	0.04	0.08	-39	12	-27	6%	48%	2%	2%
Business support	40	400	440	0.04	0.37	0.41	0.03	0.32	0.35	11	52	63	9%	8%	11%	10%
Training	47	58	105	0.04	0.05	0.10	0.06	0.04	0.10	-13	10	-4	44%	55%	3%	3%
Other	-	64	64	-	0.06	0.06	-	0.04	0.04	0	18	18	0%	0%	2%	1%
Local policing	2,026	1,907	3,933	1.87	1.76	3.63	1.85	1.55	3.41	16	226	242	52%	54%	100%	100%
National functions	9	2	11	0.01	0.00	0.01	0.09	0.02	0.11	-84	-20	-104	82%	81%		
Not available for duty	95	30	125	0.09	0.03	0.12	0.14	0.05	0.19	-54	-25	-78	76%	73%		
Total workforce	2,130	1,939	4,069	1.96	1.79	3.75	2.08	1.62	3.70	-122	181	59	52%	56%		
Source: ADR 601 (as at 31/03/10)																
Contract staff	-	-	-	-	-	-	-	-	-	-	-	0				
Traffic wardens	-	-	-	-	-	-	-	0.00	-	-	-	-4				
Special constables	344	-	344	-	0.32	-	-	0.26	-	-	-	57				
Source: ADR 601 (as at 31/03/10) for contract staff and traffic wardens, ADR 502 (as at 31/03/10) for special constables																

## WORKFORCE BY FUNCTION

### March 2010 FTE per 1,000 population

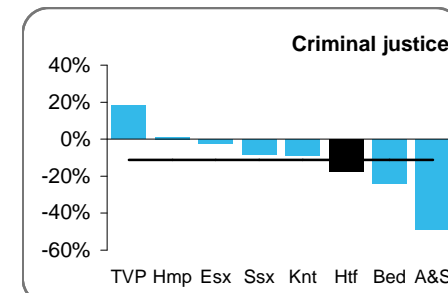
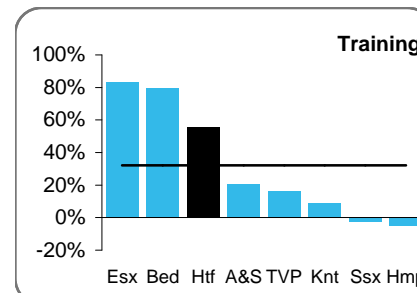
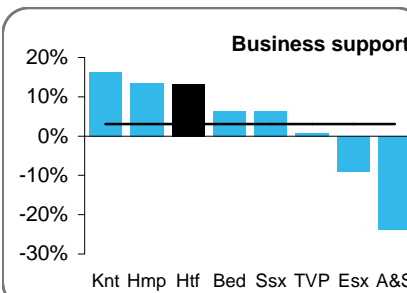
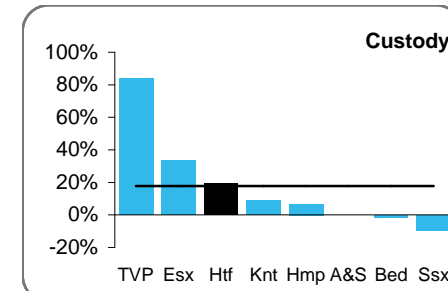
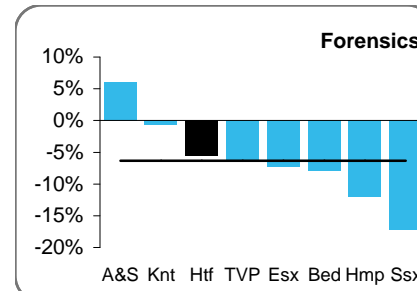
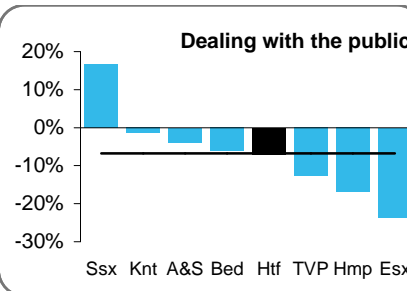
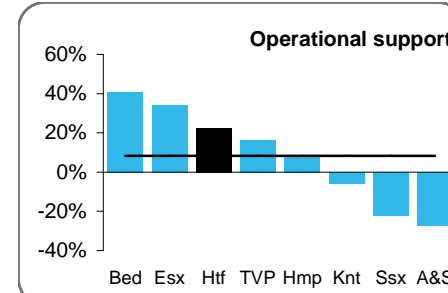
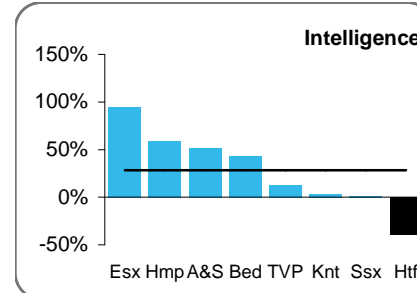
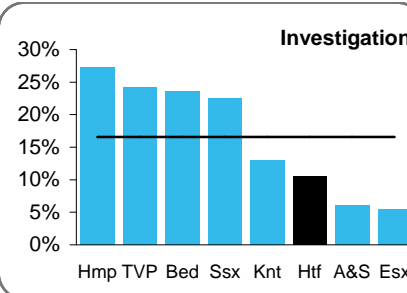
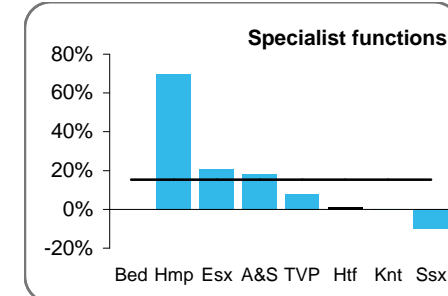
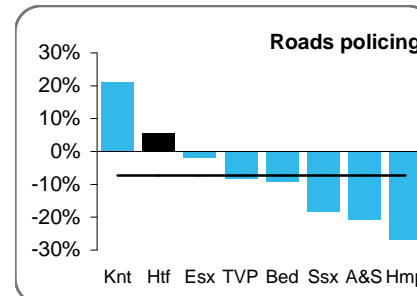
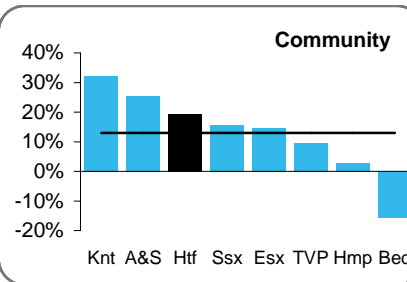
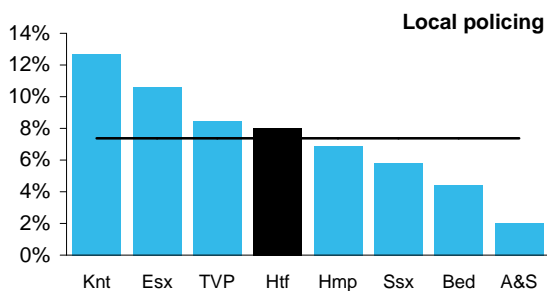
These charts show the workforce broken down by function. For definitions of the workforce categories, please refer to the introduction to this section.



## CHANGES IN WORKFORCE

### Changes March 2006 to March 2010

These charts show workforce changes since March 2006. Some changes, especially large ones, may be due to corrections or past data quality concerns. Changes below 50% or above 100% are therefore not presented in the charts, or used in calculating the averages, though they are still shown in the data table.



	Mar-06	Mar-10	%	Avg
Community	1,119	1,335	19%	13%
Roads policing	156	164	5%	-7%
Specialist functions	130	132	1%	15%
Investigation	563	622	11%	17%
Intelligence	223	136	-39%	28%
Forensics	106	100	-6%	-6%
Operational support	211	258	22%	8%
Dealing with the public	376	350	-7%	-7%
Criminal justice	200	165	-17%	-11%
Custody	51	61	19%	18%
Business support	388	440	13%	3%
Training	68	105	55%	32%
Other	50	64	28%	7%
Local policing	3,641	3,933	8%	7%
Force total	3,874	4,069	5%	7%

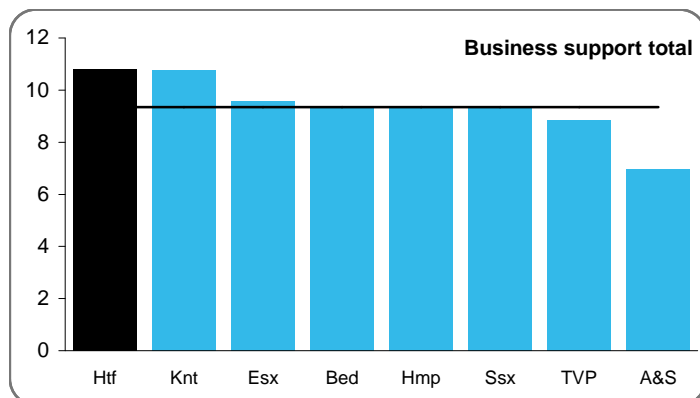
Source: ADR 601 (as at 31/03/06 & 31/03/10)  
HMIC

Hertfordshire

## BUSINESS SUPPORT

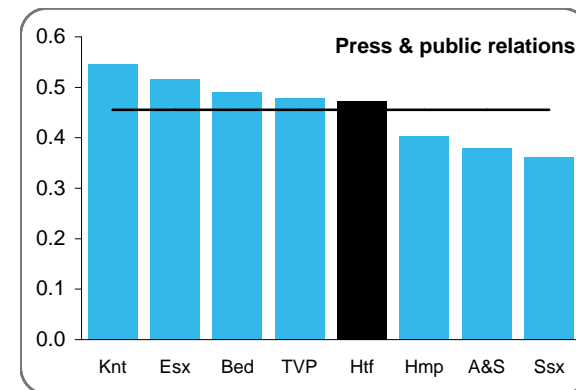
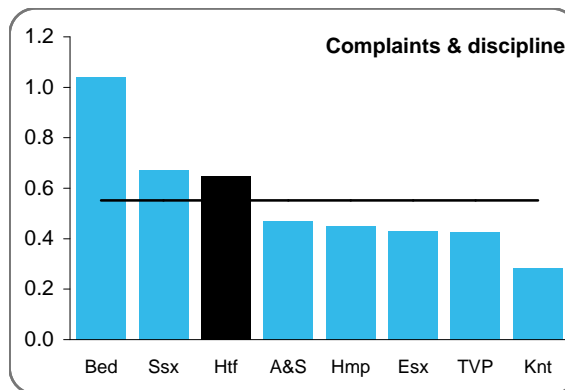
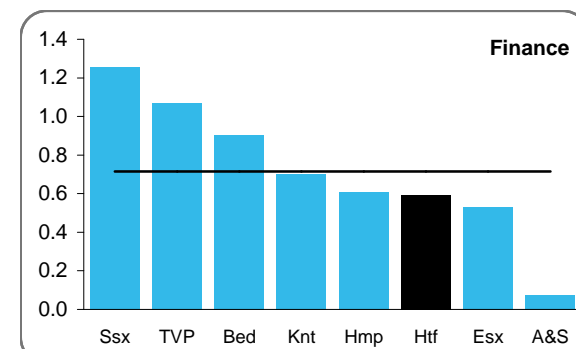
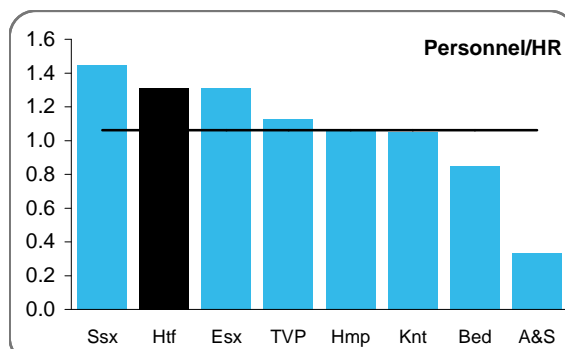
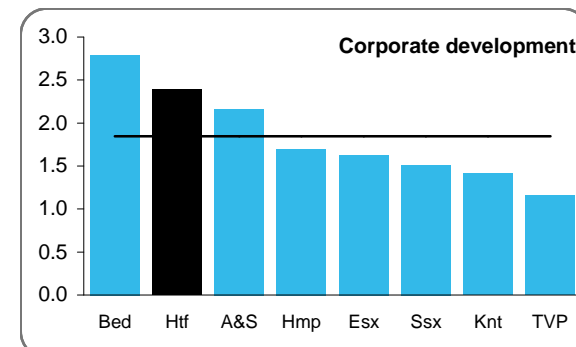
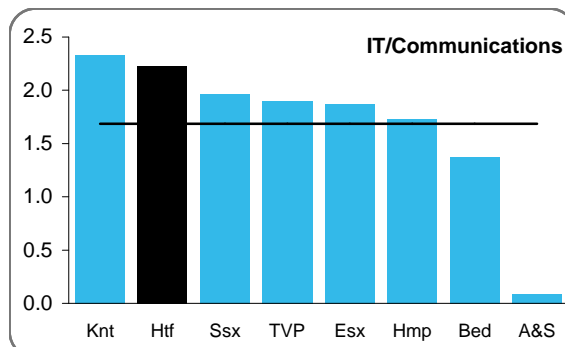
March 2010 FTE per 100 workforce

These charts show business support workforce broken down into more detail. *NB: This data is FTE per 100 total FTE and differs from other staffing charts. The 'Diff' column in the table shows the difference in FTE from the average.*



Total force FTE 4,069

	FTE	per 100	Avg	Diff.
IT/Communications	91	2.23	1.69	22
Corporate development	97	2.39	1.84	22
Personnel/HR	53	1.31	1.06	10
Finance	24	0.59	0.72	-5
Complaints & discipline	26	0.65	0.55	4
Press & public relations	19	0.47	0.46	1
Occup. health & welfare	11	0.26	0.21	2
Staff associations	10	0.25	0.13	5
Other admin./clerical	108	2.65	2.69	-2
<b>Total</b>	<b>440</b>	<b>10.81</b>	<b>9.35</b>	<b>59</b>



Source: ADR 601 (as at 31/03/10)  
HMIC

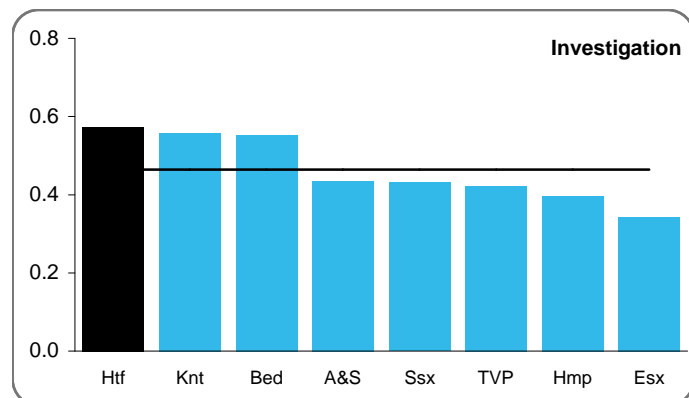


## INVESTIGATION

### March 2010 FTE per 1,000 population

These charts show the investigative workforce broken down into more detail. *NB: Actual numbers in some categories are low.*

The 'Diff' column in the table shows the difference in FTE from the average.



