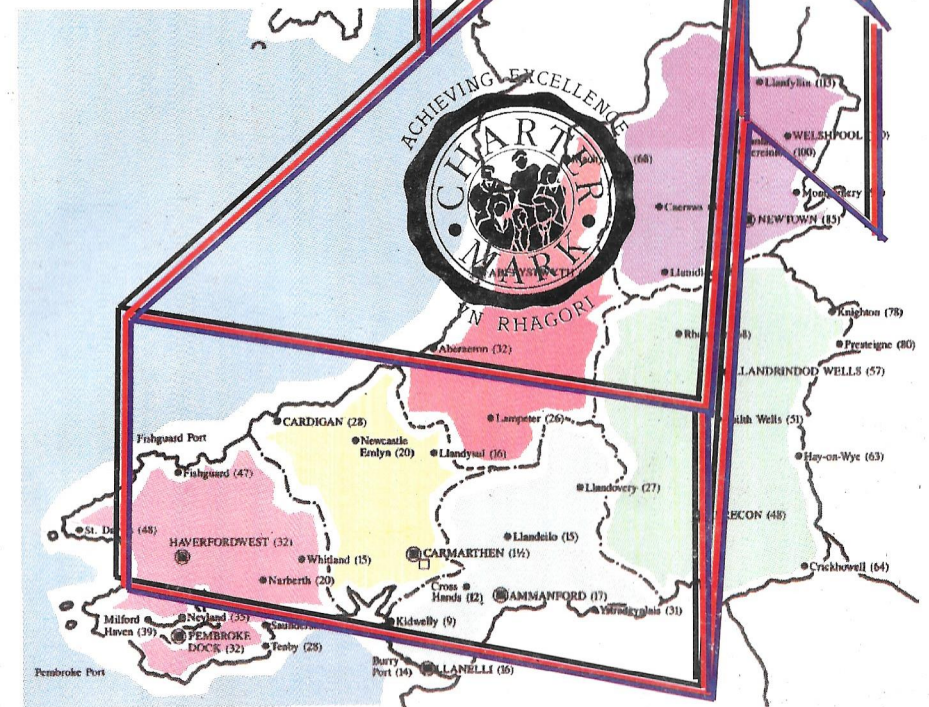


# Heddlu DYFED-POWYS Police

# 2000



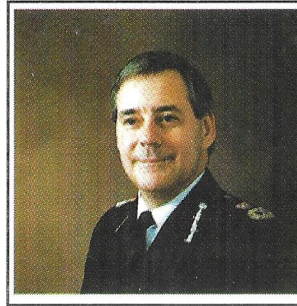
... a handbook





## **WHAT DOES IT ALL MEAN TO ME??**

Into 1995 - and we are surrounded by new concepts. Do they fit together? Aren't they all in conflict with each other? Won't someone make up their mind just once what it is that we are meant to be doing? Can't I just get on with the job?



### **A WORD OF EXPLANATION & INTRODUCTION**

1995 has brought us to a point of increasing change within the police service - and within Dyfed-Powys Police in particular.

There has been the change in funding for the police service - we all have seen the problems some forces have been having, and the new structure for the Police Authority means that we have changed our relationship with government and local authorities.

Now is the time to build upon our successes of the past - to become more businesslike in our approach. We have the opportunity to declare our objectives more clearly and state the amount of money that each of our duties entail. Having decided on our priorities we can work out how we will pay for them.

But at first view there appears to be a confusion with all the new terms, and concepts.

This booklet is intended to show that there is a common thread throughout all these new terms. They are not conflicting demands - but all form part of the same purpose - to give to the people of Dyfed and Powys a top quality police service which meets their reasonable expectations and provides good value for money.

This booklet reflects the increased openness that we require of ourselves in our daily dealings with others and each other - and the planning process that will allow us to explain to our public what we intend to do - and report to them what we have achieved. I have no doubt it will allow us to improve upon the excellent service they currently enjoy.

