

CHIEF CONSTABLE'S ANNUAL REPORT

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Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

MAKING OUR COMMUNITIES SAFER

CHIEF CONSTABLE'S FOREWORD

This report highlights just some of the ongoing work of our Service. It is impossible to make room for everything that we do, 24 hours a day, 365 days a year. What we are doing is making Northern Ireland a safer place for us all, in partnership with local communities, in partnership with you.

We have achieved much in the last year in a very challenging environment.

In an already difficult financial climate, we have faced significant additional financial pressures – dealing with legacy

issues such as hearing loss claims, pension costs and the security environment. Managing our finances within budget while still delivering a first class policing service is an achievement I am very proud of.

The latest annual statistics for the year under review shows a small increase in recorded crime. This increase is the first for over seven years. Our clearance rate has increased by almost 3%. This means we are catching more criminals and putting them before the courts. We are not complacent. We will continue to work to increase our clearance rates and reduce crime across Northern Ireland. We can do this together in partnership with you.

Policing remains a career of choice for many. With almost 10,000 applications



All had one thing in common – they were answering a call for help from their community, the community they served so well. Many tributes have been paid to these five officers not only from across Northern Ireland but internationally. Indeed, it is a sign of how far we have come here that people from all sides stood together in sorrow at these events. It has been a year that we as a Police Service will not forget.

for only 440 posts this year, we continue to attract the very best talent from across Northern Ireland and beyond. Our Service reflects the people we serve, from all communities, backgrounds and ages.

This year has been a difficult one for the Police Service of Northern Ireland. We lost five colleagues – Constable Stephen Carroll was brutally murdered by terrorists and Constables James Magee, Kevin Gorman, Declan Greene and Kenneth Irvine tragically died in a road traffic collision near Warrenpoint.

The Police Service is made up of ordinary men and women, with a sense of duty, pride and professionalism, doing an extraordinary job. As I send you my last annual report as Chief Constable of the PSNI, I pay enormous tribute to the individuals, both officers and staff who, day and daily, work to keep Northern Ireland safe.

Sir Hugh Orde OBE
Chief Constable

DELIVERING NEIGHBOURHOOD POLICING

Neighbourhood Policing is about focussing our resources on the needs of the people we serve within relatively small geographic areas.

Over the last year, we have delivered on our commitment to identify and establish Neighbourhood Policing Teams made up of officers dedicated to each specific geographic neighbourhood in each of the eight Policing Districts.

Every neighbourhood across Northern Ireland now has access to local police officers who are responsible for offering opportunities to influence local priorities, deliver positive interventions with partners to tackle identified priorities and

provide answers on what has been achieved.

The public have a critical role to play in the success of this approach to policing because without your commitment, support and confidence, we cannot provide the service you value and fulfil our goal to make Northern Ireland safer.

We also realise that what impacts on your quality of life within your neighbourhood may not always be the sole remit of the PSNI. We work with communities, our partners, both statutory and voluntary, to address your issues and direct our collective resources to provide a safer environment for you to work and live in.



ROLL OF HONOUR

Police Officers who died in the line of duty.

Constable James Robert Bawn Magee – died in a road traffic collision, Warrenpoint, 23 November 2008.

Constable Kevin Declan Gorman – died in a road traffic collision, Warrenpoint, 23 November 2008.

Constable (PT) Kenneth Thomas Irvine – died in a road traffic collision, Warrenpoint, 23 November 2008.

Constable (PT) Declan Greene – died in a road traffic collision, Warrenpoint, 23 November 2008.

Constable Stephen Paul Carroll – murdered by terrorists, Craigavon, 9 March 2009.

NORTHERN IRELAND CRIME SURVEY

In March this year, the 'Experience of Crime: Findings from the 2007/08 Northern Ireland Crime Survey (NICS),' was published.

The survey is designed to be an alternative, but complementary, measure of crime recorded by Police. It focuses on crime victimisation rates in Northern Ireland for the following broad crime types:

- Crimes affecting the whole household (mainly property offences inc., domestic burglary and vehicle related theft)
- Personal crimes (including common assault, wounding,

robbery and snatch theft from the person).

Findings to note included:

- Under half (48%) of all NICS 2007/08 crimes that are comparable with recorded crime were reported to the police, compared with 51% in 2006/07 and 39% in 2005. Burglary (77%) and vehicle related theft (53%) had the highest reporting rates, reflecting the seriousness of the

incidents and the associated likelihood of insurance claims.

The most common reason for not reporting a crime, cited by 46% of victims, was 'Police could not have done anything'.

- 13.8% of all households and their adult occupants were victims of crime during the 12 months prior to interview, which is the lowest figure for victimisation since the survey began (2006/07 – 14.2%; 2005 – 17.3%; 2003/04 – 21.4%).
- The risk of becoming a victim of crime remains lower in Northern Ireland (13.8%) than in England and Wales (22.1%).



RECORD CHECKING

The PSNI Criminal Records Office provides enhanced disclosure checks on behalf of AccessNI, the organisation responsible for providing criminal history information about anyone seeking to work in certain defined areas, such as working with children or vulnerable adults.

These checks are crucial to ensure public safety and must be carried out to exacting standards to ensure those individuals seeking to manipulate personal details in order

to conceal their identity are processed efficiently.