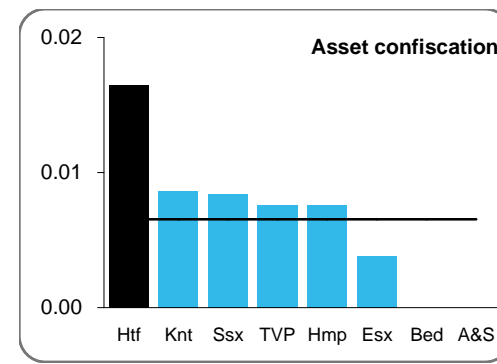
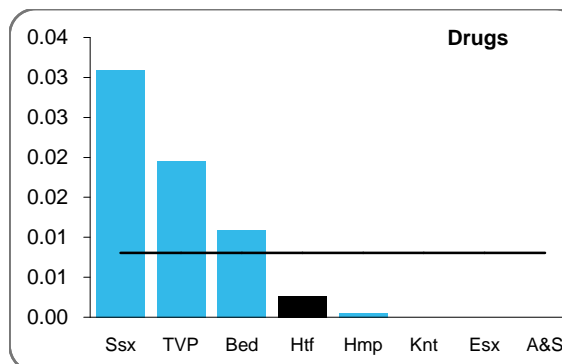
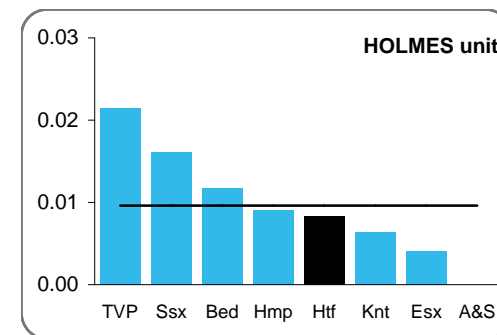
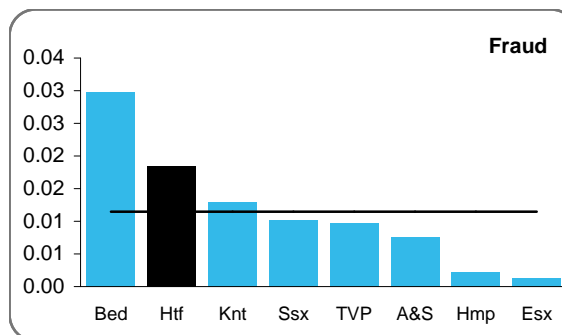
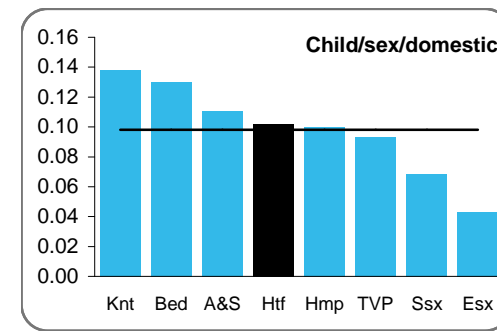
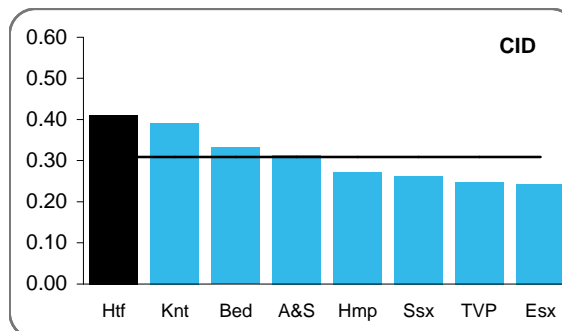
Population 1,083,900

	FTE	per 1,000	Avg	Diff.
CID*	447	0.41	0.31	111
Child/sex/domestic	110	0.10	0.10	4
Fraud	20	0.02	0.01	7
HOLMES unit	9	0.01	0.01	-1
Drugs	3	0.00	0.01	-6
Asset confiscation	18	0.02	0.01	11
Vehicle crime	0	0.00	0.00	-3
Vice	0	0.00	0.00	-0
Burglary	10	0.01	0.01	4
Hate crime	6	0.01	0.01	-7
Total	622	0.57	0.46	119

\* inc. Special crime unit

Source: ADR 601 (as at 31/03/10)

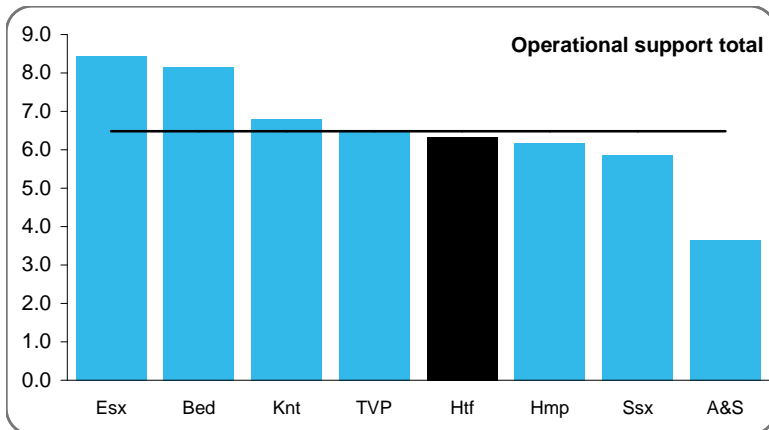
HMIC



## OPERATIONAL SUPPORT

### March 2010 FTE per 100 workforce

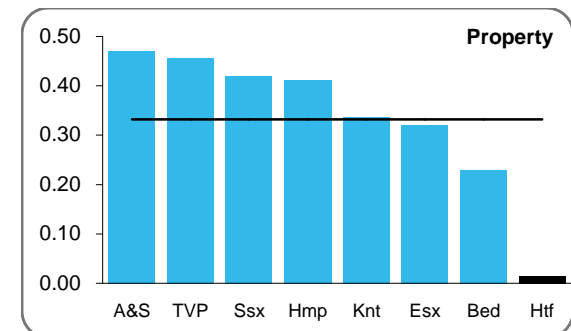
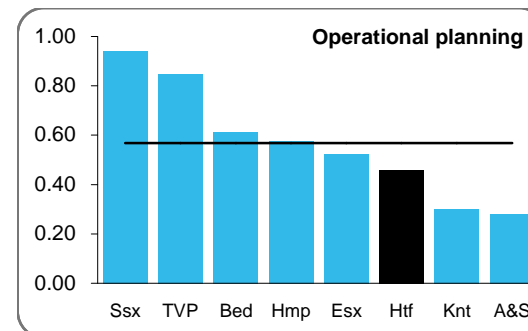
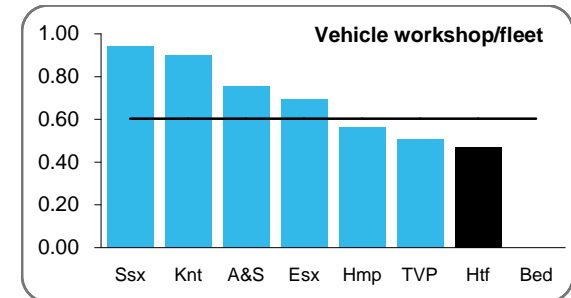
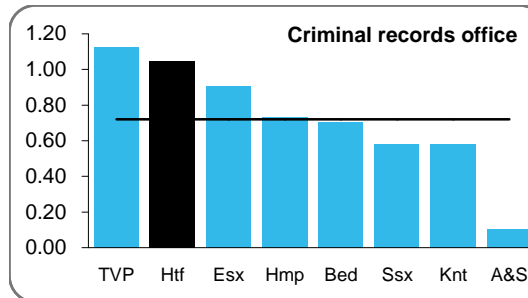
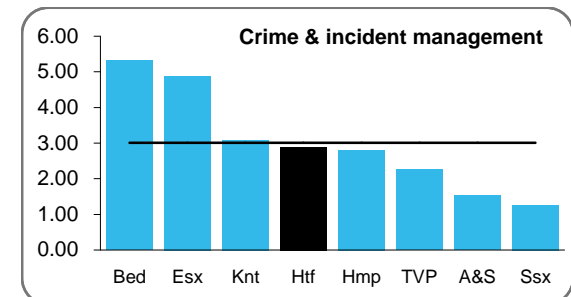
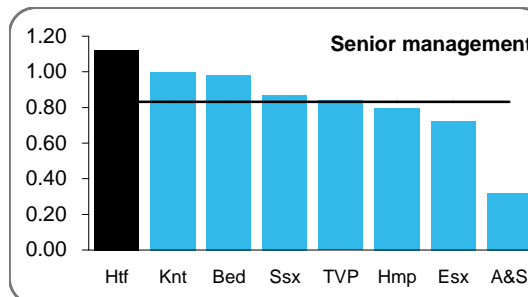
These charts show the operational support workforce broken down in more detail. Not all forces have staff in all categories, e.g. where services are outsourced. NB: This data is FTE per 100 total FTE and differs from other staffing charts. The 'Diff' column in the table shows the difference in FTE from the average.



Total force FTE 4,069

	FTE	per 100	Avg	Diff.
ACPO & directors	13	0.31	0.15	6
Departmental heads	16	0.40	0.28	5
Local commanders	17	0.42	0.40	1
Senior Management	46	1.12	0.83	12
Crime & incident management	117	2.89	3.01	-5
Criminal records office	43	1.05	0.72	13
Vehicle workshop/fleet	19	0.47	0.60	-6
Operational planning	19	0.46	0.57	-4
Property	1	0.01	0.33	-13
Drivers	11	0.27	0.20	3
Coroner's officer	0	-	0.13	-5
Staff officers	3	0.07	0.10	-1
Total	258	6.34	6.49	-6

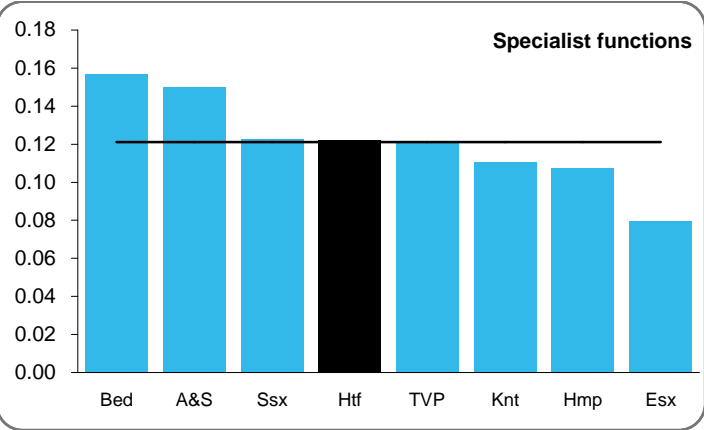
Source: ADR 601 (as at 31/03/10)  
HMIC



SPECIALIST FUNCTIONS

March 2010 FTE per 1,000 population

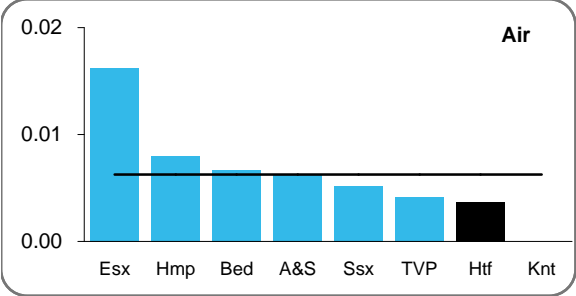
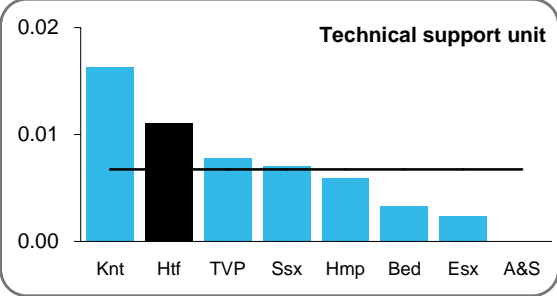
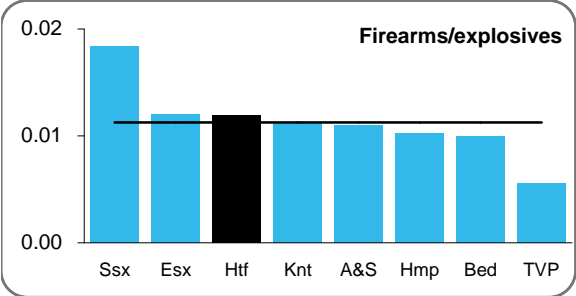
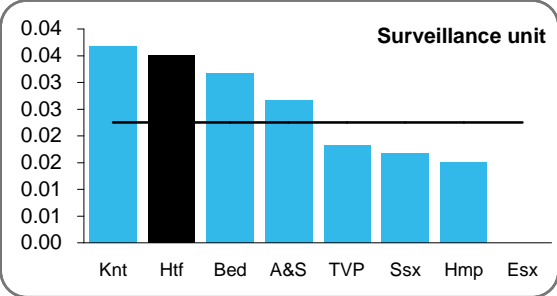
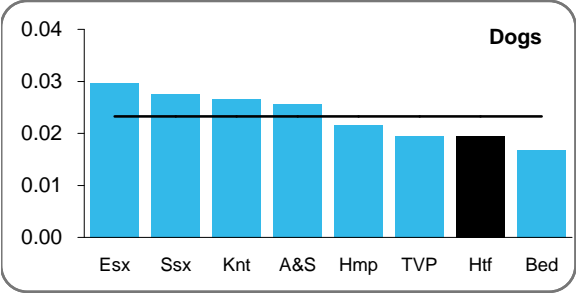
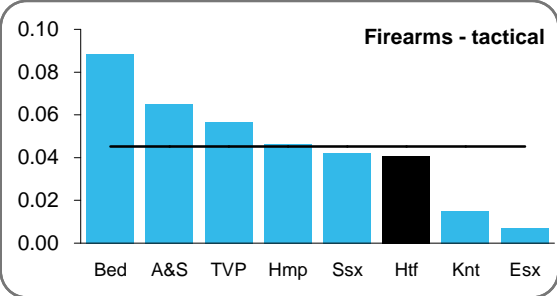
These charts show the specialist functions workforce broken down in more detail. Not all forces have staff in all categories, e.g. where services are outsourced. NB: The 'Diff' column in the table shows the difference in FTE from the average.



