

# Meeting our Pledge

We are committed to working with you for a safer London. If we fail to meet our Pledge we will explain why it has not been possible on a particular occasion to deliver the high standards to which we aspire and you deserve.

If you feel we have not met our Pledge we would like to hear from you. You can leave a comment on 'Your Voice Counts' on our website or phone us on **020 7230 4737**. We will acknowledge your comment within 24 hours of reporting it to us. We will also offer to speak to you in person about your comment and tell you how we will deal with it.

Our service is overseen by the Metropolitan Police Authority and you can also send comments to them at [enquiries@mpa.gov.uk](mailto:enquiries@mpa.gov.uk)



# How you can help us

There are a few steps you can take to help us give you the best service we can:

- Always phone **999** in an emergency for example when a crime is happening, you know that someone suspected of a crime is nearby, or someone is injured, being threatened or in danger.
- In a non-emergency report crime online at [www.met.police.uk](http://www.met.police.uk) or by phoning us on **0300 123 1212**. Also call this number to give us any information that may help us prevent or detect crime. Alternatively you can provide information about any crime anonymously by calling Crimestoppers on **0800 555 111**. Crimestoppers is an independent charity.
- If you are deaf or have hearing difficulties you can use a textphone to call us. Dial **18000** in an emergency, or **18001 0300 123 1212** if your call is not an emergency.
- You can get involved by joining your local Neighbourhood Watch, taking part in Safer Neighbourhoods meetings or by becoming a special constable or Met volunteer. Contact your Safer Neighbourhoods Team for information about local meetings, their details can be found at [www.met.police.uk/saferneighbourhoods](http://www.met.police.uk/saferneighbourhoods), or to find out more about volunteering visit [www.met.police.uk/recruitment](http://www.met.police.uk/recruitment).
- If you see suspicious activity or behaviour, however insignificant, call the confidential anti-terrorist hotline on **0800 789 321**.

## Policing Pledge Our promise to the public



# Policing Pledge – our promise to the public

The Metropolitan Police Service takes pride in providing the best possible service to people in London and our Policing Pledge sets out the standards of service you can expect from us.

If you require this information in an alternative format please call us on **020 7230 4737**.



## These are some of our main Pledge commitments

- We will always treat you fairly, with dignity and respect, ensuring that everyone has access to our service at a time that is reasonable and suitable.
- We will work to keep you and your neighbourhood safe from harm. Each ward has a dedicated Safer Neighbourhoods team that will provide a visible police presence and will only work elsewhere if absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your local policing priorities.
- We will publicise the details of your Safer Neighbourhoods team so that you know who your dedicated team is and how to contact them.
- We will respond to every message directed to your Safer Neighbourhoods team within 24 hours.
- We aim to answer 999 calls within 10 seconds and non-emergency calls within 30 seconds. We will always tell callers what will happen next and give an estimated time of arrival if appropriate.



- We will respond immediately to emergencies so that we get to incidents as quickly and safely as possible – aiming to attend within 12 minutes and much sooner if possible.
- When responding to non-emergency cases involving vulnerable victims and witnesses or agreed neighbourhood priorities we aim to get to you within 60 minutes. (We use the word 'vulnerable' to describe someone who may be at risk because of their age, disability or their personal circumstances.)
- Alternatively, if appropriate, we will make an appointment to see you at a time that is convenient to you within 48 hours.
- We will attend regular public meetings, at least once a month, to agree local crime and policing priorities and give updates about crime and policing issues in your area.
- We will keep victims of crime informed about the progress of cases at least once a month.
- We will contact people who have been involved in a road traffic collision (accident) within 10 working days.