We also provide non-conviction information when relevant for release to prospective employers or voluntary groups.

Consequently this contributes to the prevention and reduction of crime, whereby registered bodies are provided with information, empowering them to make a decision on whether an individual is suitable to work with children or vulnerable adults.

PROTECTING THE PUBLIC

The first ever Public Protection Team was established in Northern Ireland in October 2008.

The multi-agency risk management team consists of Police, Probation and Social Services staff. It is responsible for the risk management of all Category Three Sex and Violent Offenders and Potentially Dangerous Persons in Northern Ireland.

Offenders are subjected to inter-agency risk assessment and risk management in accordance with the Public Protection Arrangements for Northern Ireland (PPANI).

The benefits of a multi-agency approach have been evident with the number of Category Three Sex/Violent Offenders in the community being reduced by 75% through the delivery of the PPANI Risk Managements Plans.

MAKING AN IMPACT

The PSNI is an active member of the IMPACT Programme. This is a series of projects, which will enable police services across the UK to share the most up to date information electronically. As a result, this information will assist in safeguarding children and vulnerable persons.

The first project, the IMPACT Nominal Index (INI) has been completed and in operation for over a year. The system enabled authorised users to check over 60 million records nationally, to quickly

establish if someone without a criminal record has come to the notice of other police services.

We are currently working with our partner services and agencies to deliver the final phase of the programme, the Police National Database, which is scheduled to be fully operational by early 2011. This national project will be used for further safeguarding vulnerable groups and improving our counter terrorism, proactive crime prevention and crime disruption work.

HEARTBREAK DELIVERS RESULTS

As part of a targeted crackdown against burglary and other crime, police made 109 arrests in January and February this year (2009).

Operation Heartbreak began during the summer months in 2008. The first phase resulted in 115 arrests and 180 charges for a range of offences including burglary, car crime, breach of bail and possession of drugs.

During the second phase of the major operation, Police from all four Urban Districts charged a significant number of people, many of them prolific offenders, with a variety of offences, including:

- 38 people charged with burglary (this relates to a total of 59 charges for burglary as several people were charged with more than one offence)

- 7 people charged with taking and driving away
- 4 people charged with theft from a motor vehicle
- 23 people charged with other offences including hijacking, driving whilst unfit, driving whilst under the influence of excess alcohol and driving whilst disqualified.

In addition, 392 bail checks were carried out against

Heartbreak targets and 13 people have been arrested for breach of bail. In total, 72 people were charged with 94 offences in the Greater Belfast area.

Dedicated teams of officers including detectives, Tactical Support Groups, patrol officers and the Auto-Crime team from across the Belfast and Greater Belfast area targeted burglary hotspots and priority offenders during the initiative. The operation was also boosted by a number of targeted 'surge' operations directed at specific areas, crimes and offenders.

Following the success of this operation in proactively targeting burglars and other criminals, police are currently planning similar follow-up operations.

Our goal was to break the hearts of criminals who are

wreaking misery on the community.

The Heartbreak team targeted those responsible for creeper burglaries, stealing cars, handling stolen goods, as well as those committing burglaries against older and vulnerable people in our community.

The team will closely examine forensic and DNA evidence as part of active and ongoing investigations. However, this is also about disrupting the activities of criminal gangs and preventing burglaries from occurring in the first place.

Burglary is a key priority for the Police Service. We know how distressing it is to have your home violated. This is about sending out a clear message that if you commit a burglary, you will be robustly pursued.

CASH IN TRANSIT ROBBERIES AND TIGER KIDNAPS

To counter the threat of 'cash in transit' robberies (CIT) and 'tiger' kidnaps, the Organised Crime Branch have forged strong links with the Northern Ireland business community.

Briefing meetings are held regularly with banks and cash in transit companies under the aegis of the Organised Crime Task Force (OCTF) during which information is discussed and shared. Less formal communication occurs on a daily basis with key individuals companies relating to current investigations and threats.

This partnership approach has played a significant role in the reduction of attacks on Cash In Transit staff from a peak of 121 robberies during 2001 to 26 last year. This is a remarkable achievement considering that Cash In Transit attacks in Northern Ireland accounted for 16% of the UK total in 2001, but now only account for 1% of the overall total.

GUNS AND HEROIN SEIZED IN JOINT INTERNATIONAL OPERATION

Crime Operations detectives, officers from An Garda Siochana and Dutch Police made a number of arrests in September in a major international law enforcement operation targeting those suspected to be involved in organised crime.

Officers from the Organised Crime Branch seized 14 Glock pistols during the intelligence-led operation, which took place in

Northern Ireland, the Republic of Ireland and Holland. Police also netted over 200 firearms including machine pistols, hundreds of thousands of Euros, and suspected heroin and cannabis.

Eight people suspected of being involved in organised crime in Northern Ireland, the Republic of Ireland and Europe were arrested in connection with the operation.



CRIMINAL INTELLIGENCE

Criminals are secretive by nature and often go to considerable lengths to avoid detection. Officers in the Intelligence Branch of Crime Operations Department support neighbourhood policing and Organised Crime Branch by providing District Commanders and Senior Investigating Officers with the information they need to disrupt criminal gangs, arrest those involved in crime, seize their profits and protect the public from their criminal activities.