Population 1,083,900

	FTE	FTE/1,000	Avg	Diff.
Firearms - tactical	44	0.04	0.05	-5
Dogs	21	0.02	0.02	-4
Surveillance unit	38	0.04	0.02	14
Firearms/explosives	13	0.01	0.01	1
Technical support unit	12	0.01	0.01	5
Air	4	0.00	0.01	-3
Mounted	0	-	0.00	-3
Underwater	0	-	0.00	-2
Marine	0	-	0.00	-2
Total	132	0.12	0.12	1

Source: ADR 601 (as at 31/03/10)  
HMIC

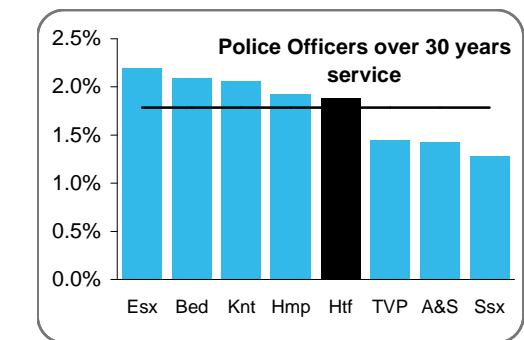
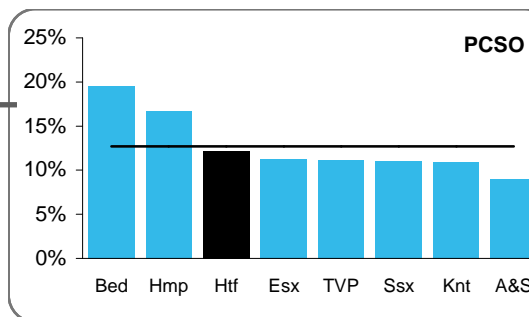
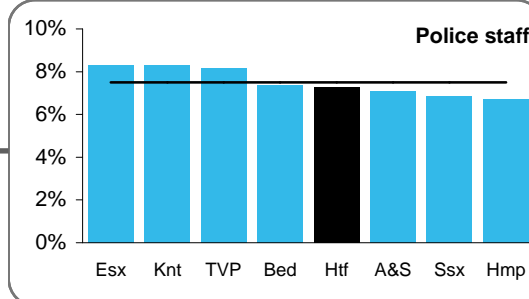
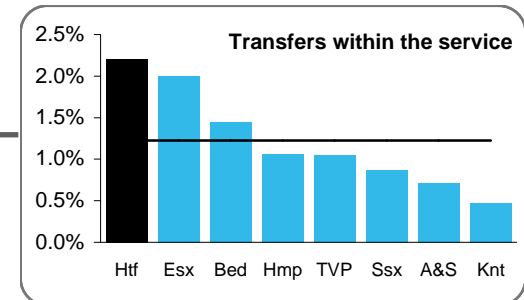
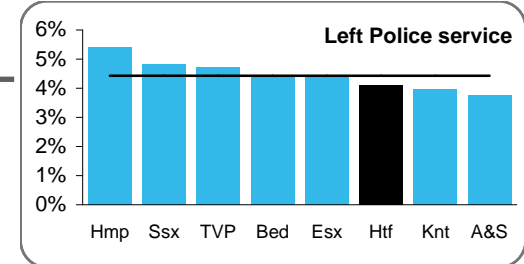
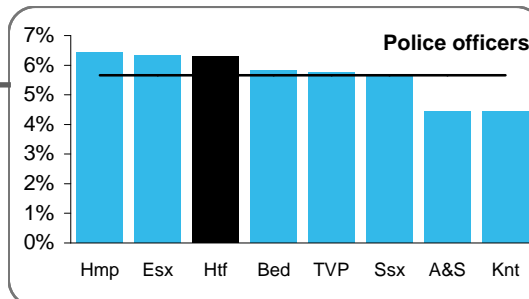
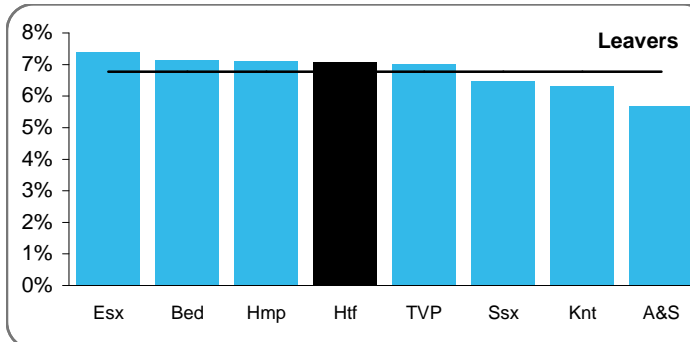


# LEAVERS

2010

These charts show the percentage of the workforce that left the force in 2009/10; officers are broken down into those who transferred or left the service. A further chart shows the percentage of officers working beyond 30 years service. Because of the current financial climate, we have costed the salary impact of staff leaving the service. However, PCSOs leaving forces may return as police officers.

NB: The leavers figures are headcount figures not FTE.



	Leavers (headcount)	% Force	Avg	
<b>Police officers [2,130]</b>				
Transfer	47	2.2%	1.2%	
Leaving force	87	4.1%	4.4%	
Total leavers	134	6.3%	5.7%	
<b>Police staff [1,677]</b>				
Transfer	2	0.1%	0.0%	
Leaving force	119	7.1%	7.5%	
Total leavers	121	7.2%	7.5%	
<b>PCSO [262]</b>				
Transfer	-	0.0%	0.0%	
Leaving force	32	12.1%	12.6%	
Total leavers	32	12.1%	12.7%	
<b>All leavers</b>	<b>287</b>	<b>7.1%</b>	<b>6.8%</b>	

Salary £m
4.3
4.1
0.9
9.4

Source: ADR531 (as at 31/03/10)

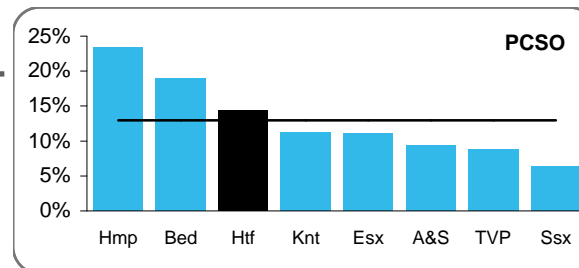
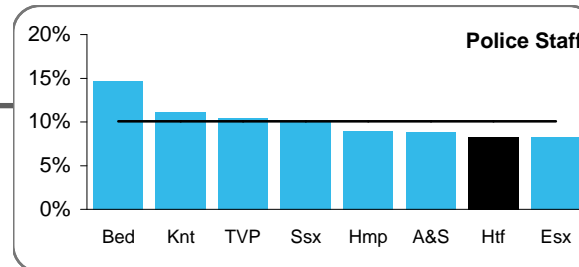
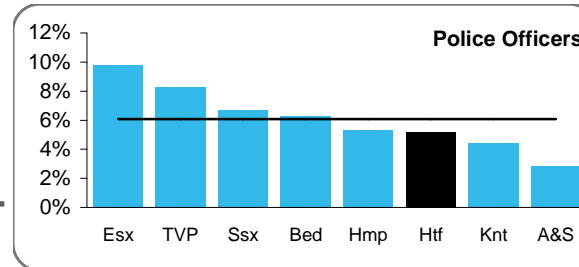
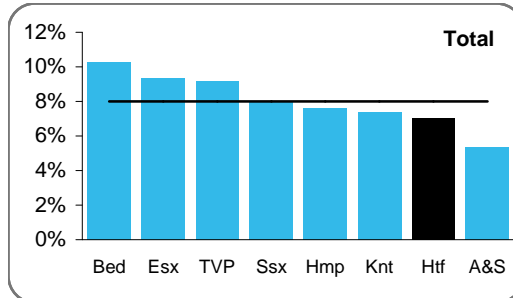
POs > 30yr service	40	1.9%	1.8%
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Source: ADR582 (as at 31/03/10)

Hertfordshire

## JOINERS 2010

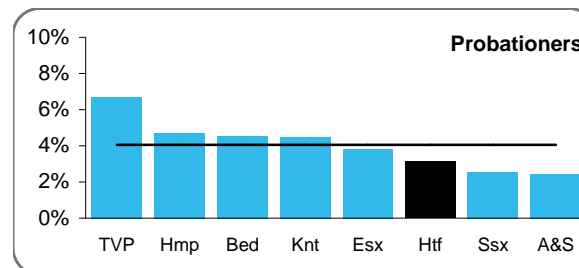
These charts show the percentage of the workforce that joined the force in 2009/10.  
NB: The joiners figures are headcount figures not FTE.



	Strength	%	Avg
Police officers	2,130	5.2%	6.1%
Police staff	1,677	8.2%	10.1%
PCSO	262	14.5%	13.0%
Overall	4,069	7.0%	8.0%

Source: ADR521 (as at 31/03/10)

	% strength	Avg
PO Probationers	3.1%	4.1%



## SICKNESS & OTHER LONG TERM ABSENCE

2010

These charts show sickness & other long term absence broken down into absences of less than 28 days and 28 days or more (long term absence) which includes maternity leave, compassionate leave etc. Officers on restricted duties (i.e. officers who, because of a disability or other limiting factor, are unable to undertake the full range of operational duties) and recuperative duties (officers returning to work in a phased way after injury or illness) are not included in the absence figures. *NB: The gaps towards the left of some charts indicate that data is not available or has not been included; absence above 12% of the workforce and zero absence have been excluded.*

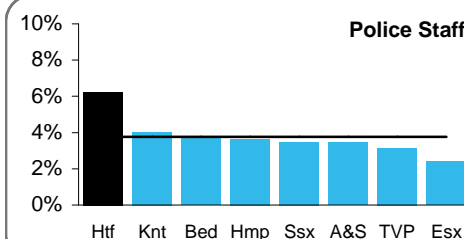
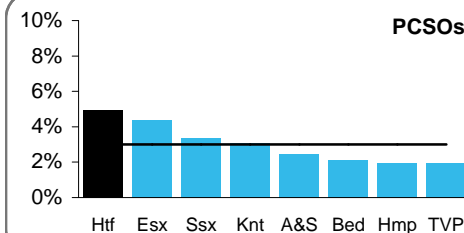
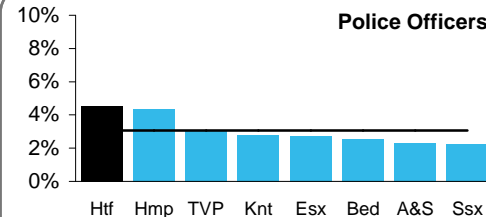
	FTE	%	Avg
<b>Officers</b> [2,130]			
Long term absence	97	4.6%	3.1%
Sickness absence	44	2.1%	1.8%
<b>PCSO</b> [262]			
Long term absence	13	4.9%	3.0%
Sickness absence	10	4.0%	2.6%
<b>Staff</b> [1,677]			
Long term absence	105	6.3%	3.8%
Sickness absence	38	2.3%	2.4%

<b>Officers</b> [2,130]			
Recuperative	19	0.9%	2.1%
Restricted	126	5.9%	5.6%

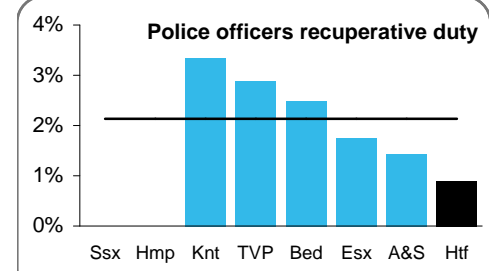
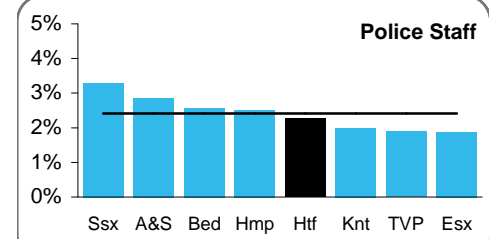
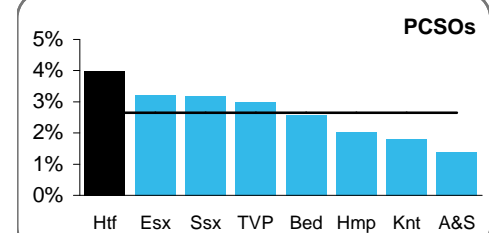
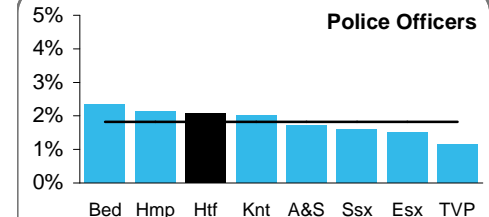
Source: ADR 502, 551 and 582 (as at 31/03/10)

ADR 582 figures are headcount not FTE

Long-term Absence



Sickness absence



## Section Three - Offences & Sanctioned Detections

### INTRODUCTION

This section focuses on criminal offences dealt with by each force, using the Home Office published categories of offences.

Data is shown as offences per 1,000 population.

