

The Metropolitan Police Service Policing Pledge

.....our promise to citizens



**METROPOLITAN
POLICE**

Working together for a safer London

Index

Subject	Page
Introduction.....	x
Our ‘quality of service’ principles.....	4
How to contact us	x
Working with victims and witnesses to investigate crime	x
Keeping you safe.....	x
Keeping our promise.....	x
Working with you.....	x

The Metropolitan Police Service – Our promise to citizens

Introduction

We take pride in the service we provide. We believe that whenever you come into contact with us, for whatever reason, you can expect to receive a high-quality, professional service.

We deal with a wide range of enquiries from people. Some enquiries are straightforward and can be settled immediately over the phone or at a police station. Others may need further investigation or specialist expertise.

I want you to feel that we do our best to keep you and your neighbourhoods safe from harm. We will always treat you fairly, with dignity and respect, making sure that everyone has equal access to our services at **times that are reasonable and suitable for you**. You should expect to receive a certain standard of service from us, and for this reason I am pleased to introduce The Metropolitan Police Service ‘Our promise to citizens’.

Signature

Commissioner

Our ‘quality of service’ principles

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

The following are our principles, in brief.

- It is important for you to know who you are dealing with so we will always introduce ourselves.
- We will find out what your individual 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 so you can get in touch with us.
- We will keep you up to date with what we are doing.

How to contact us

We promise to make it as easy as possible for you to contact us when you need to.

If there is an emergency (for example, if you see a crime happening, you know that someone suspected of a crime is nearby, or someone is injured, being threatened or in danger)

- Call us on **999** and we will answer your call in 10 seconds (at least 90% of the time). **We will give you an estimated time of arrival, getting to you safely, and as quickly as possible.**
- We will **deploy to emergencies immediately aiming to get to you** within 12 minutes (at least 75% of the time – much sooner if possible).
- We will respond to other priority calls and cases involving vulnerable victims and witnesses, **or those that relate to issues that we have agreed with your community will be a neighbourhood priority, aiming to get to you** within 60 minutes.
- **For all other non-emergency calls, give you a timescale within which someone will attend if appropriate, making an appointment at a time agreed with and convenient to you, and within 48 hours.**

(We use the word ‘vulnerable’ to describe someone who may be at risk because of their age, disability or their personal circumstances.)

You must only phone 999 in an emergency. Phoning 999 when the situation is not an emergency can prevent us responding to genuine emergencies and put people at risk.

Our staff have access to a telephone translation service. This means they can quickly translate your call if you cannot speak, or have difficulty speaking, English.

If you are deaf or have hearing difficulties, you can use a textphone (minicom) to call us. Dial **18000 999** in an emergency, or **18001 0300 123 1212** if your call is not an emergency.

For all other calls

- Phone **0300 123 1212** and we will answer your call in 30 seconds (at least 90% of the time)
- We will 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 for help.
- **Return calls and respond to Email enquiries about local issues directed to Safer Neighbourhood teams within 24 hours.**
- If our offices are not open, we will provide a telephone answering service. We will contact you within two working days of you leaving a message.
- You can report crimes, including theft and criminal damage, online through our website (www.met.police.uk).

If you need to visit us

At least one police station in each London borough is open 24 hours a day, throughout the year. Our staff will always provide a professional service.

You can get details of opening hours, addresses and transport links for all local police stations from libraries, local authority advice centres, Safer Neighbourhood team newsletters and our website (www.met.police.uk), which includes information about access for people with disabilities.

Contacting your local Safer Neighbourhood team

Safer Neighbourhood teams are dedicated to the needs of their specific neighbourhood. **We will provide you with information so you know who your dedicated Safer Neighbourhood policing team is, where they are based, how to contact them and how to work with them.** The policing priorities for each area are decided in partnership with local stakeholders – the public, crime and disorder reduction partnerships (CDRPs), local authorities and other local organisations.

Your Safer Neighbourhood team is dedicated to your ward and will only be used in other areas if there are special reasons for doing so. **At least 80% of their time will be spent visibly working on your ward and there will be visible 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 **minimise** staff turnover to allow teams to develop local knowledge and relationships with you.

To report non-emergency situations you can contact your local Safer Neighbourhood team. To find out who your local officers are, and their contact details, phone **0300 123 1212** or visit our website at

www.met.police.uk/saferneighbourhoods/.

We will 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.

If you would like to talk about day-to-day crime and disorder issues, please contact your local team.

Working with victims and witnesses to investigate crime

We recognise that being a victim of crime can be very upsetting and we will give support to anyone who has been a victim of crime. Our staff will take any incidents reported to the police seriously.

We will attend the scene of a crime if:

- someone is in danger;
- 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 mental health;
- the crime is a hate crime (where someone is motivated by prejudice to commit a crime against another person);
- the crime involves domestic violence;
- the scene is likely to contain evidence that could help our investigation; or
- the crime you report is connected to neighbourhood policing priorities.

When we attend the scene of a crime 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 and take statements from them.