This information concerns all levels of criminality, from the street level crimes such as drug dealing, burglaries and car related crime, to the most serious of offences, including kidnapping, armed robbery, drug importation and the activities of those in our society who present a real danger to public safety.

From April 2008 to March 2009, the Intelligence Branch have enabled their

uniformed and detective colleagues to:

- Seize £6,241,998 from criminals (in drugs, vehicles, cash and other forms)
- Arrest 784 suspects
- Arrest 51 suspects for serious crimes
- Recover a large number of illegally held firearms from criminal gangs
- Identify specific threats

to the life or safety of individuals within our community and thereby prevent these threats from becoming reality

- Prevent or disrupt a large number of crimes
- Provide intelligence to our partners in law enforcement agencies, locally, nationally and internationally in the ongoing fight against serious crime.

Specialist Operations officers continue to provide surveillance and specialist support which resulted in 44 arrests for Serious Crime with the recovery of 18 firearms, four replica firearms, approximately £2m in illegal drugs and £368,000 of blackmail, kidnap and ransom money.

Specialist support was also provided to Her Majesty's Revenue and Customs (HMRC), the Serious and Organised Crime Agency (SOCA) and the United Kingdom Border Agency.

COMBATING ORGANISED CRIME

The Organised Crime Branch has made significant progress in the identification and investigation of Organised Immigration Crime and in particular human trafficking offences for both sexual and labour exploitation in Northern Ireland.

Working in partnership with key Non Government Organisations and community groups across the UK and Ireland, police have identified a number of suspected cases of human trafficking. They are currently being comprehensively investigated to enable the dismantling and prosecution of the organised crime gangs involved.

Recognising that many victims of human trafficking are often reluctant to trust law enforcement agencies, police officers have received specialist training to ensure all our investigations into human trafficking are 'victim centred' with a primary objective of gaining the trust and cooperation of the victim. This will assist in bringing the criminals before the courts.

IMPROVING INVESTIGATIONS

During the reporting period, the Serious Crime Review Team completed a constructive evaluation of serious crime investigations to ensure that objective and thorough investigations have been conducted to national standards and that investigative opportunities have not been overlooked.

The Serious Crime Review Team identified and highlighted best practice examples and has developed several review processes to assist in improving crime investigation effectiveness.

A historical review of 'stranger' rapes was also carried out, to identify and further develop investigative opportunities and methods, which has resulted in the implementation of a new review process for sexual offences.

Following on from this review, the Serious Crime Review Team is currently developing a case management process to be applied to all serious crime investigations, as a means of quality assurance.

INVESTIGATING SERIOUS CRIME

Serious Crime detectives investigated 21 homicides during 2008/09. Of these homicides, 16 were murders, three were manslaughter and two were classified as suspicious deaths. In 81% of these homicides at least one person has been charged.

In many cases it is the assistance from ordinary members of the public which makes a real difference, helps to deliver justice and makes our communities safer.

This was evident in the investigation of the tragic murder of Michael McIlveen in Ballymena in May 2006. Michael was 15 years old when he was chased, cornered and beaten in

a vicious sectarian attack in Ballymena. He died from his injuries the next day.

Comprehensive cooperation from all sections of the community, with a huge and complex Police investigation, led to a series of arrests within days. After two high profile trials, which lasted a total of six months, four men were convicted of murder, one for manslaughter and two for lesser offences in March this year.

These convictions clearly show that if people are prepared to come forward, tell their stories to Police and give evidence, the criminal justice system works and delivers results, whether it's in jury or non-jury courts.

AIR SUPPORT

The Police helicopter continues to provide extensive support to all aspects of policing within Northern Ireland, attending over 2000 incidents,

including missing persons, search and rescue and casualty evacuations.

The helicopter has also played an integral role in Serious Crime operations. We are presently acquiring an additional helicopter to provide further support in accordance with the Policing Plan.

SAFETY AT SCHOOL



While knife crime in Northern Ireland is not on the same scale as some parts of the UK, following a rise in knife crime figures, the Service re-launched its knife awareness campaign. It included cinema, radio and adshel advertising, targeting young males in the high-risk age group of 11-18 years.

Working in partnership with the Northern Ireland Office, Crimestoppers, Youth Justice Agency, Department of Education and other agencies, Police also launched a major 'Knives Ruin Lives' initiative in March 2009, targeting Year 9 school pupils.

A drama 'Choices' devised to challenge young people's thinking on the use of knives was staged in March

in Belfast, Derry, Lisburn, Omagh, Newtownabbey and Banbridge. All local post primary schools in each area were invited to the event and around 4,000 pupils attended. The interactive show encouraged audience participation and was performed by the C21 production company.

It delivered key safety messages: Never Carry



A Knife and if you know someone who does carry a knife report it. In addition to the drama all post primary schools have been supplied with a knife information pack and a DVD of the 'Choices' drama.

The DVD and knife pack will compliment the ongoing Knife Awareness lessons delivered by Schools Liaison Officers as part of the CASE programme (Citizenship and Safety Education).

ROAD SAFETY

2008/09 saw the lowest ever recorded number of deaths on our roads, however this still meant that tragically 106 people died, the vast majority in preventable collisions.

The work of our Road Policing Units is to ensure the road safety message is reinforced through effective enforcement of traffic legislation.