Definitions of offences in each category can be found on the Home Office website [www.homeoffice.gov.uk/rds/](http://www.homeoffice.gov.uk/rds/). Burglary, violent and vehicle offences are further broken down into sub-categories. The 10 Home Office categories into which all recorded crime has been divided are:

- > **Violent crime**
  - > Violence against the person
    - > with injury
    - > without injury
  - > Sexual offences
- > **Acquisitive crime**
  - > Robbery
  - > Burglary
    - > in a dwelling
    - > not in a dwelling
  - > Offences against vehicles
    - > Taking a vehicle without consent
    - > Other offences against a vehicle (interfering with a vehicle & theft from a vehicle)
  - > Other theft offences
- > **Other crime**
  - > Criminal damage
  - > Drug offences
  - > Fraud and Forgery
  - > Other offences

A sanction detection means that a recorded crime has been resolved by the police. The types of outcomes are:

- > Caution - police have identified a suspect and issued them with a caution
- > Penalty notice for disorder - a fine issued by the police for anti-social behaviour
- > Charge summons - the suspect has been charged and/or brought to court
- > Taken into consideration (TIC) - courts take this offence into consideration when sentencing for other crimes

### How to use this section

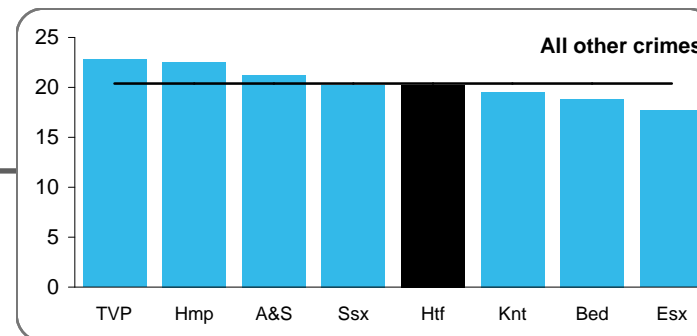
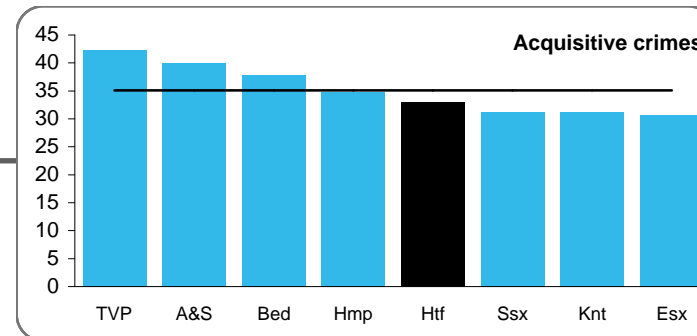
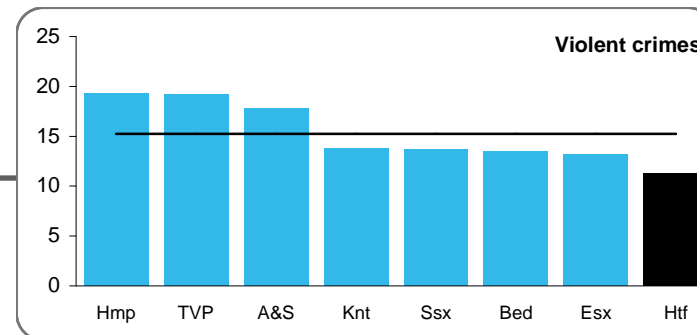
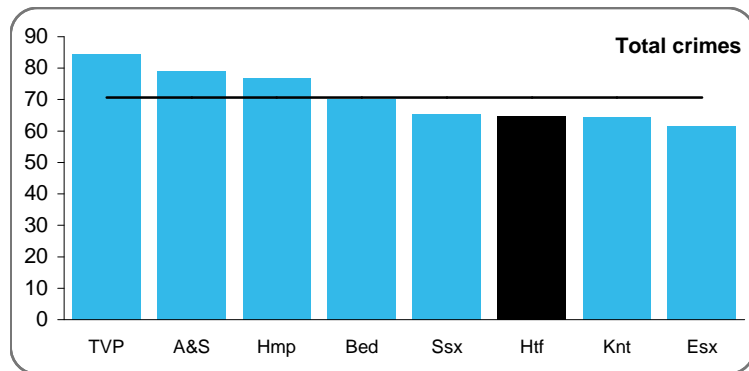
Police authorities and forces should focus on those charts where the force is significantly different from the average or particularly high or low. They should explore the reasons for any differences by looking at the force as a whole, using relevant local knowledge.

**Up to date quarterly crime statistics are available on the HMIC website as part of the Police Report Card**

## RECORDED OFFENCES - ALL CRIMES

2009/10 per 1,000 population

These charts show all crimes reported to the force, broken down into violent, acquisitive and all other crimes.



Population 1,083,900

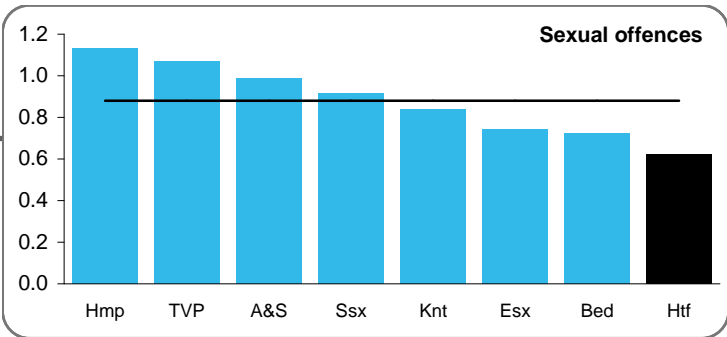
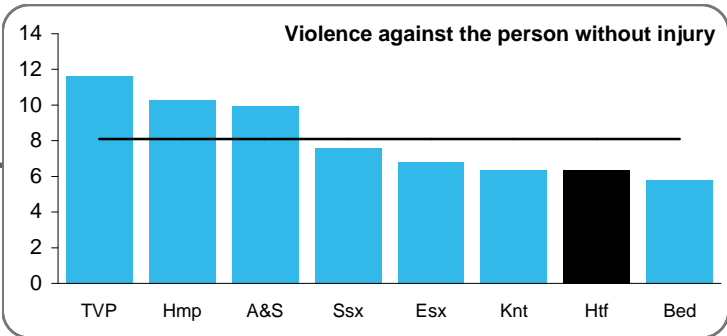
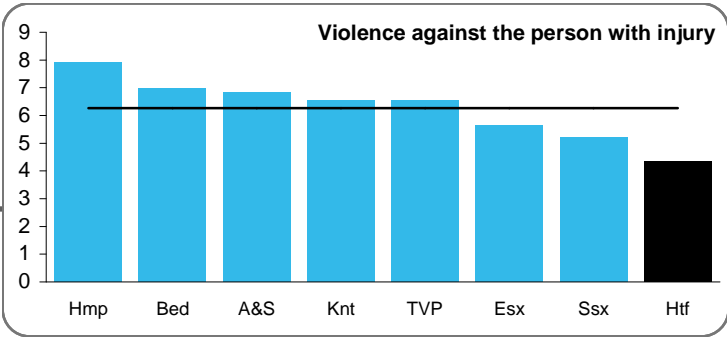
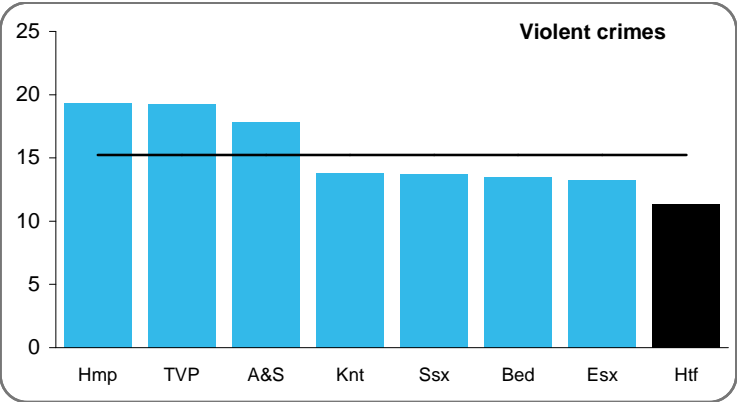
	N	per 1,000	Avg	Difference	
Violent crimes	12,267	11.3	15.2	-4,240	-26%
Acquisitive crimes	35,815	33.0	35.1	-2,218	-6%
All other crimes	21,919	20.2	20.4	-180	-1%
Total	70,001	64.6	70.7	-6,638	-9%

Source: Home Office Crime Statistics 2009/10



# RECORDED OFFENCES - VIOLENT CRIMES 2009/10 per 1,000 population

These charts show violent crimes broken down into more detail.



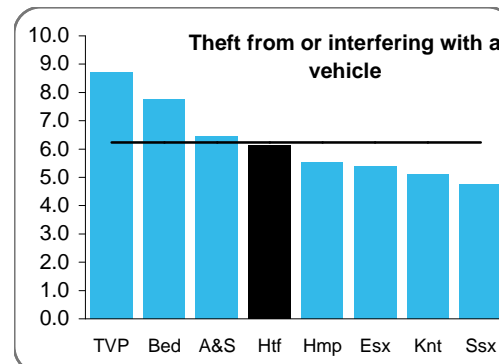
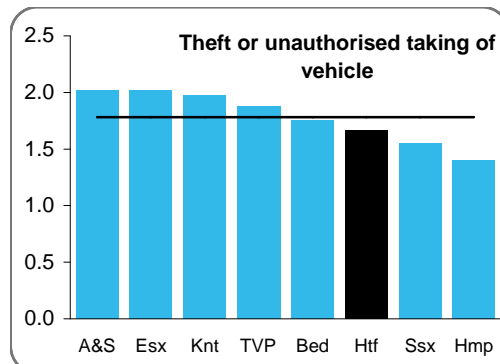
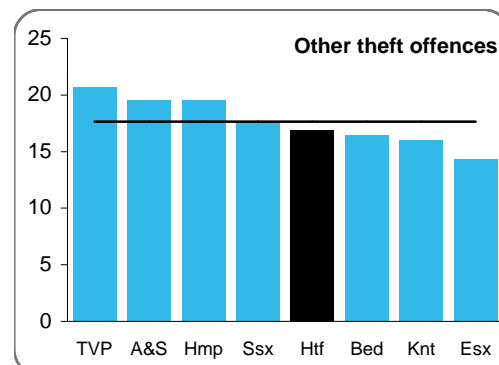
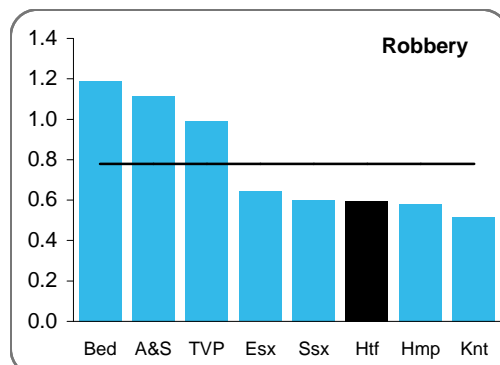
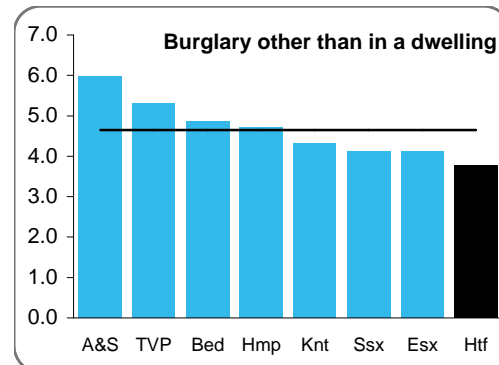
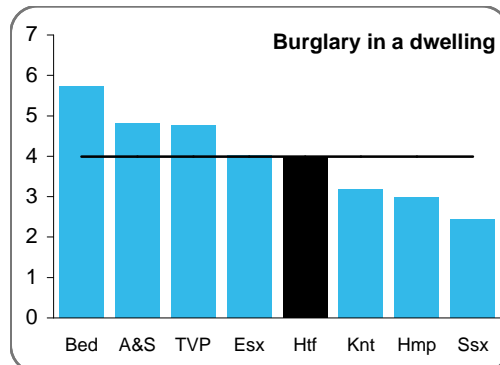
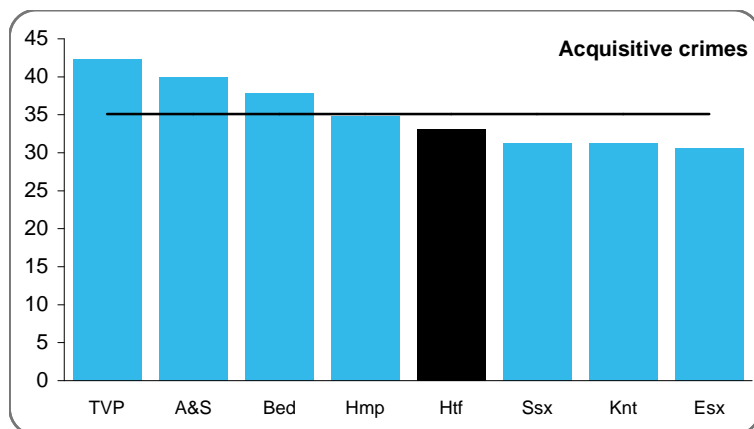
Population 1,083,900

	N	per 1,000	Avg	Difference	
Violence against the person					
- with injury	4,718	4.4	6.3	-2,068	-30%
- without in jury	6,876	6.3	8.1	-1,891	-22%
Sexual offences	673	0.6	0.9	-280	-29%
Violent crimes	12,267	11.3	15.2	-4,240	-26%

Source: Home Office Crime Statistics 2009/10

## RECORDED OFFENCES - ACQUISITIVE CRIMES 2009/10 per 1,000 population

These charts show acquisitive crimes broken down into more detail. NB: Burglary is shown per 1,000 population (not per dwelling).



