

# POLICING PLEDGE



## THE POLICE SERVICE IN ENGLAND AND WALES WILL SUPPORT LAW ABIDING CITIZENS AND PURSUE CRIMINALS RELENTLESSLY TO KEEP YOU AND YOUR NEIGHBOURHOODS SAFE FROM HARM. WE WILL:

1. Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you.
2. Provide you with information so you know who your dedicated Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them.
3. Ensure your Neighbourhood Policing Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.
4. Respond to every message directed to your Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.
5. Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within 15 minutes and in rural areas within 20 minutes.
6. Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival, and:
  - If you are vulnerable or upset aim to be with you within 60 minutes.
  - If you are calling about an issue that we have agreed with your community will be a neighbourhood priority (listed opposite) and attendance is required, we will aim to be with you within 60 minutes.
  - Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours.
  - If agreed that attendance is not necessary we will give you advice, answer your questions and/or put you in touch with someone who can help.
7. Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements. Your local arrangements can be found opposite.
8. Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.
9. If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.
10. Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.

**WE WANT TO DO OUR BEST FOR YOU BUT IF WE FAIL TO MEET OUR PLEDGE WE WILL ALWAYS EXPLAIN WHY IT HAS NOT BEEN POSSIBLE ON THAT OCCASION TO DELIVER THE HIGH STANDARDS TO WHICH WE ASPIRE AND YOU DESERVE.**

## YOUR LOCAL NEIGHBOURHOOD POLICING TEAM IS:



PCSO Hannah Smith



PC Adam Jones



PCSO Chris James

The team work in co-operation with Neighbourhood Manager Alison Smith.

We can be contacted by **phone** Tel: 0101 123 4567 and **e-mail** [neighbourhoodpolicing@force.police.uk](mailto:neighbourhoodpolicing@force.police.uk) and will hold **monthly public meetings at the Your Road Community centre**, on the second Saturday of every month at 6pm.

If you call the team and leave a voicemail or send an e-mail we will get back to you at the latest within 24 hours.

### Who to call when

Call the team when you have a non-urgent, local crime or anti-social behaviour problem that you would like them to deal with.

Call 999 if you have an emergency that requires urgent police attention.

Call the 24-hour non-emergency force call centre 0101 678 9123 if you have a non-urgent, non-neighbourhood issue.

We will take every effort to preserve confidentiality and will not call you back or visit you without checking this with you first.

### Local Priorities for action and Information

Your locally agreed priorities are:

1. Street level drug dealing on the high street
2. Youth related anti-social behaviour at the shopping centre
3. Fly tipping on the common

Every month we will produce crime maps of your area together with information about specific crimes and criminals and action to deal with your priorities. This information will be given at the public meetings as well as published on the force website [www.force.police.uk](http://www.force.police.uk) and more detail will be provided by a quarterly newsletter delivered to each household.

### Complaints

You may raise a complaint in a number of ways:

- at the public meetings;
- direct to the neighbourhood policing team by phone, by e-mail – we will get back to you within 24hrs; and
- direct to the force/Chief Constable by phone, e-mail or letter – this will be acknowledged within 24hrs of receipt and the next steps explained to you.

The police acknowledge any complaint about our service within 24 hours, tell you how it will be handled, give you an opportunity to talk in person to someone about your concerns and tell you what we are going to do about it.