Last year we reported that Northern Ireland was the first region in the UK to introduce penalty points for seatbelt offences.

The impact of police enforcement of this measure was to further raise the compliance rates to 96% for drivers, 95% for front seat passengers and 180 received impressive rise to 91% for

all back seat passengers (up 6% in the last 2 years). This is the highest compliance rate in the UK.

In another example of an effective intervention, the latest Speed Enforcement Camera System (SPECS) was installed on the A2, Bangor to Belfast Road, resulting in a dramatic effect on the collision history for this route.

In the previous three years, three people lost their lives, 27 people were seriously injured and 180 received minor injuries as a result

of road traffic collisions on the A2. Since the introduction of SPECS, there have been no deaths, no serious injuries and only 30 people have received minor injuries as a result of road traffic collisions on the same stretch of road.

While police will continue to enforce the law to make Northern Ireland's roads safer, our role is very much secondary. All road users have a role to play in preventing deaths and injuries on our roads.

If you speed, take drink or drugs and drive, fail to wear your seatbelt, drive carelessly or dangerously, you run the real risk of killing or seriously injuring yourself, your passengers or another innocent road user.



COMBATING HATE CRIME

A new campaign aimed at encouraging the reporting and awareness of hate crimes and incidents was unveiled by the Police Service during the year.

Advertisements carried a simple message - nobody deserves this and nobody deserves to get away with it - with photographic images representing the five main areas of hate crime - racist, homophobic, sectarianism, religion and crimes against people with disabilities.

The advertisements appeared on billboards, adshels, buses, posters in retail and community premises, beer mats and in washrooms in pubs and clubs across Northern Ireland.

The campaign featured primarily in areas of high reporting: Belfast, Craigavon, Ballymena, Dungannon, Lisburn, Coleraine, Magherafelt and Foyle. Reporting hate crime is one way of ensuring that further incidents are prevented and offenders are brought to justice.

Police want to encourage people, whether they are victims of a crime or witnesses to an incident, to report it. There are a number of methods available to make reports, these are: in person,

by telephone, email, letter or online reporting.

In addition to the advertising campaign, Police in South and East Belfast have established a dedicated hate crime investigation unit.

In addition to investigating all reported hate crimes in the District, identifying and prosecuting offenders, the new unit also closely monitor trends in hate incidents through crime pattern analysis.

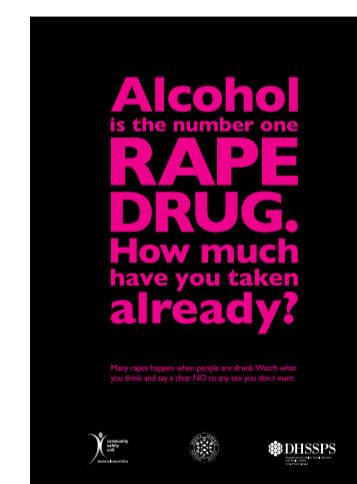
In recognition of problem profile analysis and anecdotal evidence from hate crime officers which indicates that many hate crime incidents go unreported, one of



the new unit's key objectives is to develop and strengthen links with local support

groups and encourage victims to report hate crime incidents to Police.

RAPE AWARENESS - BE SMART



A public information campaign to help reduce the incidence of rape was advertised in Belfast, Londonderry and local universities over busy, peak times i.e. Easter/Christmas.

A joint initiative led by Police and the Department of Health, Social Services and Public Safety, supported by the Northern Ireland Office Community Safety Unit, the 'Be SMART' campaign ran on washroom posters in pubs and clubs with specific messages for young men and women.

The campaign, which was piloted in December 2008, urged women to watch how much they drink on a night out and warns men that sex without consent is rape.

The campaign was staged in addition to normal

patrolling activities, which provide reassurance and protection.

The simple message on the posters highlighted that sex without consent is rape and any subsequent conviction will have life changing implications for the victim and the accused.

The message is clear:

- Alcohol will affect your judgement
- Look after each other
- Know how you're getting home
- Make sure you get a legitimate form of transport home
- Don't walk home alone at night
- Above all, make sure consent exists

OPERATION SNAPPER

The most recent District Policing Partnership survey outlined that 49% of respondents considered that underage drinking was a concern within their community.

During the past year Police have taken a very proactive approach to drinking in public and introduced Operation SNAPPER (Supporting No Alcohol in Public through Partnership Enforcement and Regulation), across Northern Ireland.

This operation focused on underage drinking, on-street drinking and drinking at parades and other events.

By working in partnership with district councils, parade and event organisers, significant progress was made in addressing drinking in public.

In the nine month period from July 2008 - March 2009 over 20,000 items of alcohol were seized, 654 persons were reported to Youth Diversion Officers, 291 persons were reported to councils for prosecution and 33 persons were reported to the Public Prosecution Service.

Police will continue to work in partnership with the Department of Health, Northern Ireland Office, Northern Ireland Policing Board, Department of Social Development, local councils, Federation of Retail Licensed Traders, the Northern Ireland Drinks Industry Group and others to promote responsible alcohol retailing, effective management of the night time economy and address the issue of on-street drinking.