Population 1,083,900

	N	per 1,000	Avg
Robbery	645	0.6	0.8
Burglary			
- Burglary in a dwelling	4,347	4.0	4.0
- Burglary not in a dwelling	4,090	3.8	4.7
Offences against vehicles			
- Theft ...of a vehicle	1,805	1.7	1.8
- Other vehicle offences	6,641	6.1	6.2
Other theft offences	18,287	16.9	17.6
Acquisitive crimes	35,815	33.0	35.1

Difference	
-200	-24%
22	1%
-952	-19%
-127	-7%
-117	-2%
-844	-4%
-2,218	-6%

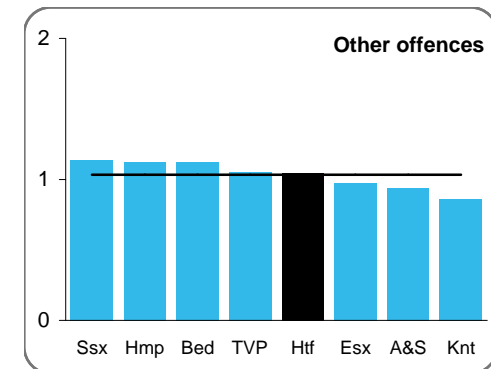
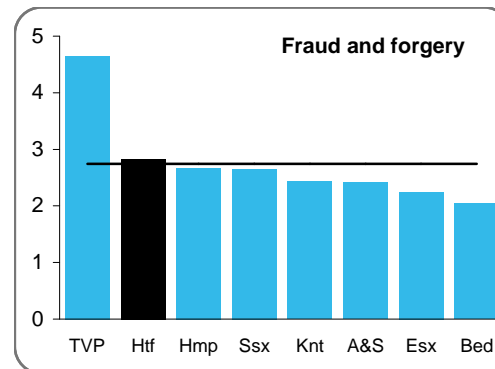
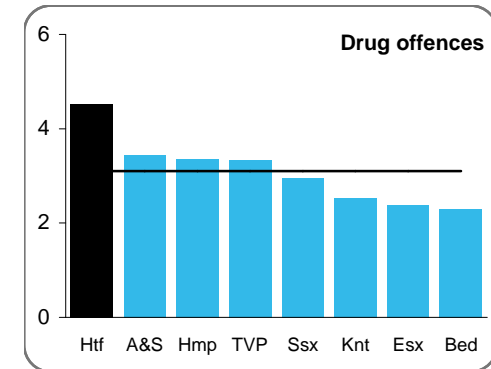
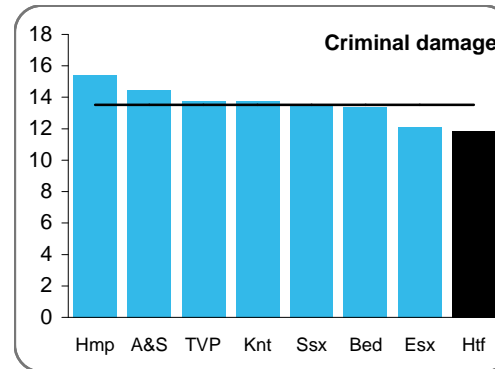
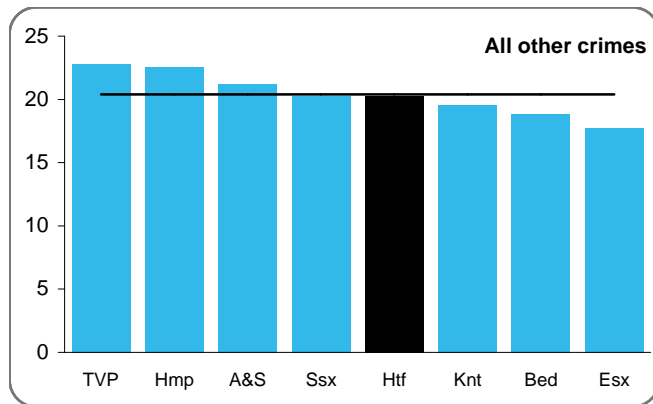
Source: Home Office Crime Statistics 2009/10

Hertfordshire

## RECORDED OFFENCES - ALL OTHER OFFENCES

2009/10 per 1,000 population

These charts show all other crimes broken down into more detail. *NB: The number of drug offences recorded is a measure of police activity, which is why detections are close to 100%.*



Population 1,083,900

	N	per 1,000	Avg	Difference	
Criminal damage	12,824	11.8	13.5	-1,825	-12%
Drug offences	4,902	4.5	3.1	1,543	46%
Fraud and forgery	3,059	2.8	2.7	87	3%
Other offences	1,134	1.0	1.0	15	1%
All other crimes	21,919	20.2	20.4	-180	-1%

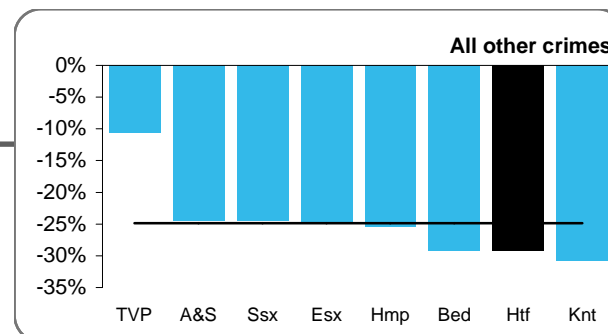
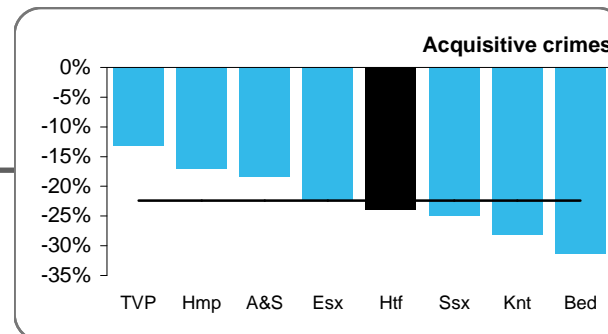
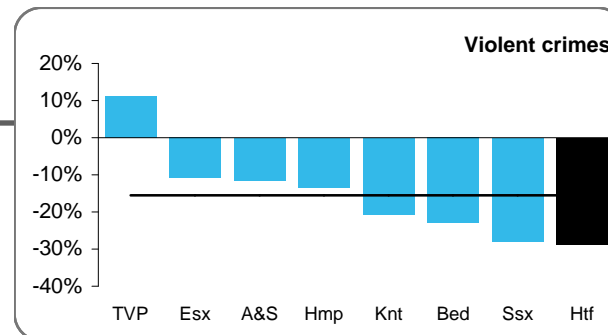
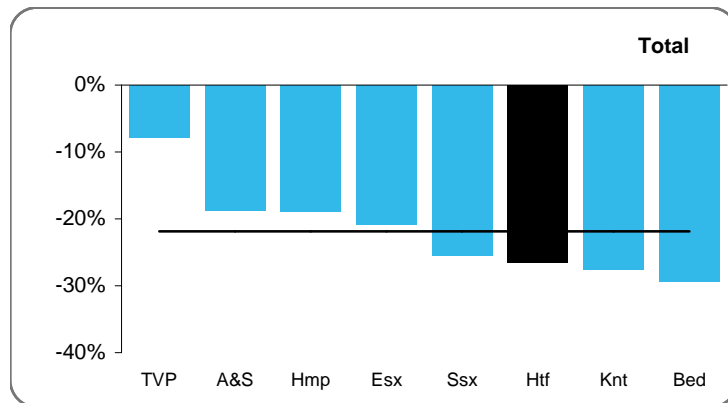
Source: Home Office Crime Statistics 2009/10

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## RECORDED OFFENCE TRENDS - ALL CRIMES

### 2005/06 and 2009/10

These charts show how recorded crime levels have changed since 2005/06.

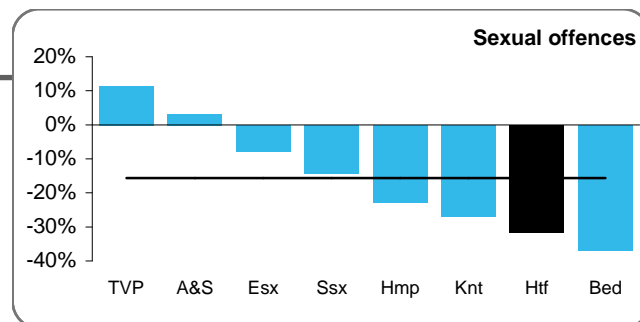
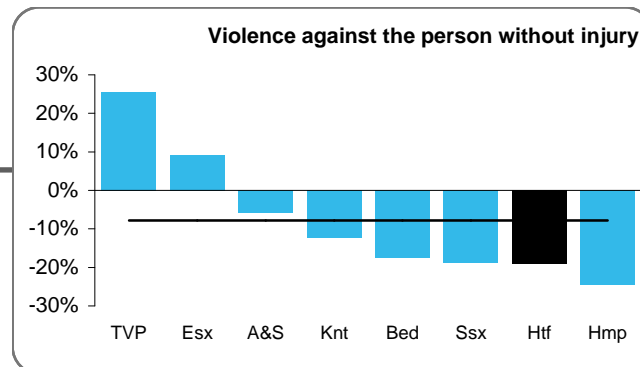
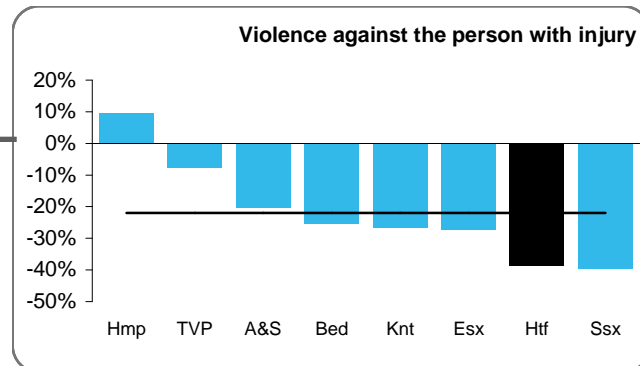
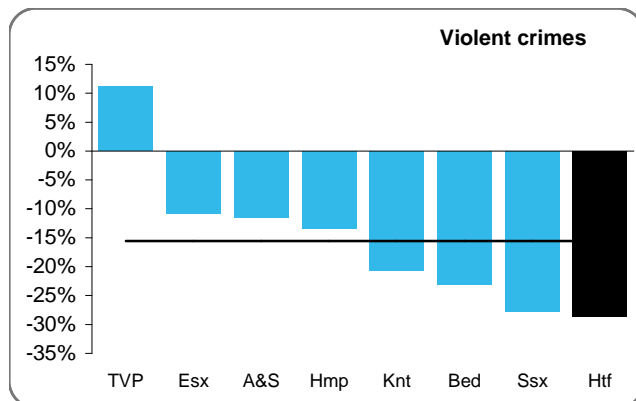


	2005/06	2009/10	Change	Avg
Violent crimes	17,188	12,267	-29%	-16%
Acquisitive crimes	47,096	35,815	-24%	-22%
All other crimes	30,989	21,919	-29%	-25%
Total	95,273	70,001	-27%	-22%

Source: Home Office Crime Statistics 2005/06 to 2009/10

## RECORDED OFFENCE TRENDS - VIOLENT CRIMES 2005/06 and 2009/10

These charts show how violent crime levels have changed since 2005/06.



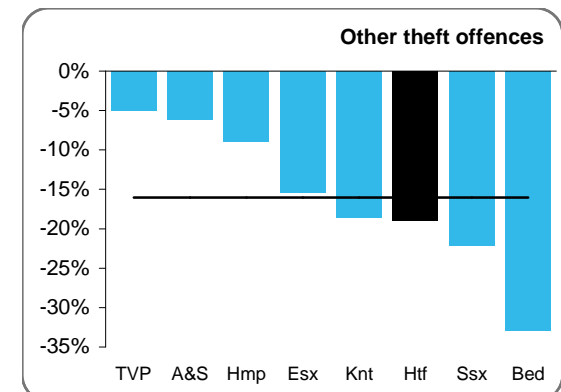
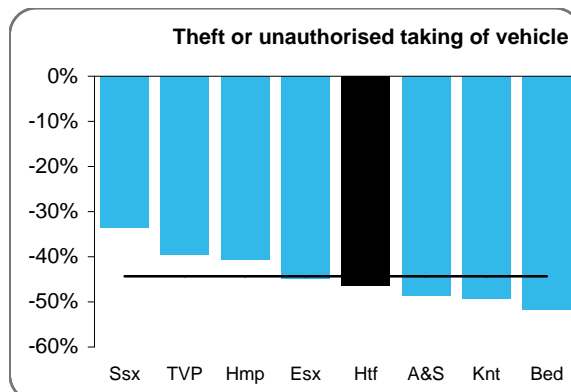
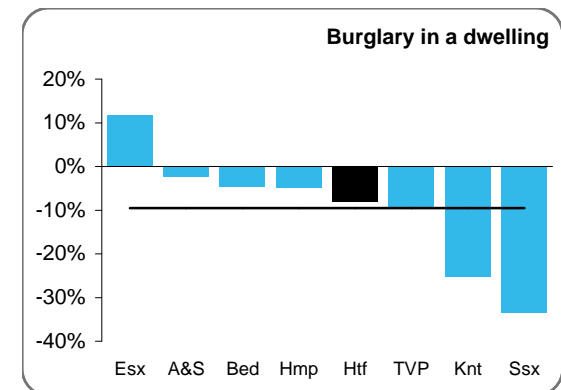
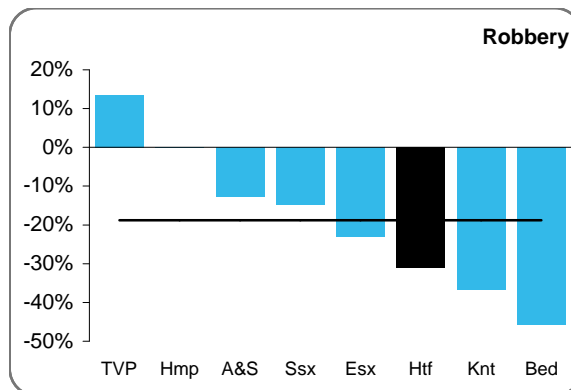
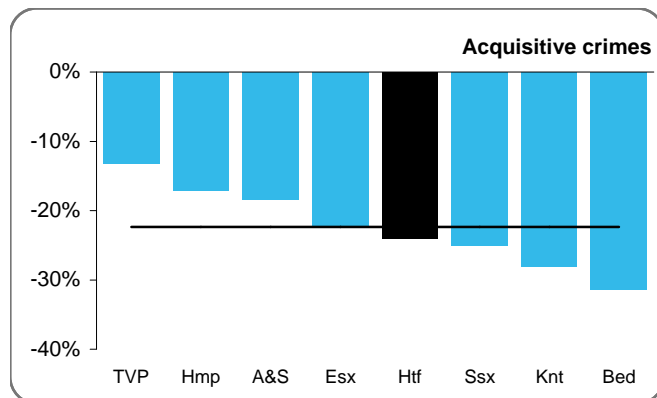
	2005/06	2009/10	Change	Avg
Violence against the person				
- with injury	7,706	4,718	-39%	-22%
- without injury	8,500	6,876	-19%	-8%
Sexual offences	982	673	-31%	-16%
Violent Crime	17,188	12,267	-29%	-16%

Source: Home Office Crime Statistics 2005/06 to 2009/10

## RECORDED OFFENCE TRENDS - ACQUISITIVE CRIMES

2005/06 and 2009/10

These charts show how acquisitive crime levels have changed since 2005/06.