*R. White*  
Chief Constable



*It does...  
It all makes sense*

**Purpose**

**Corporate Strategy**

*POLICING 2000*

**what  
we  
do**

**Priorities**

*Local Policing Plan*

**how  
we do  
it**

**Standards**

*Charter / P.I.'s / PACE*

**what  
we do  
it with**

**Structure**

*Force & Police Authority*

*Step One...*

Everything we do can now be traced back to the corporate strategy 'Policing 2000'. The reason for this is that the corporate strategy contains the statement about our purpose.

Once we know our purpose - the corporate strategy can then outline what we hope to achieve between now and the year 2000.

Once we know what we are trying to achieve - we can split everything into three groups:

1. **WHAT** we are trying to do. - This outlines our priorities, what we will concentrate on, what the public see as important and how we will meet their needs.

On a yearly basis - these priorities are found in the Local Policing Plan which contains targets that we are trying to meet each year.

2. **HOW** we are trying to do it. - Having decided what it is we are doing - the style of policing, the standards we have set for ourselves, the pride in our work, the quality of the actions we will achieve become important. These are laid down within the new Local Policing Charter (June 1995) and are measured by many means but will include the National Performance Indicators. Charter Standards and the quality of what we do are recognised by the award of the charter mark.

3. **WHAT** we do all this with. - In order that these things can be achieved there is a level of necessary change. The new structure of the Police authority and the new financial arrangements for funding the force effect our ability to provide a good police service. Equally, the structure of the force - with its divisional boundaries and the internal nature of the management structure also effect our abilities.

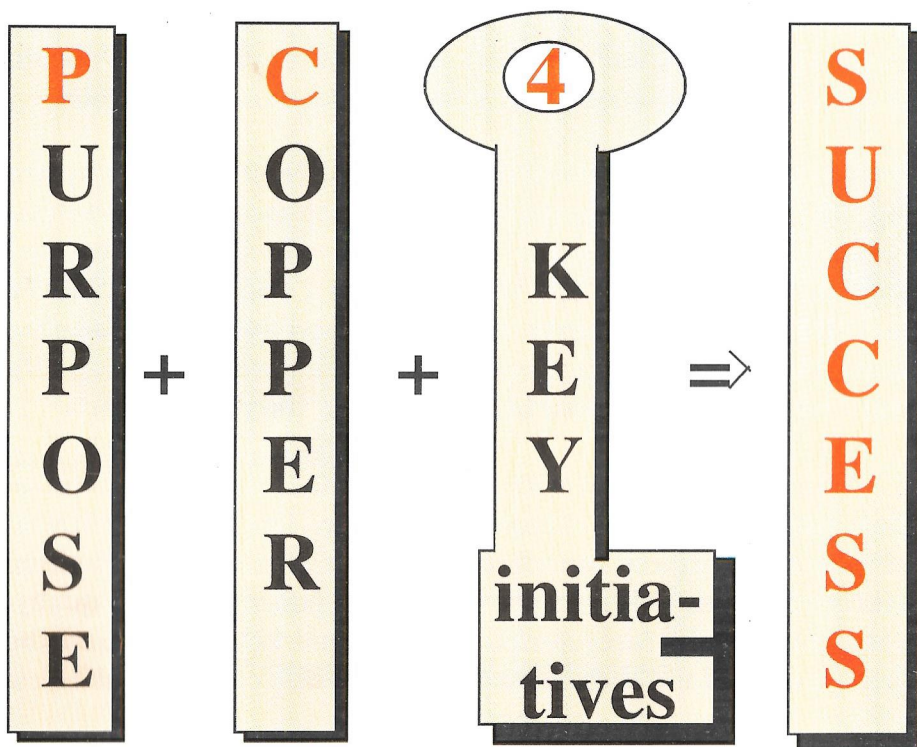
The following pages deal with these areas one by one ... in the hope that their connection between each other is clearly seen.



# POLICING 2000

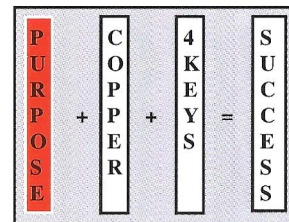
our  
Corporate Strategy  
based on  
what YOU said  
and what THE PUBLIC said....