MAINTAINING THE HIGHEST STANDARDS

Professional Standards Department reports directly to the Deputy Chief Constable who is responsible for internal discipline within the Service. The Department is committed to preventing and detecting corruption, dishonesty or unethical behaviour. Integrity is fundamental to the standard of behaviour required from every police officer and member of staff.

DRINK DRIVING

Drink driving is a serious issue within society and the public rightly expects the highest standards from police officers. Senior management have ensured that officers are fully aware of the potential consequences of drink driving. Any police officer convicted by a court for

such an offence will face a formal disciplinary hearing where the usual sanction will be either dismissal or a requirement to resign.

Of the four officers convicted of drink driving during the fiscal year, three were dismissed or required to resign, with the remaining

officer resigning prior to a misconduct hearing.

HEARINGS

During the year, 58 officers appeared at misconduct hearings in relation to discipline matters. The outcome of these hearings was as follows:

Officers dismissed or required to resign	12
Officers reduced in rank	2
Officers reduced in pay or fined	23
Officers cautioned or reprimanded	11
Officers found not guilty	6
Other outcome	4

NOTIFIABLE MEMBERSHIPS

Professional Standards Department is responsible for the administration of the Notifiable Membership Scheme. Police officers are required to 'notify the Chief Constable of their membership of any organisation which might reasonably be regarded as affecting their ability to discharge their duties effectively and impartially'.

The Chief Constable has issued notes for guidance, which contains a list of organisations which he believes fall into this category. However, if an officer is a member of any other organisation not mentioned on this list, which could be perceived as affecting their impartiality,

they must also notify the Chief Constable.

Of the 8,479 officers who had submitted forms at 1st April 2009, 7,970 declared they were not a member of any notifiable organisation. The following memberships were also declared:

Freemason	352
Loyal Orange Institution	124
Royal Black Institution	70
Apprentice Boys of Derry	26
Independent Orange Order	5
Member of organisation not specified (e.g. sporting or church organisations)	23
Knights of St Columbanus	0
Ancient Order of Hibernians	0
Some officers may belong to more than one organisation.	

MAKING THE BREAK FROM THE CIVIL SERVICE

In October 2008 the Service ended its historic secondment arrangements with the Northern Ireland Civil Service (NICS). The Northern Ireland Office (NIO) enacted legislation to give all police staff a single status, meaning all seconded civil servants are now direct recruits, employed by the Northern Ireland Policing Board, under the direction and control of the Chief Constable.

The break directly affected approximately 1,200 seconded civil servants working within the organisation and has a wide ranging impact on all police staff.

A major recommendation of the Patten Report, the move was advised to allow the police staff structure to realign itself to better support frontline policing needs. It has not led to any job losses and hasn't altered the existing terms and conditions of any permanent police staff member, including pension arrangements.

Since January 2008, all seconded civil servants were

given a choice to remain and become direct recruits, or to seek a return to the NI Civil Service.

For the 274 staff who sought a return, the NICS Departments made almost 300 offers, with only 68 staff accepting a return. This signifies a positive commitment from police staff who believe their future career lies with the Service.

The work to make the break was undertaken by the LINKS Team, who were also responsible for the planning of the new staff development framework. They worked closely with the NIO and the Policing Board in a tripartite arrangement to ensure the legislation passed successfully.

With all staff now directly employed, the Service can make best use of police staff, placing them in roles that directly assist in the operational delivery of modern, professional policing, run staff promotion competitions and introduce a new wide-ranging and comprehensive staff development framework.

SUBSTANCE MISUSE

Following the introduction of legislation, the Substance and Alcohol Misuse Policy came into effect on 1st September 2008. It has been introduced primarily to ensure that officers and staff have a safe working environment and to provide a supportive framework for staff who identify that they have a dependency or misuse issues.

Criminal Justice Department conducts random testing across the Service, however if specific concerns exist in relation to a particular officer or member of staff, Professional Standards

Department will, where appropriate conduct planned 'with cause' testing for substance misuse. Any employee who tests positive for an illicit substance as a result of a random or planned test will be subject to disciplinary action which may result in dismissal.

Where officers or staff identify and report that they have alcohol or substance misuse issues and are committed to overcoming this we will endeavour to support them to remain in work through risk assessing duties and providing Occupational Health and Welfare advice.

POLICING THE PAST

The Historical Enquiries Team (HET) is an independent unit of the Police Service of Northern Ireland, which reports directly to the Chief Constable on operational matters.

It is working to re-examine all deaths which occurred as a result of the security situation in Northern Ireland between 1969 and the signing of the Belfast Agreement in April 1998. The HET is family centred and places a strong focus on answering family questions about the death of their loved one.

A total of 3,268 people lost their lives in 2,540 incidents (or 'cases') in this time. The HET has so far re-opened 1,427 cases (representing 1,869 victims). This represents 56% of the total number of incidents within the HET's remit. These cases are at various stages of the HET business process. Currently, 559 Reviews have been completed.



HET developed a unique structure and system to deliver consistent and effective work for every case. There are separate investigative units, some made up of local retired officers and others composed exclusively of staff with no previous connection to the former RUC or the PSNI.

This structure has recently been approved by the Committee of Ministers of the Council of Europe, which considered HET's structures as 'effective' and 'independent'.

The fundamental essence of the HET project has been to try and help the families of victims; this is predicated on community confidence built as a result of HET's impartial review of cases.

