



People for Proper Policing in North Wales

The following Pledge is verbatim from the Police website on Saturday January 17th 2009 (PPP highlights)



Policing Pledge - what you can expect from us

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:

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.

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.

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.**

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.

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.**

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 and attendance is required, we will aim **to be with you within 60 minutes.** Current priorities are **listed on your local page of our website** or by speaking to a member of your local neighbourhood policing team.

Alternatively, if appropriate, we will make **an appointment to see you** at a time that fits in with your life and **within 48 hours** unless you agree to extend that timescale.

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.

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. Details of future meetings can be found on your local page of our website or by contacting any member of your local neighbourhood policing team.

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.

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.

We will strive to acknowledge any dissatisfaction with the service you have received **within 4 hours of reporting it to us but in any case within 24 hours** (unless you agree a different timescale). To help us fully resolve the matter, we will 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.

The PPP comments This is a very significant set of targets and commitments. In ‘principle’ it addresses most of the complaints leveled at the Police force. It will require a significant investment in people (both officers and staff) and systems to achieve the targets. The mechanisms must not detract from the REAL police work required to meet the primary commitments in paras.1 and 4.

The origins of this pledge can be studied here at the HOME OFFICE! At

http://police.homeoffice.gov.uk/publications/police-reform/Policing_Pledge.pdf

We have just published the **1829 General Instructions** which in many ways STILL provide the *raison d’etre* for the modern police and the basis for pledges such as this (enter **principles** into **Articles search**).

Also very relevant is Recommendation 1: From Sir R. Flanagan’s review The Home Office, the Association of Chief Police Officers (ACPO) and the Association of Police Authorities (APA) must (demonstrate clear national leadership on the issue of risk aversion and commit themselves to genuinely new ways of working to) foster a culture in which officers and staff can rediscover their discretion to exercise professional judgement.