

# Policing Pledge

Our promise  
to the public

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**METROPOLITAN  
POLICE**

Working together for a safer London

**MPA**

Metropolitan Police Authority

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## Policing Pledge Our promise to the public

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**The Metropolitan Police Service and Metropolitan Police Authority are proud to introduce our pledge to Londoners to deliver the high-quality service that you deserve.**

Whenever you come into contact with us, you have the right to expect a professional service that meets your needs. We deal with a wide range of enquiries from people. Some are straightforward and can be settled immediately over the phone or at a police station, while others may need further investigation or specialist expertise. Our pledge sets out the standards of service you can expect, whatever reason you have to contact us.

It is our responsibility to keep you and your neighbourhoods safe from harm. We promise to treat you fairly, with dignity and respect, and to make sure that everyone has access to our service.

To make sure you know the service you can expect and how you can work with us so that we are meeting your needs, we are delighted to introduce the 'Policing Pledge – our promise to the public'.



**Boris Johnson**  
Chairman of the MPA  
and Mayor of London



**Sir Paul Stephenson**  
The Metropolitan Police  
Commissioner

The Metropolitan  
Police Service

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Our 'quality of  
service' principles



## Policing Pledge

### Our promise to the public

The Metropolitan Police Service takes pride in providing the best possible service to people in London.

Our Policing Pledge sets out the standards of service you can expect from us.



Our pledge tells you how you can become more involved in working with us for a safer London, such as through volunteering or local community groups. It also outlines how you can give us feedback on our service so that we can make sure we are meeting your needs in the best possible way and continue to improve our service to you.

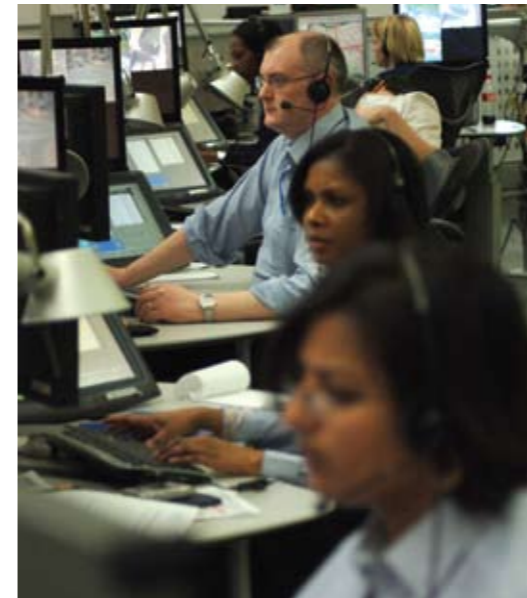
One of the main commitments of our pledge is that we will always treat you fairly, with dignity and respect, making sure that everyone has access to our service at a time that is reasonable and suitable for you.

#### Quality of service

Our quality of service principles apply when we have contact with you.

These are our quality of service principles:

- We will introduce ourselves so you know who you are dealing with.
- We will find out what your needs are and try to meet them. If we can't, we will tell you why.
- Sometimes our procedures seem complicated so we will tell you what is going to happen next and why.
- We will give you a reference number and a contact number.
- We will keep you up to date with what we are doing.



We will always treat you fairly and with dignity and respect.

## Reporting incidents and investigating crime

**We recognise that being the victim of crime can be a distressing and sometimes disturbing experience, which can leave people feeling insecure, angry and upset.**

If you become a victim of crime, we encourage you to report it to us – we need to know where crime is happening so we can respond to your needs in the best possible way.

If you become a victim of, or witness to, a crime, call us on **0300 123 1212**, or **999** if there is an emergency. An emergency is when a crime is happening, when you know that someone suspected of a crime is nearby, or when someone is injured, being threatened or in danger.

We aim to answer 999 calls within 10 seconds and non-emergency calls within 30 seconds. We will always tell you what will happen next and, if appropriate, give you an estimated time for when we will arrive.

You can also report non-urgent crimes online at [www.met.police.uk](http://www.met.police.uk)

Once you have reported a crime, our response will depend on the nature of the incident. In urgent incidents, we will respond immediately.

**If you become a victim of, or witness to, a crime, call us on **0300 123 1212**, or **999** if there is an emergency.**

We will attend the scene if:

- someone is in danger;
- someone has been seriously assaulted;
- a crime is taking place;
- a suspect of crime is at the scene, or nearby;
- a person is vulnerable (for example, because of their age or health);
- the offence is a hate crime (motivated by prejudice such as racism or homophobia);
- the crime involves domestic violence;
- the location is likely to contain evidence that could help our investigation; or
- the crime you report is connected to neighbourhood policing priorities.

If none of the above apply, we may record the details over the phone, ask you to attend your local police station or ask you to report the matter online.