	2005/06	2009/10	Change	Avg
Robbery	933	645	-31%	-19%
Burglary				
- Burglary in a dwelling	4,733	4,347	-8%	-10%
- Burglary not in a dwelling	5,923	4,090	-31%	-19%
Offences against vehicles				
- Theft ...of a vehicle	3,361	1,805	-46%	-44%
- Other vehicle offences	9,604	6,641	-31%	-36%
Other theft offences	22,542	18,287	-19%	-16%
Acquisitive crime	47,096	35,815	-24%	-22%

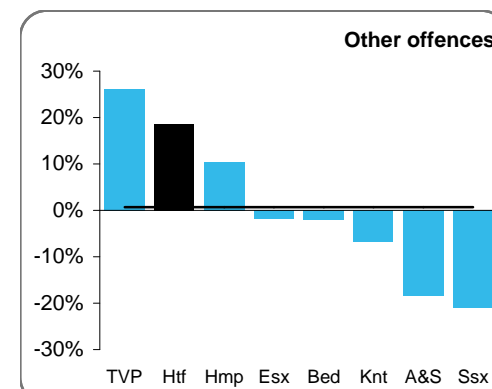
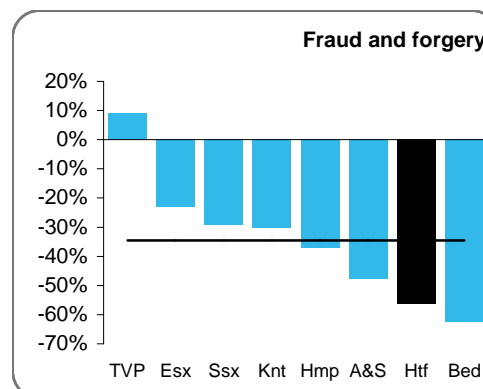
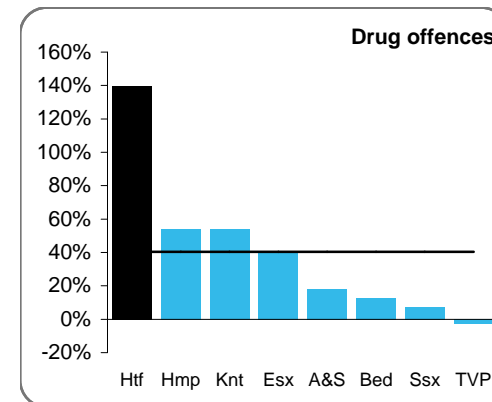
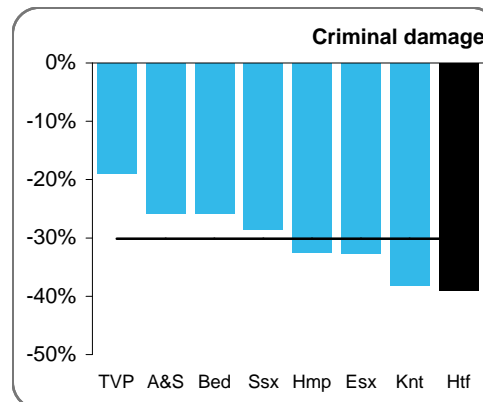
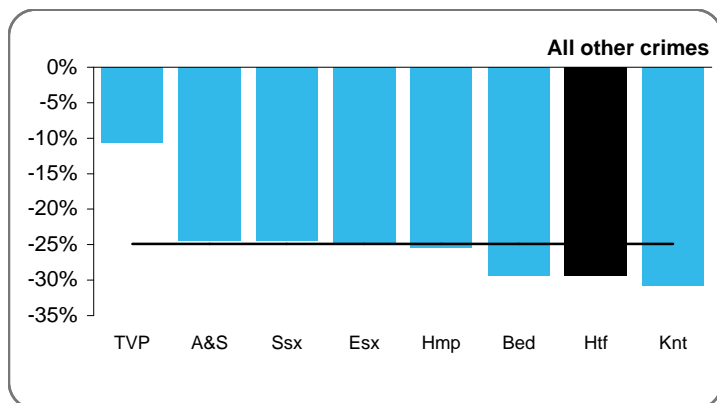
Source: Home Office Crime Statistics 2005/06 to 2009/10

Hertfordshire

## RECORDED OFFENCE TRENDS - ALL OTHER OFFENCES

### 2005/06 and 2009/10

These charts show how all other crime levels have changed since 2005/06. NB: The number of drug offences recorded is a measure of police activity, which is why detections are close to 100%.

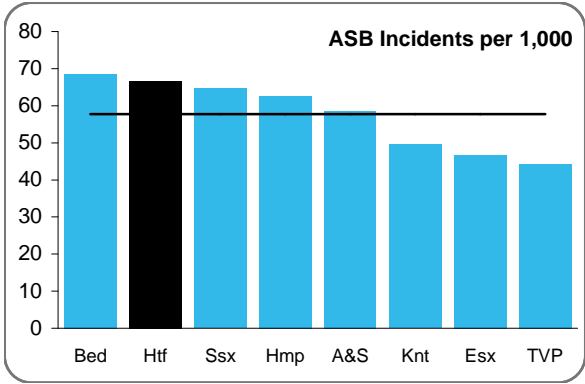


	2005/06	2009/10	Change	Avg
Criminal damage	20,986	12,824	-39%	-30%
Drug offences	2,044	4,902	140%	40%
Fraud and forgery	7,002	3,059	-56%	-35%
Other offences	957	1,134	18%	1%
All other offences	30,989	21,919	-29%	-25%

Source: Home Office Crime Statistics 2005/06 to 2009/10

**ANTI-SOCIAL BEHAVIOUR**  
**2009/10 per 1,000 population**

Please note this data is not validated and as such should only be used for indicative purposes. This does not constitute recorded crime and there have been differences as to how forces interpret categories.



	Avg	
ASB Incidents per 1,000 pop	67	58



## SANCTION DETECTION RATES

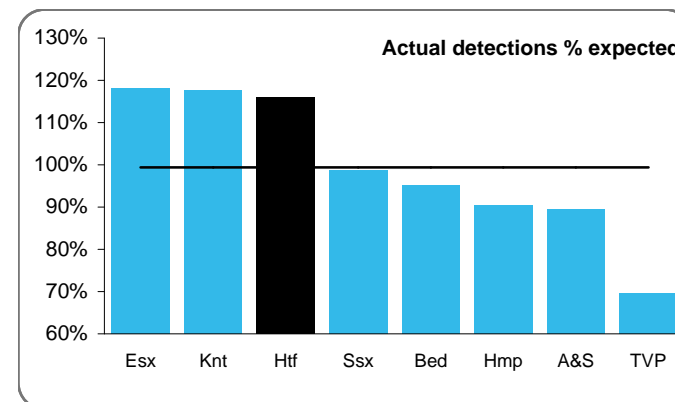
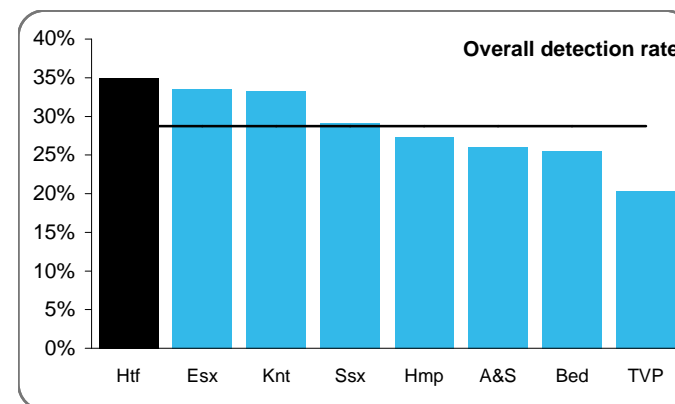
2009/10

These charts show the overall detection rates and compare them with the crime adjusted detection rates. The crime adjusted detections shows what the force would have achieved if they had matched the average for each crime type.

	Offences	Detections	%	Avg	Crime Adjusted Detections	Diff.
<b>Violent crime</b>						
Violence against the person						
- with injury	4,718	2,317	49%	42%	1,968	349
- without in jury	6,876	4,581	67%	52%	3,558	1,023
Sexual offences	673	200	30%	29%	196	4
	12,267	7,098	58%	46%	5,722	1,376
<b>Acquisitive crime</b>						
Robbery	645	172	27%	23%	147	25
Burglary in a dwelling	4,347	890	20%	16%	716	174
Burglary in other building	4,090	597	15%	10%	390	207
Theft ...of a vehicle	1,805	329	18%	17%	311	18
Other vehicle offences	6,641	799	12%	8%	558	241
Other theft offences	18,287	5,879	32%	28%	5,088	791
	35,815	8,666	24%	20%	7,210	1,456
<b>Other crime</b>						
Fraud and forgery	3,059	1,101	36%	29%	902	199
Criminal damage	12,824	2,057	16%	14%	1,835	222
Drug offences	4,902	4,726	96%	95%	4,656	70
Other offences	1,134	856	75%	70%	795	61
	21,919	8,740	40%	31%	8,188	552
All offences	70,001	24,485	35%	29%	21,120	3,384

**Actual % Expected 116%**

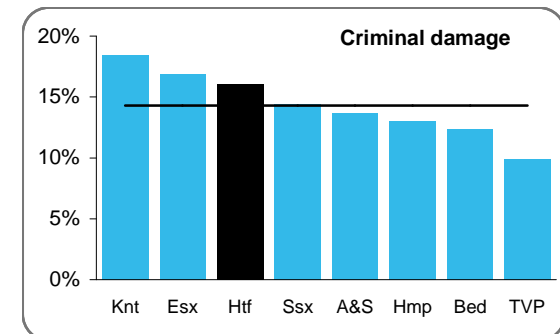
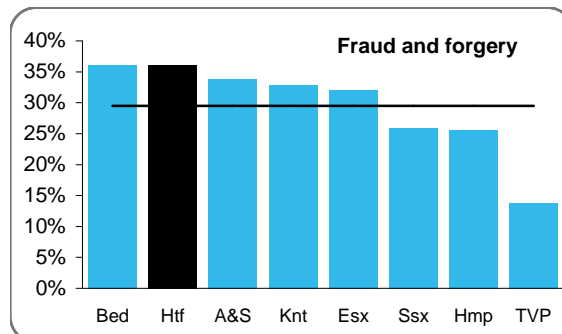
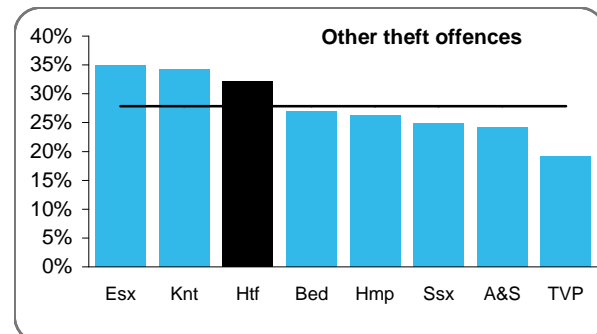
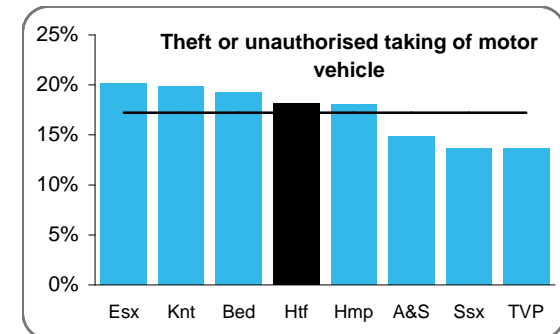
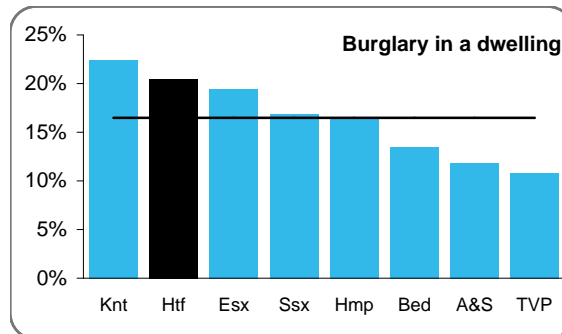
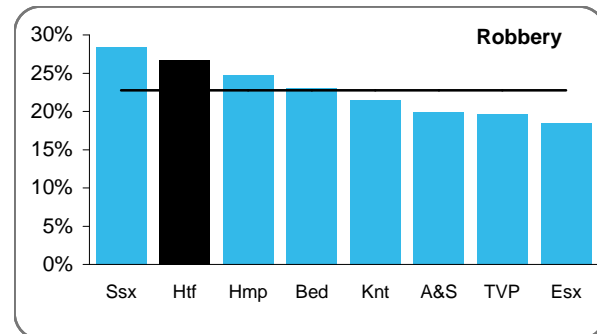
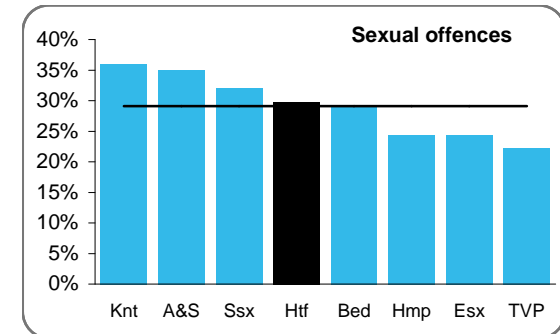
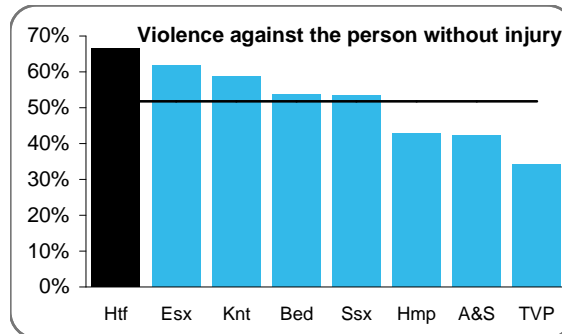
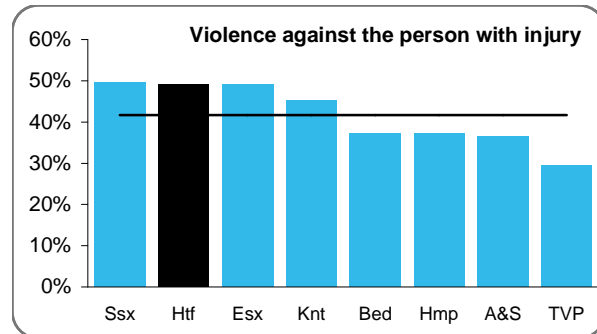
Source: Home Office Crime Statistics 2009/10



## SANCTION DETECTION RATES BY CRIME TYPE

2009/10

These charts show detection rates by type of crime.  
NB: The number of drug offences recorded is a measure of police activity, which is why detections are close to 100%.