The corporate strategy is a statement about what we think Dyfed-Powys Police should be providing to the public by the year 2000. It is a five year plan, based around the results of the internal survey - questionnaires you answered, and the public attitude survey of over 1000 people living in our police area. It deals with our Purpose - the core policing requirements, what areas we intend to concentrate on (COPPER) and four key initiatives that we intend to fulfil. This may be represented as....



Remember... **PC 4 Success**

# POLICING 2000



The purpose of the Police Service as a whole is stated in the Statement of Common Purpose. That is displayed in every station and is contained within the corporate strategy document *Policing 2000*.

However, the purpose of Dyfed Powys Police in particular is as follows....

## Our Purpose is....

To maintain for the public in Dyfed and Powys, a top quality police service which meets their reasonable expectations, and provides good value for money.

Remember... **PC 4 Success**



*So...our  
Corporate  
Strategy is...*

***P** - Purpose*

***C** - C.O.P.P.E.R.*

***4** - 4 Key Initiatives*

***SUCCESS***

*There is a copy of the full document  
in your station*

*What we do...*

*OUR PRIORITIES..*

***THE  
POLICING  
PLAN***

- the planning cycle*
- setting of objectives*
- translating objectives into  
local targets*
- reporting*

*Knowing our purpose and what we aim to achieve over the next five years - we can then decide what we aim to do THIS YEAR, as the first steps towards that aim. These objectives are contained in the Police Authority's Policing Plan - A copy is in your station...*



## *What we do...*

# **OUR PRIORITIES..**

*The Policing Plan contains a host of information about the make-up of the force and its aims as shown in the Corporate Strategy - POLICING 2000. It also identifies the budget required and the staffing of the force. Its main point is in identifying priorities ....*

## **Home Secretary's 5 Key Objectives**

- 1 Violent Crime***
- 2 Burglaries of Homes***
- 3 Local Problems***
- 4 High Visibility policing***
- 5 Emergency Response***

*These are national priorities - laid down by the Home Secretary for every force to follow. No 3 - Local Problems - are reflected in our own Local Objectives in the Plan.*

## *What we do...*

# **OUR PRIORITIES..**

*The Policing Plan contains four Local Objectives - set up as a result of the external survey of customers; the results of customer sampling; results of the internal survey of staff, discussions with local representatives. They are additional priorities to those of the Home Secretary.*

## **Our 4 Local Objectives**

- 1 Drug Partnership***
- 2 Reduce Fear of Crime***
- 3 Drink Driving***
- 4 Other Burglaries***

*These are local priorities - laid down by the Police Authority for us to follow. Setting up the Drugs Partnership Strategy relates to the Home Secretary's third objective - Local Problems. The reduction of the Fear of Crime is part of the Marketing Strategy*



*What we do...*

## **OUR PRIORITIES..**

*Knowing the 5 Key and 4 local objectives - how are these translated into action?*

*Your division or department has a Service Delivery Plan which shows how you can help and what is expected... This Local Service Delivery Plan reflects the needs of your area - one piece of a jigsaw.*

### **Local Service Delivery Plans**

*Local Needs*

*Local Action*

*Local Results*

*Force-wide Success*

*If your local action provides the right results  
then the targets in the Policing Plan will be reached  
and we will fulfil our purpose  
"top quality policing for the people of Dyfed & Powys"*

*What we do...*

## **OUR PRIORITIES..**

*Having set our targets - we can only know how well we are doing if we measure. Having measured - we must publish the results- internally and externally. We can check our progress through the monthly management information package. At the end of a year we will publish in the Annual Report. The Police Authority will also publish - it is their Plan. We will also publish the full performance indicators in the newspapers.....*

### *Reporting*

- Management Information Package*
- Annual Report*
- Police Authority Report*
- Performance Indicators*

*There is a copy of the full document  
in your station*



*How we do it...*

## **OUR STANDARDS..**

*We know our purpose.....*

*We have set priorities and targets after listening to our public...*

*We have service delivery plans which show what we will achieve.... and when....*