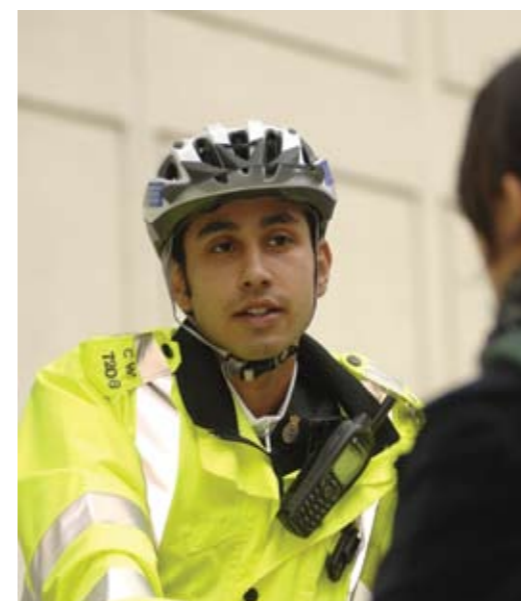
In an emergency, we aim to get to the scene within 12 minutes.

When we arrive at the scene, we will:

- collect and protect any evidence we find;
- record and give other police units the descriptions of any suspects;
- carry out a search for the suspect and any evidence (we may, if it is safe, ask you to come with us to point out the suspect); and
- look for possible witnesses.

When it's not an emergency but the incident involves vulnerable victims or witnesses, or agreed neighbourhood priorities, we aim to get there within 60 minutes. We use 'vulnerable' to describe someone who may be at risk because of their age, disability or their personal circumstances.

Otherwise, if it is still appropriate for us to attend, we will make an appointment at a time agreed with you and within 48 hours.



The Metropolitan  
Police Service

Working with victims  
and witnesses to  
investigate crime



# Criminal investigations

**When you report a crime, we will record the details and give you a reference number. We will offer you support and practical advice, and, with your permission, may refer you to other services.**

Each borough has its own victim focus unit that will keep you updated with the progress in your case while it's being investigated. A member of staff from one of these units will agree with you how and how often you would like to be kept up to date and for how long. You have the right to be kept up to date at least once every four weeks and for as long as is reasonable. They will also contact you if we arrest or charge someone. If you have any concerns or you want further information about the investigation, you can call the victim focus unit, quoting your crime reference number.

**Many victims of crime are concerned that they will be a victim of crime again. When you report a crime, we **will give you advice** on how to prevent the crime from happening again.**

We will give you a 'Victims of Crime' leaflet, which provides useful information and contacts, and, unless you ask us not to, pass your details to a local Victim Support Scheme which offers support and advice.

We will carry out an initial investigation into every crime reported to us. For some crimes where there are no witnesses and no other evidence (such as having your car broken into), we are not likely to investigate the matter further, unless new information comes in. If it becomes clear that we have made all the enquiries we can and we are not able to identify any suspects, we will update you by phone. For more serious crimes, we will carry out a further investigation – see overleaf for more information.

We will record any information you have given us and keep it for intelligence purposes (such as identifying crime patterns). If we receive new information about the case, we will review the investigation.



# Additional support

As well as the general aims for all allegations of crime we have further aims for certain types of crime. These include the following:

### If your home is burgled

- If officers are attending the scene, we will tell you, before they arrive, how to protect any evidence, as this could help us solve the crime.
- When an officer arrives, they will record the details of the crime, carry out an initial investigation and try to identify any witnesses.
- We will arrange for one of our forensic experts (usually a member of police staff) to visit you to examine the scene in more detail. In some circumstances you may only be visited by a forensic expert. They will record the details, begin the investigation and examine the scene.
- Before we leave, we will make sure we have given you a reference number, a phone number to call for information about our investigation, and advice on preventing further crime.

### If you are seriously assaulted

- If you have been seriously assaulted, a supervising detective will review the investigation within 18 hours.

### If you are sexually assaulted

We have a dedicated team of specially trained officers in each London borough who investigate sexual offences and give support to victims.

If you have been sexually assaulted, we will ask you whether you would rather deal with a female or male police officer. They will support and work with you to:

- keep you up to date with the investigation;
- give you advice about your personal safety and, if necessary, the safety of other people; and
- support you throughout the investigation and any court action.

If you agree, they will also:

- contact a support group for you;
- make a hospital appointment for you (for example; for forensic examination, health treatment or advice); and
- talk to your employer.

### If you are the victim of hate crime

Hate crime is any incident that the victim, or any other person, thinks is motivated by prejudice against the victim's race, gender, sexual orientation, disability, religion or belief.