A recent independent survey of families whose case has been completed by HET, shows that the work is delivering real benefits to families.

- 92% viewed HET as sensitive
- 95% viewed the team as professional
- 72.8% of those asked felt the HET report was useful, of which 56% felt the report was useful or very useful
- 70% felt the HET process had been beneficial or very beneficial
- 86% felt satisfied or very satisfied with performance of the team.

POLICING TECHNOLOGY

The innovative work of Information and Communications Services (ICS) continues to support front line policing. During the year, significant investment in technology has delivered advanced data sharing capability in a number of areas.

These developments are having a direct and positive impact on operational policing, community safety and public confidence.

The rollout of the Service's Niche Records Management computer system enables all Police districts to electronically search and link occurrences, people, vehicles and property involved in the criminal justice process. Over 50,000 cases have already been successfully compiled and submitted to the Public Prosecution Service using the system.

The PSNI has continued to work closely with other

criminal justice agencies to deliver the criminal justice reform agenda.

All criminal justice partners have made significant progress in developing information sharing technology to improve the criminal justice process.

E-LEARNING

The training and development of all police employees entered a new era earlier this year, as e-learning became available in the Police Service.

The new technology provides a highly cost-

effective and efficient means of delivering quality training on demand and for the learner, facilitates training and development opportunities at anytime, at any pace, in any police facility.

MANAGING YOUR CALLS

The Police Service recently adopted National Call Handling Standards for Call Grading, which has enabled us to make best use of available resources and to draw comparisons with Police Services across the UK.

Use of Call Grading provides a consistent means for handling calls that the public can identify with, an accurate means for the recording of data required for performance management within the organisation, and for reporting to the Policing Board.

Our target is to answer 90% of Emergency calls within 10 seconds, and 90% of Non-Emergency calls within 30 seconds.

DELIVERING CHANGE

The Police Service is dedicated to delivering a first class policing service for local communities. With this in mind, the organisation constantly examines how it does business. The CORE (Corporate Opportunity for Resilience and Efficiency) Project is a small team of police and staff tasked with managing major strategic changes within the Police Service.

In 2008/09 the team delivered major changes in the way support is provided to district policing by Roads Policing units, Tactical Support Groups, Dog Handlers, Armed Response Units & Belfast Regional Control centre.

This work is now managed through a newly reorganised Operations Support Department and gives support to directly

FREEDOM OF INFORMATION

During 2008 the Service substantially revised its Freedom of Information Publication Scheme, to meet the exacting requirements of the Information Commissioner's new Publication Scheme template.

The new scheme has been placed on the new and more user friendly PSNI website and includes a Disclosure Log detailing all Freedom of Information requests received by the PSNI and of the responses provided.

More information can be found at: www.psnipolice.uk or for those without internet access please telephone 0845 600 8000 and ask for the Freedom of Information department.

MANAGING OUR MONEY

In addition to the challenges being faced by many organisations in the current economic climate, the Police Service has faced significant additional financial pressures arising from factors outside of its control.

These include dealing with legacy issues such as hearing loss claims, pension costs and the security environment.

In response, the Service agreed and implemented a programme of significant cuts during 2008/09.

The total available resource budget for 2008/09 was £1,199m and the reported expenditure is £1,187m, resulting in a £12m (or 1%) under spend.

The total available net capital budget was £41.1m and the reported expenditure is £37.2m, resulting in a £3.9m under spend. This funding is largely earmarked for specific projects in the next financial year.

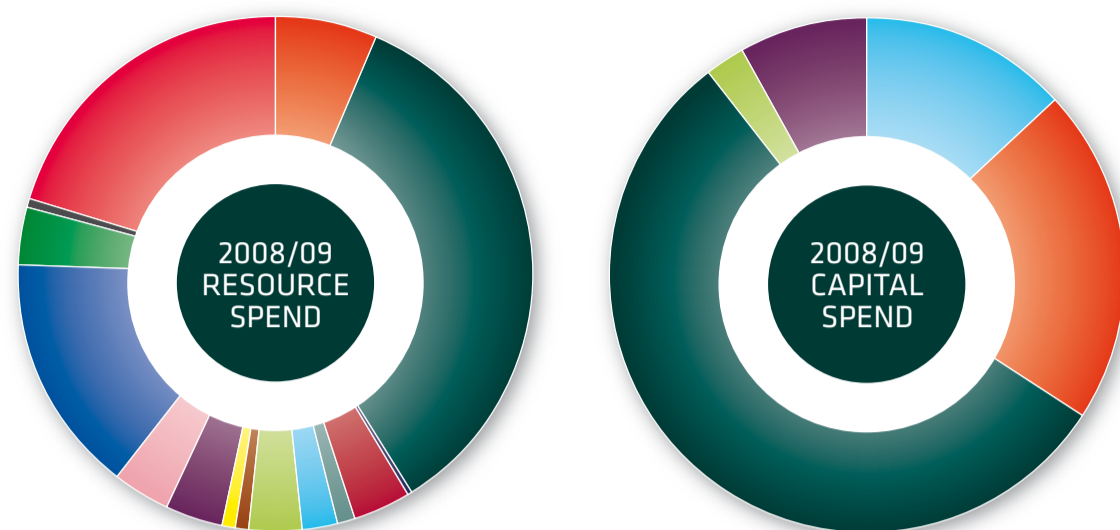
Managing the finances within budget was a

significant achievement for the Police Service in very difficult circumstances.