*They contain action plans to help co-ordinate our actions...*

*and we tell people  
what they can  
expect of us...*

*Local Policing Charter  
Performance Indicators  
Media  
Talking to people*

*How we do it...*

## **OUR STANDARDS..**

*Our new charter states what our public can expect of us. It says when we will arrive, what we will do and how we will do it. It says that we will give our names on the phone, normally wear name badges, and answer phones and letters within target times. This is what the public have asked for - we can exceed expectations...*

# *Local Policing Charter*

*Patrols & Answering Emergencies  
Contact with Police  
Preventing Road Accidents  
Investigating Crime  
Value for Money  
Putting Things Right  
Consultation*

*The Public may ask you for a copy - copies are  
at the front counter of your station.*



# What we do it with...

## STRUCTURES

We have a purpose... we have a vision of where we will be by the year 2000.... we have priorities and targets ... we have local action plans to meet the targets...we have standards we will continue to uphold...  
Externally we have the reform of the Police Service and the New Police Authority.  
Internally we have new divisional boundaries, new opportunities for staffing, and a management structure and style to aim for.

## Divisional Structure

The opportunity to provide the right number of staff where they are most needed.

## Manpower

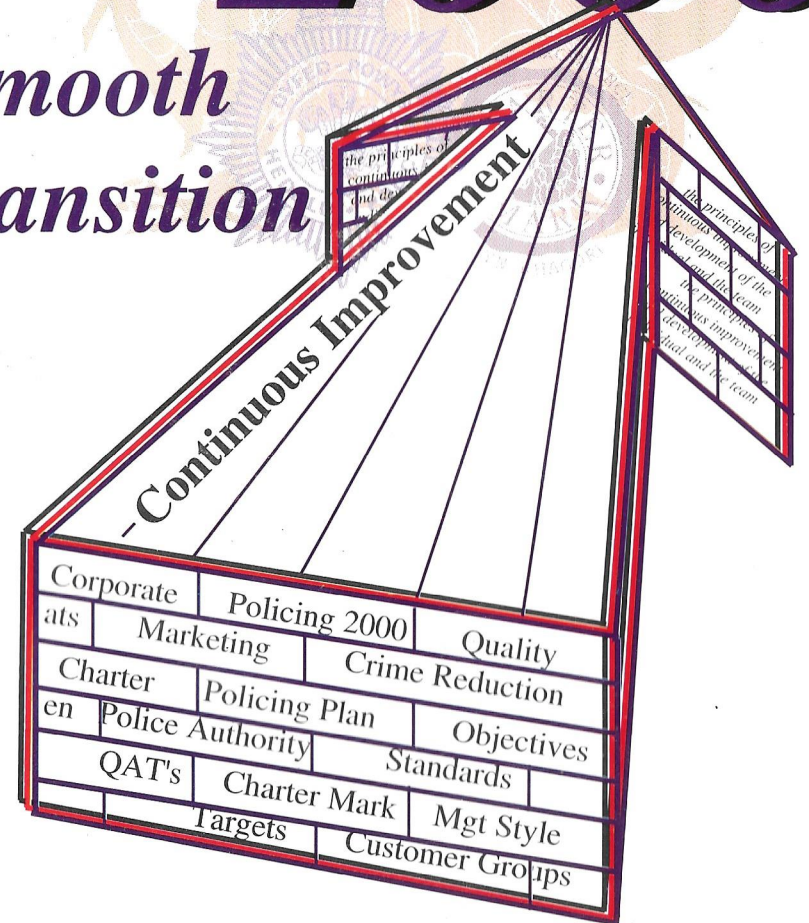
Chief Constable and Police Authority can decide how to spend the budget.  
Establishments are no longer fixed directly by government

## Management Style

Aiming towards personal responsibility, properly trained staff - empowered to make their own decisions, supported by an open and participative management team.

# 2000

## Smooth transition



## Put it all together...

the building blocks of success





*This handbook has been produced by the  
Quality Support Department.*

*We are here to help and support.*

*Contact us on HQ ext. 280-283 for more  
information*

*We would like to hear your comments.*