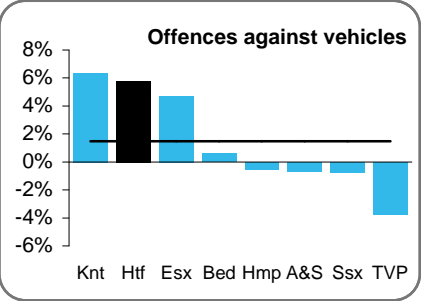
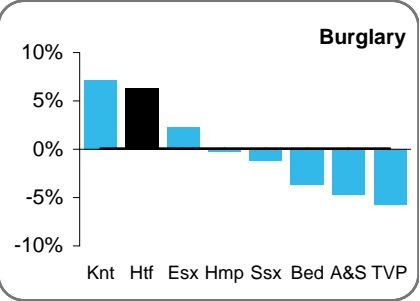
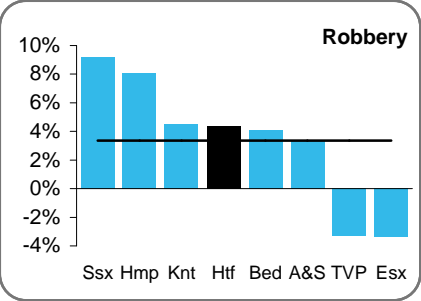
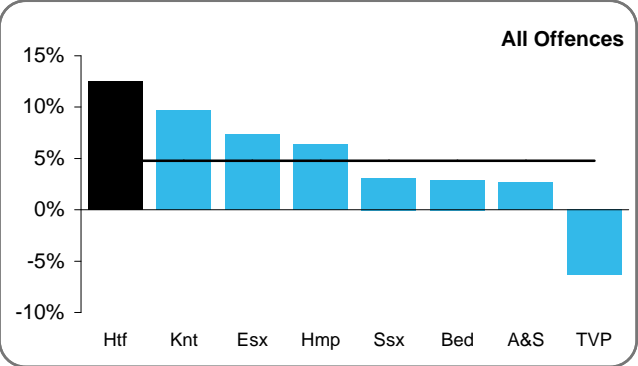
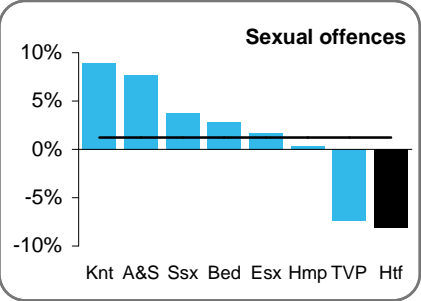
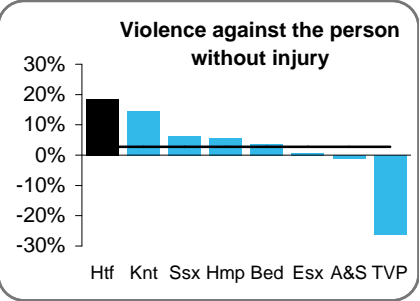
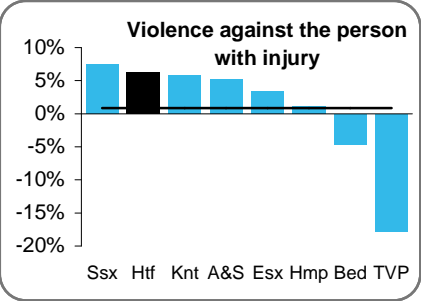


Source: Home Office Crime Statistics 2009/10

Hertfordshire

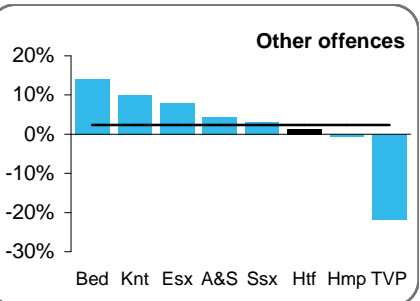
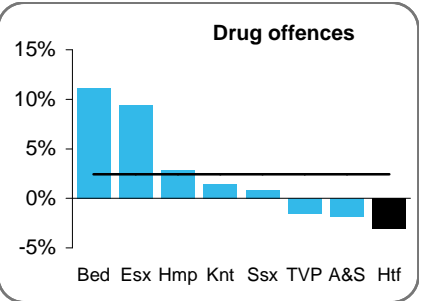
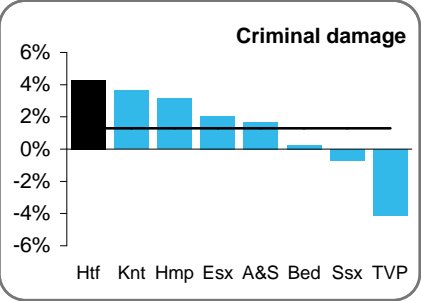
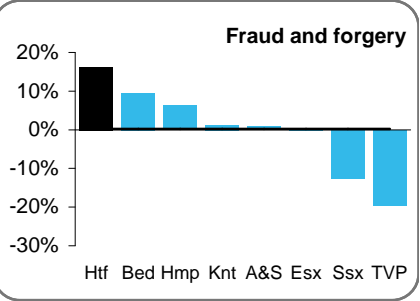
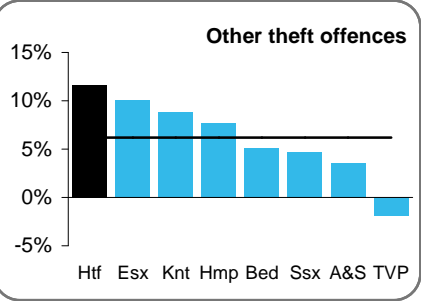
CHANGES IN SANCTION DETECTION RATES  
2005/06 and 2009/10

These charts break down sanction detections by type of crime. NB: The number of drug offences recorded is a measure of police activity, which is why detections are close to 100%.



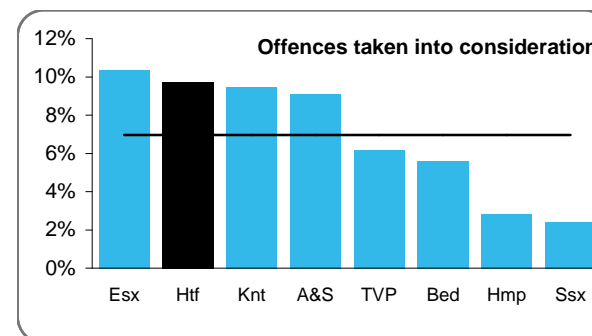
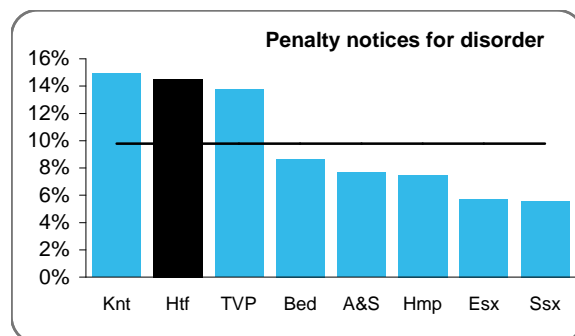
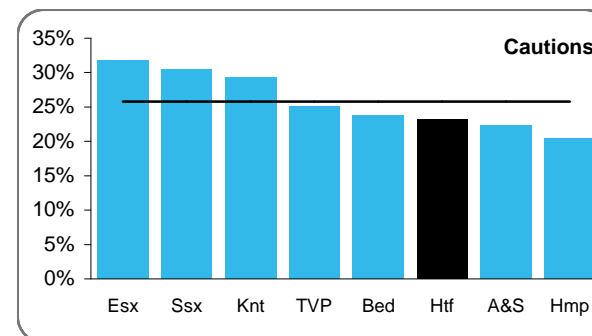
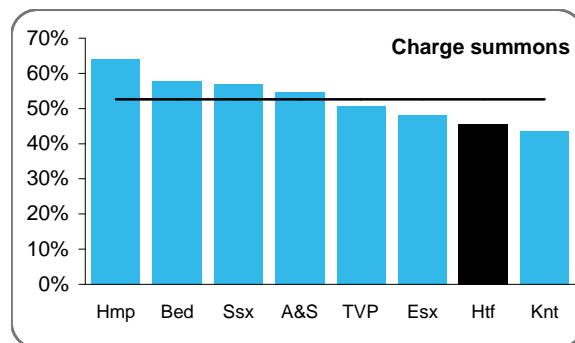
	2005/06	2009/10	Change % points	Avg
Violence against the person				
- with injury	43%	49%	6%	1%
- without injury	48%	67%	19%	3%
Sexual offences	38%	30%	-8%	1%
Robbery	22%	27%	4%	3%
Burglary	11%	18%	6%	0%
Offences against vehicles	8%	13%	6%	1%
Other theft offences	21%	32%	12%	6%
Fraud and forgery	20%	36%	16%	0%
Criminal damage	12%	16%	4%	1%
Drug offences	99%	96%	-3%	2%
Other offences	74%	75%	1%	2%
All offences	22%	35%	13%	5%

Source: Home Office Crime Statistics 2005/06 to 2009/10



## SANCTION DETECTIONS BY TYPE 2009/10

These charts show how different types of sanction detections are used.

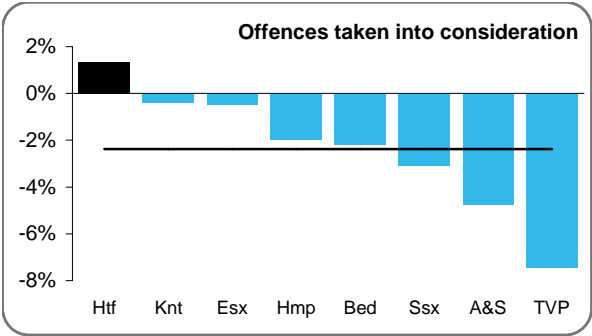
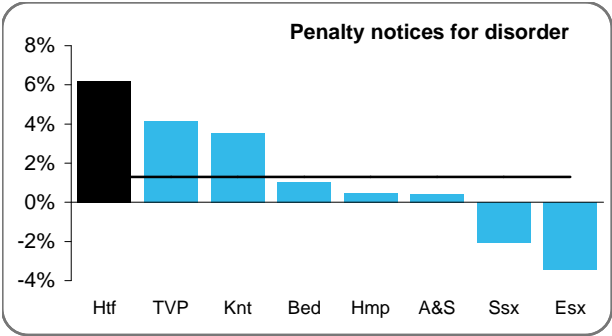
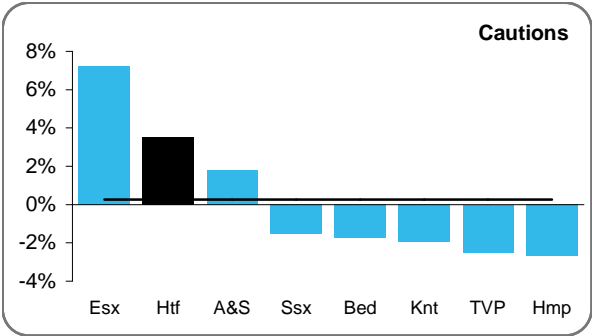
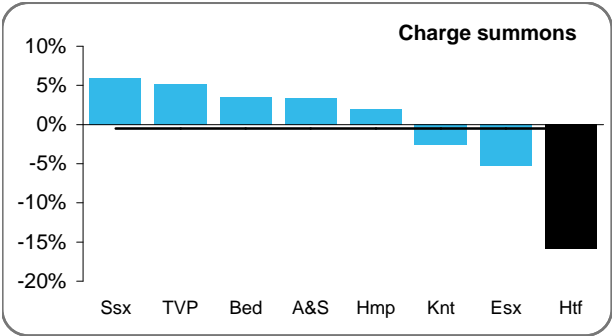


	%	<b>Avg</b>
Charge summons	45%	53%
Cautions	23%	26%
Penalty notices	15%	10%
Cannabis warnings & other	7%	5%
Taken into consideration	10%	7%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Source: Home Office Crime Statistics 2009/10

# **CHANGES IN DETECTION TYPES** **Changes 2005/06 to 2009/10**

These charts show how types of sanction detections have changed since 2005/06.



	2005/06	2009/10	Change % points	Avg
Charge summons	61%	45%	-16%	-1%
Cautions	20%	23%	4%	0%
Penalty notices	8%	15%	6%	1%
Cannabis warnings & other	2%	7%	5%	1%
Taken into consideration	8%	10%	1%	-2%
Total	100%	100%		

Source: Home Office Crime Statistics 2009/10

## CHARGES

### 2009/10

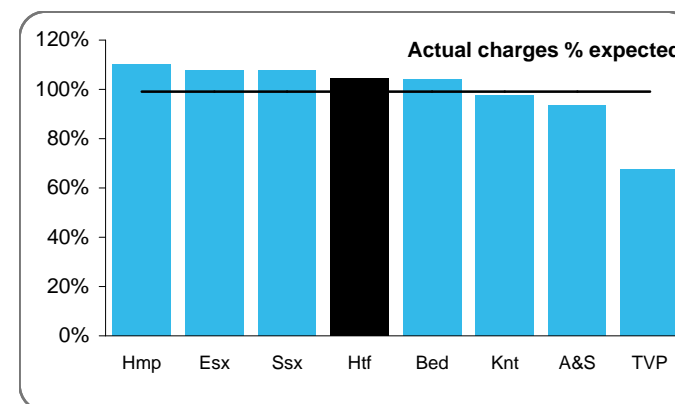
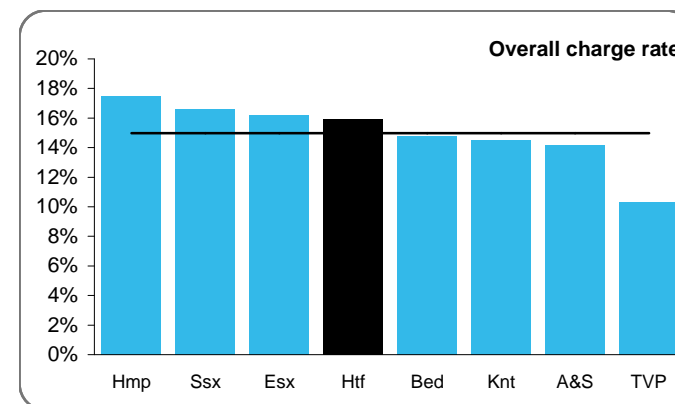
These charts and tables show the overall charge rates and compare them with the expected charge rates. The expected charge rates show what the force would have achieved if they had matched the average for each crime type.