We investigate all allegations of hate crime and have specially trained officers in each London borough who will investigate hate crime when:

- there is evidence to suggest that the incident was mainly motivated by prejudice against the victim's race, gender, sexuality, disability, religion or belief;
- there is evidence that the victim has suffered from a similar hate crime before; or
- a supervisor is concerned that the victim may be at risk or that the incident may affect the community.

They will also give you advice about protecting yourself even if you are not sure whether a crime has even happened.

### If you are a victim of domestic violence

Domestic violence includes threats, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been partners or family members, whatever their gender or sexual orientation.

Every London borough has specially trained officers who will investigate all allegations of domestic violence.

They will also give you advice about protecting yourself even if you are not sure whether a crime has even happened.

We will also:

- arrest the offender straight away (if this is not possible, we will do all we can to find the offender);
- stay in touch with you throughout the investigation and any court action (we will contact you within 24 hours of you reporting the offence to keep you up to date); and
- put you in touch with local organisations that can help and support you, if you give us your permission to do this.

Through our partnership with the National Centre for Domestic Violence (NCDV), you can have free legal advice at any time. The NCDV specialise in helping victims to get non-molestation and other orders (injunctions) from courts to protect them from further abuse. They can also provide help for you at court, including someone to go along with you.



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.....  
Keeping you safe



## Cases going to court

**Our commitment to you does not end when your case leads to someone being charged. If the case goes to court, we will make sure that you are supported throughout the trial process.**

If you have to go to court to give evidence, a professional from one of our witness care units will contact you and explain what will happen next. We will work with you to assess your needs and make sure those needs are met.

We can arrange for you to visit the court before the trial and explain the trial process before you give evidence.

We will always tell you the outcome of the court hearing as soon as we have been told by the court.



## Road-traffic collisions

**If there is a road-traffic collision and both drivers stop and exchange names, addresses and insurance details, we will not normally need to be involved.**

However, we will become involved if:

- someone gets injured or dies as a result of the collision;
- we believe that one of the drivers involved was committing a driving offence, and this is supported by independent evidence; or
- a police vehicle is involved in the collision.

If someone reports a road-traffic collision to us, and we investigate the matter, our Traffic Criminal Justice Unit will contact you within 10 working days to give you contact details of the person dealing with your case.

If someone dies, or suffers life-threatening or life-changing injuries as a result of the collision, we will make sure that trained traffic officers attend the scene and carry out an investigation. They will make sure that the victim's next of kin are told and keep them up to date with the investigation. We will provide a family liaison officer (FLO) to support and help family members who are affected by the incident (if they want us to).



The Metropolitan  
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Working together  
for a safer London



# Working together for a safer London

**Safer Neighbourhoods teams are local police teams dedicated to meeting the needs of each specific neighbourhood.**

**They will work with you to tackle anti-social behaviour and crime affecting your area.**

Your Safer Neighbourhoods team will only work in other areas if this is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, and there will be patrols in your area at times and places where they will be most effective and when you tell us you most need them. We will also manage staff in a way that allows the teams to develop local knowledge and relationships with you.

We work with the public at ward panel meetings to decide the policing priorities for each area. This can also involve crime and disorder reduction partnerships (CDRPs), local authorities and other local organisations.

**For details of who your Safer Neighbourhoods team is, where they are based and how to contact them, visit our website at [www.met.police.uk](http://www.met.police.uk) or call **0300 123 1212**.**

We will arrange public meetings at least once a month to decide policing priorities with you, to meet local needs and to update you on local crime and police activity. This will include 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 we are performing. These meetings may include surgeries, street briefings and mobile police station visits.

We know that anti-social behaviour (such as groups who intimidate other people in public, vandalism, graffiti, fly-tipping, abandoned cars and begging) can reduce your quality of life.

Safer Neighbourhoods teams will work with you and our partner organisations, including local authorities and housing associations, to develop manageable, long-term solutions to each case.

Contact your Safer Neighbourhoods team to discuss local crime or concerns about anti-social behaviour or disorder, or to find out more about local police activity or how you can get involved with deciding local policing priorities. For details of who your Safer Neighbourhoods team is, where they are based and how to contact them, visit our website at [www.met.police.uk](http://www.met.police.uk) or call **0300 123 1212**. We aim to respond to telephone and e-mail enquiries about local issues directed to Safer Neighbourhoods teams within 24 hours.



## Keeping you informed

We will work to keep you informed about crime and police activity in your area through a number of ways, including:

- newsletters specific to your neighbourhood, which your Safer Neighbourhoods team will provide for each home and business at least twice a year;
- crime maps, which give you information about crime levels in your neighbourhood and advice on how to stay safe and prevent further crime (these are also available at [www.maps.met.police.uk](http://www.maps.met.police.uk)); and
- publishing performance figures and the latest news stories on our website ([www.met.police.uk](http://www.met.police.uk)).