This reflects the continued success of the devolved budgeting framework and the financial management structures in both Districts and Departments.

In addition, the Police Service delivered £36m planned efficiency savings during 2008/09 as part of the Comprehensive Spending Review settlement.

The professionalism of the finance function throughout the Police Service was acknowledged in 2008 when an independent benchmarking exercise confirmed that PSNI Financial Services were the most cost efficient of UK Police Services.



	£m	%		£m	%
Civilian Payroll	84.6	6.6	Transport	5.1	13.2
Police Payroll	440.7	34.5	Telecomms & IT	8.2	21.0
Patten Payroll	5.0	0.4	Accommodation	21.6	55.5
Incidental Expenses	45.0	3.5	Miscellaneous	0.9	2.3
Transport Costs	12.3	1.0	Patten Capital	3.1	8.0
Telecomms & IT	31.3	2.4			
Accommodation Services	39.3	3.1	Gross Capital Expenditure	38.9	100
Procurement & Logistics	12.0	0.9	Less Receipts	(1.8)	
Patten non severance	11.6	0.9	Net Capital Expenditure	37.2	
Depreciation & Capital Charges	43.1	3.4			
Severance Costs	38.0	3.0			
Pension Costs	195.6	15.3			
Legal & Other Costs	52.3	4.1			
HET Costs	8.3	0.6			
Resource AME	258.6	20.2			
Gross Resource Expenditure	1,277.7	100			
Less Receipts	(90.7)				
Net Resource Expenditure	1,187.0				

The pie charts above illustrate how our money was spent in 2008/09. All figures are provisional and subject to audit.

ESTATE

During 2008/09 the new £14m District Command Headquarters in Omagh was completed and the construction of a new £23m Area Command Headquarters at Musgrave Street, Belfast got under way.

The final phase of the development of the Bangor facility began and design work for a new police station at Ballymoney is at the planning stage. Development of the Seapark Logistics site near Carrickfergus has enabled the centralisation of the PSNI Transport Services on one site.

Significant maintenance upgrade projects continued

at Strand Road, Antrim Road, Enniskillen, Dungannon, Seapark and Lisnasharragh in Belfast.

An extensive minor works programme was completed providing additional accommodation at Castlereagh, Seapark, Brooklyn (Belfast), Limavady and Maydown in Londonderry.

The 'softening' of the Estate, required to comply with Patten Recommendation 53, to make stations more accessible and aesthetically pleasing, continued at eight stations.

Design consultants and business case advisers responsible for the development of the new Police, Fire and Rescue and Prison Service

Training College have been appointed and are currently working on design and business case proposals.

The new revised Estate Strategy, developed by the Estate Services business unit, details work programmes requiring an investment of £180m spanning the period 2008 - 2011. It represents a significant new build station programme, substantial maintenance and refurbishment works, normalisation and softening work programmes combined with a rationalisation of the Estate.

The new Strategy was endorsed by the Policing Board during the year under review, with the exception of the Station Review List, which

continues to be a matter of discussion. It was also the subject of discussion with District Policing Partnerships during the last quarter of 2008.

TRANSPORT

During the last year, Transport Services has undergone a programme of fleet reduction and rationalisation.

Local Police have identified over 300 vehicles that can either be disposed of, or redeployed into the fleet to replace vehicles that are to be withdrawn from the 2,900-vehicle fleet.

Even after this reduction, the PSNI fleet will remain one of the largest Police fleets in the UK.

PROCUREMENT AND LOGISTICS

The Police Service has 352 live contracts with an annual procurement budgeted spend of £168m, 97% of which are procured under PSNI contract terms. We achieved £5m [13.0%] savings on 42 new contracts awarded during the year.

The PSNI's procurement value for money was benchmarked against 80 UK public sector organisations and was rated first in five out of sixteen categories, it was placed in the best quartile in eleven categories and between median and best in the remaining four.

ANNUAL CRIME FIGURES

POLICE AND CRIMINAL EVIDENCE (PACE) ORDER PERSONS AND VEHICLES SEARCHED 2008/09

	STOLEN PROPERTY		DRUGS		FIREARMS		OFFENSIVE WEAPON		GOING EQUIPPED		OTHERS	
	Searches	Arrests ¹	Searches	Arrests ¹	Searches	Arrests ¹	Searches	Arrests ¹	Searches	Arrests ¹	Searches	Arrests ¹
April	218	23	882	55	18	1	110	11	266	26	207	23
May	183	26	949	73	18	0	131	14	266	15	228	34
June	194	27	741	48	28	5	103	17	254	11	218	30
July	269	37	1090	76	37	1	191	28	391	33	223	34
August	178	30	935	47	22	3	173	19	260	21	231	25
September	165	27	961	79	21	0	118	25	289	19	259	14
October	236	57	1071	60	47	1	256	32	307	42	521	15
November	177	21	782	38	26	5	126	25	344	31	289	24
December	204	24	775	60	21	3	76	16	362	36	213	24
January	186	34	852	68	19	0	77	10	357	13	227	32
February	235	42	805	53	31	4	99	15	322	12	243	27
March	201	28	669	38	12	1	130	17	265	25	174	11
TOTAL	2446	376	10512	695	300	24	1590	229	3683	284	3033	293