How we deal with crime

- If you become a victim of crime we will investigate the crime and, if appropriate, give you practical help, such as the phone number of your local council.
- If it becomes clear that we will have little or no chance of collecting evidence or identifying witnesses or suspects, a member of our investigation team will contact you by phone. We will record any information you have given us and keep it for intelligence purposes (such as identifying crime patterns). If, later, we receive new information about the case, we will review the investigation.
- We will record the crime and give you a crime reference number.
- We will contact you from the police station where your crime is being

investigated.

- While your crime is being investigated, a member of staff from one of our victim focus units will **agree with you how often you would like to be kept informed of progress in your case and for how long** in the way most convenient for you. **You have the right to be kept informed** at least once every four weeks **and for as long as is reasonable**. They will also contact you if we arrest or charge someone, and when we have finished the investigation. If you have any concerns or you want further information about our investigation, call your victim focus unit, quoting your crime reference number.
- We will give you a Victims of Crime leaflet and pass your details to your local Victim Support scheme (unless you ask us not to), which offers support and advice to victims of crime.

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.

Our promise to witnesses

Our commitment to you does not end when we have charged an offender with committing a crime against you. 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 to you 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.

If you are assaulted

- If you report an assault that is an emergency (for example, you have been seriously injured or the person who assaulted you is still nearby) we will aim to get to you within 12 minutes.
- If the case involves vulnerable victims and witnesses, we aim to get to you within 60 minutes.
- If you have been seriously assaulted, a supervising detective will review the investigation within 18 hours.
- We will carry out a risk assessment for each case, based on information we receive from you and any witnesses, and information we have on the suspect.

If you are sexually assaulted

The promises listed under 'If you are assaulted' will apply. Also, each London borough has a dedicated team of trained officers who will investigate sexual assault 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 others; and
- support you throughout the investigation and through any court action.

If you agree, they will:

- contact a support group for you;
- make a hospital appointment for you; and
- talk to your employer.

If you are the victim of a hate crime

A hate crime is any incident that the victim, or any other person, thinks is motivated by prejudice against the victim's race, sex, sexuality, disability, religion or belief. Religion or belief includes any religion, religious belief or philosophical belief, in line with the Employment Equality (Religion or Belief) Regulations 2003.

You should always phone **999** in an emergency, but if you want to report a hate crime that is not an emergency, phone us on **0300 123 1212**.

All hate crimes will be brought to the attention of supervisors, who will be responsible for the service you receive.

Specially trained Community Safety Unit officers will investigate any hate crime:

- where there is enough evidence to suggest that the incident was mainly motivated by prejudice against the victim's race, sex, sexuality, disability, religion or belief;
- where there is evidence that the victim has suffered from a similar hate crime before; or
- which is not covered by the two categories above, but a supervisor is concerned that the victim may be at risk or the incident may affect the community.

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, no matter what their sex or sexuality.

You should always dial **999** in an emergency, but if you want to report domestic violence that is not an emergency, phone us on **0300 123 1212**.

Specially trained Community Safety Unit officers will investigate all incidents of domestic violence. They will also give you advice about protecting yourself. We will do all we can to arrest people who commit this crime.

If you are a victim of domestic violence we will:

DRAFT – FOR CONSULTATION

- arrest the offender straight away (if this is not possible, we will do all we can to find the offender);
- give you advice and information (please contact us even if you are not sure if a crime has been committed – we will help you identify what has happened and make sure that appropriate action is taken);
- 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 want us to).

If you are robbed

- If the robbery has just happened, the suspect is still nearby, or you are injured in the robbery, we will treat your call as urgent and aim to get to you within 12 minutes.
- In cases involving vulnerable victims and witnesses, we aim to get to you within 60 minutes.

If your home is burgled

If your home is burgled, we will do the following.

- If your call is urgent, for example you believe the burglar is still in the house, or nearby, we aim to get to you within 12 minutes.
- In cases involving vulnerable victims and witnesses, we aim to get to you within 60 minutes.
- We will tell you how to protect any evidence that the burglar may have left behind, as this could help us solve the crime more quickly.
- When an officer gets to you, they will record the details of the crime and carry out an investigation and try to identify any witnesses. They will also make sure that one of our forensic experts visits 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 leaving, we will make sure that you have been given crime prevention advice, a crime reference number and a phone number to call.

Give us any information that may help us prevent or detect crime. Phone **0300 1231212** or phone Crimestoppers on **0800 555 111** (you do not have to give your name and you may get a reward).



Road-traffic accidents (collisions)

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

We will become involved if:

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

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

If someone dies in a collision we will make sure that trained traffic officers attend the scene of the collision 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).

Keeping you safe

Tackling antisocial behaviour

Every ward in London has a dedicated Safer Neighbourhood team of officers. These teams are led by a sergeant and have at least two police constables and three police community support officers (PCSO's) to tackle the local problems you have told us about.