## Stop and account and stop and search

To help us prevent, detect and deter criminal activity in London, there will be times when we ask you questions about what you are doing, what you are carrying or why you are in an area. We call this process 'stop and account'. If we do this, we will record the date, time, place, details of the officer and your ethnic background. We will give you a record of the stop, unless the officer is not able to do this due to exceptional circumstances (such as situations where the officer is urgently needed elsewhere).

Police officers also have powers to stop and search people in the street or other public areas. If you are stopped under the Terrorism Act 2000, a Police Community Support Officer may also search anything you are carrying, your vehicle and anything in it, as long as they are supervised by a police officer.

If we stop and search you, we will:

- treat you with respect;
- introduce ourselves;
- tell you which police station we are from;
- tell you why we are searching you;
- explain our legal authority to search you; and
- give you a record of the search.

If you are searched, you will be given a record of the stop, unless the officer is not able to do this due to exceptional circumstances (such as situations where the officer is urgently needed elsewhere).

If we are not able to give you a record of your search at the time, we will keep the record at the police station for 12 months and you can ask us for a copy of it during this time.



# Your feedback

## We are committed to working with you for a safer London. If we fail to keep to our pledge, we will explain why we have not been able, on a particular occasion, to deliver the high standards you deserve.

If you feel we have not kept to our pledge, we would like to hear from you so that we can continue to improve our service. You can leave a comment on our website or phone us on 020 7230 4737. We will acknowledge your comment within 24 hours of you reporting it to us. We will discuss with you how we will deal with your comment, offer to speak to you in person, and tell you what we will do about it. If we have not met a commitment in our pledge, we will take action to stop it happening again, such as providing training for staff or examining our policies to see if we need to make changes.

Our service is overseen by the Metropolitan Police Authority. You can send comments to them by e-mail at [enquiries@mpa.gov.uk](mailto:enquiries@mpa.gov.uk) or you can write to them at 10 Dean Farrar Street, London, SW1H 0NY.

If you want to complain about the conduct of an individual officer or member of staff, you can:

- visit or write to your local police station;
- contact us through someone else (for example, a lawyer or citizens advice bureau);
- phone our Professional Standards team on 0208 785 8666 or e-mail us at [complaints@met.police.uk](mailto:complaints@met.police.uk); or
- contact the Independent Police Complaints Commission on **0845 3002002** or through their website ([www.ipcc.gov.uk](http://www.ipcc.gov.uk)).

We will investigate all complaints we receive about our staff.

## How you can help us

There are a few steps you can take to help us give you the best possible service. Some examples are shown below:

- You can give us any information that may help us prevent or detect crime. To contact the Metropolitan Police Service in cases which are not emergencies, call **0300 123 1212**. You can also provide information about any crime anonymously (that is, without having to give your name) by calling Crimestoppers on **0800 555 111**. Crimestoppers is an independent charity.
- 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 (you can find their details at [www.met.police.uk/saferneighbourhoods](http://www.met.police.uk/saferneighbourhoods)). To find out more about volunteering, visit [www.met.police.uk/recruitment](http://www.met.police.uk/recruitment)
- You can call the confidential Anti-Terrorist Hotline on **0800 789 321** if you see something suspicious or you are not sure about somebody's actions or behaviour, however insignificant it may seem at the time.

The Metropolitan  
Police Service

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Contacting us



## Contacting us

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We are committed to making it as easy as possible for you to gain access to our service.

Always dial 999 in an emergency. An emergency is when a crime is happening, when you know that someone suspected of a crime is nearby, or when someone is injured, being threatened or in danger.

Phoning 999 for cases that are not emergencies can use up valuable resources that should be set aside for people who have a genuine emergency.

If you need to contact us and it is not an emergency, you should call **0300 123 1212**. You can use this number to report crimes that are not an emergency, to speak to local police or to get information on police matters.

We always aim to answer your questions straight away. If you have a question that we cannot answer straight away, we will put you in contact with someone who can help. If your question does not relate to a police matter, we will refer you to another organisation.

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We work to make sure we can respond effectively to the needs of everyone in London. Our operators have access to professional interpreters so that they are able to quickly translate calls from people who speak little or no English.

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.

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#### Visiting police stations

Each borough provides a 24-hour police station service throughout the year. You can get details of opening hours, addresses and transport links for all local police stations from libraries, local authority advice centres, Safer Neighbourhoods team newsletters and our website ([www.met.police.uk](http://www.met.police.uk)), which includes information about access for people with disabilities.

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**You can also report some crimes, including theft and criminal damage, online at [www.met.police.uk](http://www.met.police.uk)**



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