¹Arrests as a result of search

DETENTION STATISTICS 2008/09

	Arrests Under PACE			Requests		
	Totals	Gender		Arrests For Notifiable Offences	Friend/Relative etc	Solicitor
		Male	Female			
Quarter 1 April-June	6566	5626	940	4991	1196	2740
Quarter 2 July-September	6850	5920	930	5298	1282	2787
Quarter 3 October-December	7135	6177	958	5470	1416	2942
Quarter 4 January-March	6544	5640	904	5098	1312	2751
TOTAL	27095	23363	3732	20857	5206	11220

Extended Detention: During 2008/09 80 persons were detained in police custody for more than 24 hours and released without charge.

X-rays & ultrasound scans: During 2008/09 one person was x-rayed for drugs. The results were inconclusive.

EQUALITY & DIVERSITY

As a Police Service we work hard to ensure that our working practices are responsive to community needs.

We have focused our efforts to ensure that the Police Service:

- Is responsive to communities' needs
- Has a reflective workforce
- Promotes a respectful and inclusive work environment

The PSNI wants to have a workforce that is reflective of the society it serves.

One pilot project, which has been developed by Belfast Metropolitan College, is aimed at providing people who are from countries where English is not an official language, with greater awareness of the skills required to become a police officer.

It is through initiatives such as this as well as the 50/50 legislation that the PSNI hopes to establish a truly reflective workforce.

We are also committed to creating a workplace that is respectful and inclusive, so we continue to develop policies and procedures all aimed at ensuring fairness in the workplace. Last year for example we designed new procedures to support pregnant officers and staff and ensure that they are able to return to work and provide a valuable contribution whilst also managing the demands of parenthood.

Ultimately we want to ensure all our officers and staff have the necessary

The latest annual statistics for 2008/09 have shown that over the period 110,094 crimes were recorded which is an increase of 1.5% on the previous year.

There has however also been an increase in the number of crimes cleared by police from 20.5% to 23%.

This year we have seen an increase of 1.5% in the numbers of overall crimes recorded. While this year we have recorded an increase, the trend since 2002 has generally been downward. In fact since 2002/03, crime has fallen by 23%.

This year the overall clearance rate has increased by 2.5 percentage points from 20.5% to 23%. Importantly, there has been an increase in clearance rates in some of the most serious crimes committed, for offences against the person, which includes murder and attempted murder, as well as for sexual offences.

Behind every statistic there is a story about an individual who has been the victim of crime. Many of those individuals have suffered traumatic and painful experiences. We will continue our efforts to prevent people becoming victims of crime and where crimes occur, bring those responsible to justice.

skills, knowledge and insights to allow them to best meet the needs of our diverse communities. Thus we have developed organisational equality and diversity training to ensure all our personnel have the opportunity to access the highest quality training in a variety of learning environments.

The PSNI's Shared Future Strategy is available to view and download from www.psnipolice.uk Copies are also available in alternative formats on request.



Don't leave an open invitation to burglars



Close it. Lock it. Check it.



Making Northern Ireland Safer

Police Service of Northern Ireland
For non-emergency calls and general enquiries

0845 600 8000

Mobile and landline charges may vary - check with your service provider for details.

ALWAYS call "999" in an EMERGENCY

www.psni.police.uk



The new Police Service of Northern Ireland website has been designed to be more user-friendly. It features improved accessibility for people with disabilities and contact information in alternative languages.

An interactive map also enables users to access local neighbourhood policing contacts, news and events.



**Freephone
0800 013 22 90**

Most callers to your home will be genuine, however there are some who may not be. These callers are 'Bogus Callers' or 'Distraction Burglars' who may want to trick their way into your home to steal from you. If you are in any doubt simply check your caller out with **QUICK CHECK**

QUICK CHECK is a FREE telephone service, developed in partnership between the PSNI, NTL Telewest and Fold TeleCare, which is available 24 hours a day all year round to residents within Northern Ireland.

When you call **QUICK CHECK** a trained operator will check with the company on your behalf, to check your caller is genuine. If they are not or they think there is something suspicious, they will contact the police immediately.

BEFORE YOU ANSWER THE DOOR:

- Make sure your back door is locked
- If you have a door chain remember to use it before you open the door
- Ask the caller for their identification and check it carefully
- Ask them to wait outside and close the door – genuine callers will not mind
- Do not let anyone into your home until you are satisfied as to who they are
- Ring **QUICK CHECK** on **0800 013 22 90**

ACCESS FOR ALL

The Police Service of Northern Ireland is committed to providing equal access to information for everyone. The Chief Constable's Annual Report for 2008-09 is available in accessible formats on request. *To access a copy in an alternative format*

(including large print, audio cassette or in minority ethnic languages for those not fluent in English) please contact:
The Department of Media and Public Relations, Police Service of Northern Ireland, 65 Knock Road, Belfast BT5 6LE.

Telephone: 0845 600 8000,
e-mail: info@psni.pnn.police.uk
Website: www.psni.pnn.police.uk
General queries regarding this report should be directed to the Department of Media and Public Relations.



Making Northern Ireland Safer