We know that antisocial behaviour reduces your quality of life. The term 'antisocial behaviour' covers, for example, nuisance neighbours, groups who threaten other people in public, vandalism, graffiti, fly-tipping, abandoned cars, begging and misusing fireworks.

The way we will respond to antisocial behaviour will depend on the circumstances of each case. If your call is not an emergency your Safer Neighbourhood team will work with you and our partner organisations (such as local authorities and housing associations) to develop manageable, long-term solutions to each case.

Your Safer Neighbourhood team will:

- work with local people and our partner organisations to identify and deal with local concerns and policing priorities; and
- keep you up to date with our work in a way that is convenient to you.

We will do this by:

- giving each home and business a newsletter specific to their ward at least twice a year;
- providing 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 the Metropolitan Police Service is performing.

- holding regular meetings, where you can discuss your concerns with your Safer Neighbourhood team. The meetings will be advertised locally, for example in Safer Neighbourhood newsletters.

We will ask you for feedback on our work to help us provide the best possible service.

We have dedicated teams of officers who police the bus network. We will work with our partners, including British Transport Police, to improve your safety whenever you are travelling by public transport in London.

Stop and account

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. If we do this, we will record the reasons why we stopped you. We call this process ‘stop and account’. We will ask for your name and address, but you do not have to give us them if you do not want to. We will offer you a copy of the information we record. If it is not possible to give you a copy of this information at the time we carry out the ‘stop and account’, 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.

Stop and search

We have the authority to stop and search people in London. We will use ‘stop and search’ to help us tackle crime, prevent terrorism and stop people carrying weapons on our streets.

Normally, only a police officer can ‘stop and search’ you. However, if you are stopped under the Terrorism Act 2000, a PCSO may also search you, your vehicle and anything in it, as long as they are supervised by a police officer.

We may stop you if we have reasonable grounds to suspect that you are carrying:

- drugs, weapons or stolen property; or
- things that could be used to commit a crime or an act of terrorism.

Also, there are times when we can search anyone within a specific area. The following are examples of when we may do this.

- When we are tackling the use of knives and street violence, police officers can stop and search anyone. We may also use other methods (for example, dogs) to reduce the threat of violence, particularly among young people. Under section 60 of the Criminal Justice and Public Order Act, senior officers may authorise searches if they receive relevant information about possible violence.
- Under section 44 of the Terrorism Act 2000, authority can be given for us to use our stop and search powers to protect the people of London against terrorism. This means we can search vehicles and people for anything

that could be used to commit an act of terrorism.

If we 'stop and search' you, we will:

- 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 it is not possible to give you a copy of this information 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.

Keeping you informed

We will work to make sure you know what is happening in your local area. We will:

- provide crime maps, which give you information about crime levels in your neighbourhood and access to local crime prevention and safety advice (go to www.maps.met.police.uk/);
- publish performance figures and the latest news stories on our website (www.met.police.uk/local/);
- send you newsletters explaining how you can get involved locally (such as neighbourhood watch) and how to contact your Safer Neighbourhood team; and
- make sure our Safer Neighbourhood teams hold regular meetings and are available for you to contact.

Keeping our promise

If you feel we have not met our promises, we would like to hear from you. You can leave a comment on the **Your Voice Counts** section of our website or phone us on 020 7230 4737. We will acknowledge your comment within **24 hours of reporting it to us**. We will discuss with you how we will deal with your comment, offer to speak to you in person, and **agree with** you what we will do about it **and how quickly**.

Complaints

If you want to complain about an officer or member of staff you can:

- visit or write to your local police station;
- contact us through a third party, 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; or
- contact the Independent Police Complaints Commission on **0845 3002002** or through their website (www.ipcc.gov.uk).

We will investigate all complaints we receive about our staff.

Working with you

Providing a professional service

We want to give you the best service we can. We will collect the views of people who use our service by:

- asking you to take part in a survey about your contact with us;
- meeting people face-to-face at local community events and public meetings, where we will also provide information about our performance and answer your questions; and
- acting on the comments you leave on the **Your Voice Counts** section of our website.

Your views will help us improve our service. We will publish regular updates on our website to let you know what we have done.

How you can help us

There are a few simple steps you can take to help us give you the best possible service.

- Only phone **999** in an emergency (for example, if you see a crime happening, you know that someone suspected of a crime is nearby, or someone is injured, being threatened or in danger).
- Give us any information that may help us prevent or detect crime. Phone **0300 1231212** or phone Crimestoppers on **0800 555 111** (you do not have to give your name and you may get a reward).
- Get involved – join your local Neighbourhood Watch, take part in Safer Neighbourhood meetings or consider becoming a special constable or Met volunteer. To find out more about volunteering, visit www.met.police.uk/recruitment/ or contact your local police.
- Follow crime prevention advice to help keep yourself and your property safe. For advice, see the 'Crime Prevention' section of our website (www.met.police.uk).
- If you see something suspicious or you are unsure about somebody's actions or behaviour, however insignificant it may seem at the time, call the confidential **anti-terrorist hotline** on **0800 789 321**.