	Offences	Charges	%	Avg
<b>Violent crime</b>				
Violence against the person				
- with injury	4,718	1,482	31%	27%
- without in jury	6,876	2,336	34%	28%
Sexual offences	673	179	27%	23%
	12,267	3,997	33%	27%
<b>Acquisitive crime</b>				
Robbery	645	167	26%	21%
Burglary in a dwelling	4,347	361	8%	9%
Burglary in other building	4,090	197	5%	5%
Theft ...of a vehicle	1,805	227	13%	11%
Other vehicle offences	6,641	158	2%	3%
Other theft offences	18,287	2,320	13%	13%
	35,815	3,430	10%	10%
<b>Other crime</b>				
Fraud and forgery	3,059	597	20%	19%
Criminal damage	12,824	964	8%	7%
Drug offences	4,902	1,429	29%	35%
Other offences	1,134	707	62%	55%
	21,919	3,697	17%	15%
All offences	70,001	11,124	16%	15%

Actual % Expected 104%

Source: Home Office Crime Statistics 2009/10

Expected charges	Diff.
1,260	222
1,932	404
156	23
3,348	649
139	28
376	-15
189	8
204	23
188	-30
2,394	-74
3,489	-59
573	24
922	42
1,698	-269
626	81
3,819	-122
10,657	467

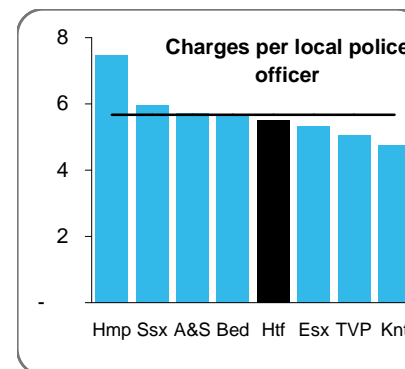
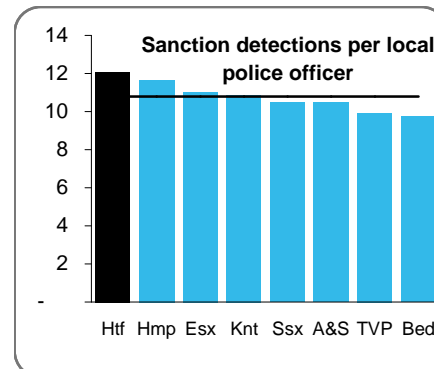
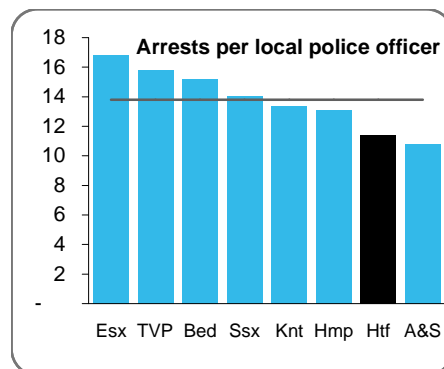
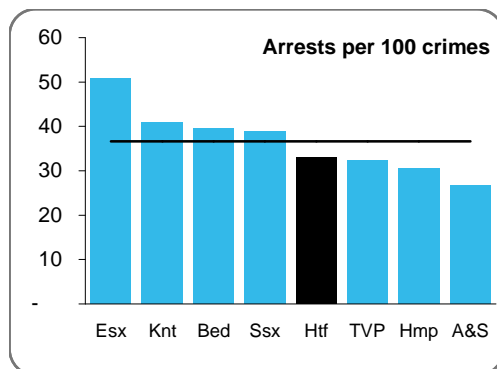


## ARREST TO CHARGE

2008/09 and 2009/10

These charts show the number of arrests per crime, as well as arrests, sanction detections and charges per local police officer (local police officers are those deployed in local policing functions as set out in the workforce section).

NB: The latest arrest data available is for 2008/09. The arrest data does not include arrests for non-notifiable offences. Arrests shown are for notifiable offences only, but there are non-notifiable arrests & other detentions which are not counted by Home Office.



Crimes	70,001
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Arrests	23,092
---------	--------

Arrests per 100 crimes	33
------------------------	----

Average	37
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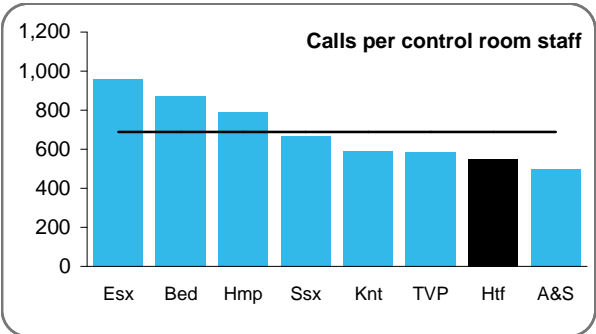
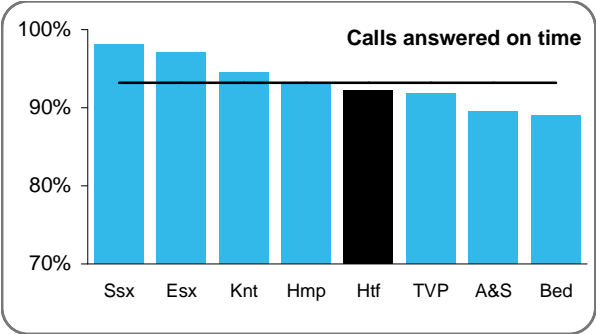
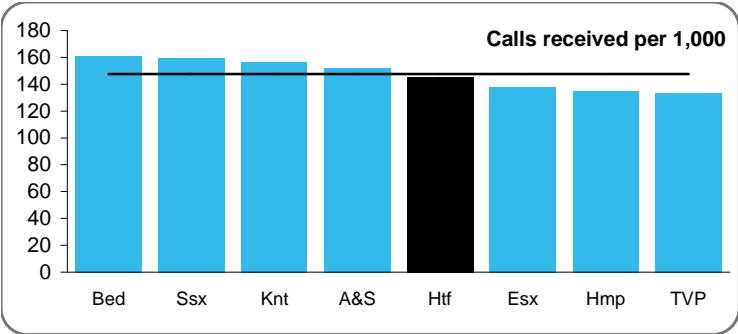
Local police officers	2,026
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	N	per local PO	Avg
Arrests	23,092	11.4	13.8
Sanction detections	24,485	12.1	10.8
Charges	11,124	5.5	5.7

Sources: Arrest data: ADR 121-124 (2008/09), Detection data: Home Office Crime Statistics 2009/10

# 999 CALLS 2009/10

These charts show how the force managed 999 calls received in 2009/10. This data is based on management information and is not subject to as many detailed checks as other figures. For example several 999 calls could come from a single incident.  
*NB. The gaps towards the left of some charts indicate that data is not available or has not been included. Control room staff are included in the workforce category 'Dealing with the public' and are not shown separately in the workforce section. Control room staff figure includes contractors*



Population	1,083,900
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	N	per 1,000	Avg
Calls received	157,269	145	147

Calls answered on time	145,146	92%	93%
------------------------	---------	-----	-----

Control room staff	286
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Calls per control room staff	550	689
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Source: ADR 441 2009/10



## Section Four - Confidence and Satisfaction

### INTRODUCTION

#### **Confidence and satisfaction**

Customer surveys are conducted to measure the public's perception of the police. Information from these surveys show levels of public confidence and satisfaction with policing and perceptions of some issues being faced. 95% confidence intervals are shown and the size of these provide a measure of uncertainty. Large intervals reflect more uncertainty because of small sample sizes. *NB: The data is based on average figures within confidence intervals and the ranking is indicative only. Satisfaction and perception data has been collected for the London metropolitan area as a whole and the figures for the City of London are included in an overall London figure.*

#### **How to use this section**

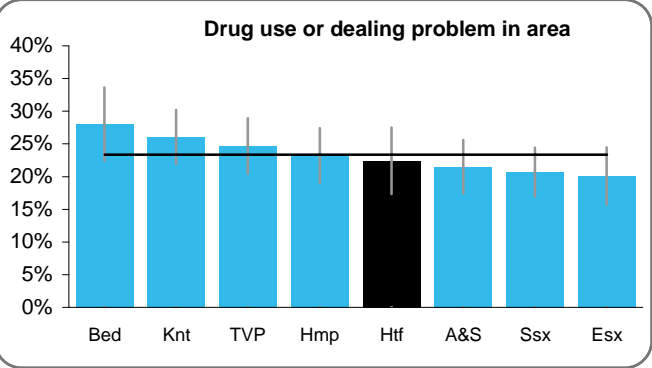
Police authorities and forces should focus on those charts where the force is significantly different from the average, or particularly high or low. They should explore the reasons for any differences by looking at the force as a whole, using relevant local knowledge.

**Up to date quarterly victim satisfaction are available on the HMIC website as part of the Police Report Card**

**BRITISH CRIME SURVEY OUTCOMES**  
**2009/10**

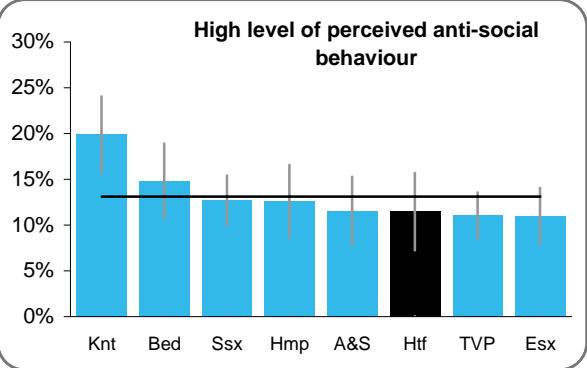
These charts show information from the British Crime Survey about levels of public confidence and satisfaction with policing and perceptions of some issues being faced. 95% confidence intervals are also shown.

**Perception of Problems**  
**% who perceive that:**



		Avg	
2010	22.4%	23.3%	
2006	22.3%	23.3%	

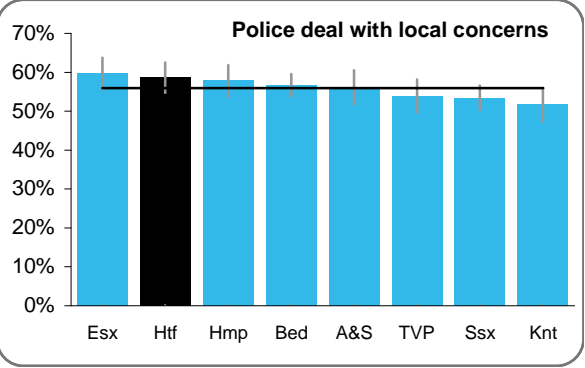
Confidence interval    +/- 5.1%



		Avg	
2010	11.5%	13.1%	
2006	13.0%	13.1%	

Confidence interval    +/- 4.2%

**Opinion of the Police**  
**% who agree that:**



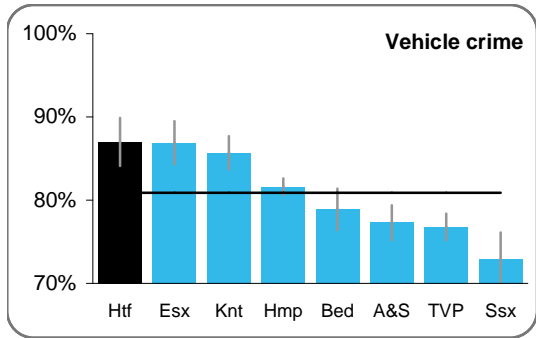
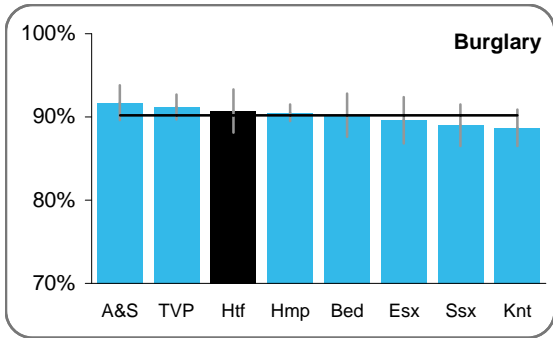
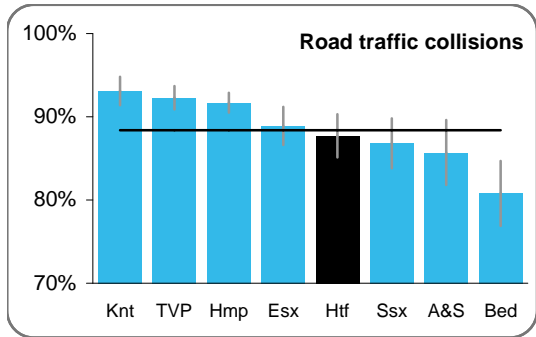
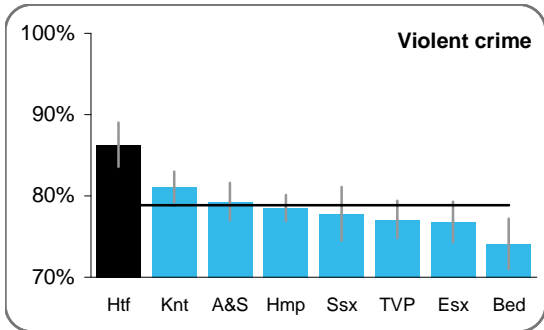
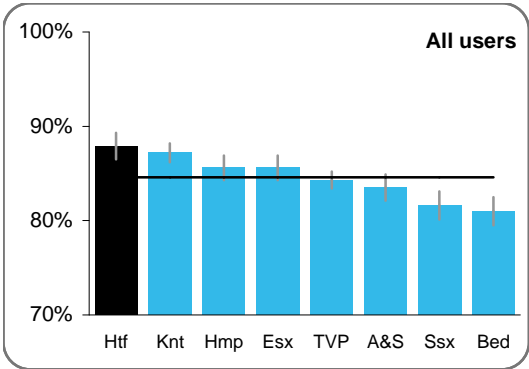
		Avg	
2010	58.6%	56.0%	
2006	na	na	

Confidence interval    +/- 3.9%

Source: British Crime Survey 2009/10

# SATISFACTION WITH THE POLICE BY CRIME TYPE 2009/10 percentage satisfied

These charts show victim satisfaction with the police for a selection of crimes. 95% confidence intervals are also shown.



## % Satisfied

	Violent crime	Burglary	Road traffic collision	Vehicle crime
2010	86.3%	90.7%	87.7%	87.0%
2006	79.2%	91.4%	91.0%	83.7%

Confidence interval	2.7%	2.6%	2.6%	2.9%
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## Average Values

2010	78.9%	90.2%	88.4%	80.9%
2006	74.3%	88.1%	72.7%	73.1%

\*excludes racist incidents

All users*
87.9%
86.7%

1.4%
------

84.6%
79.9%

Source: Victims of Crime Survey 2009/10