

PLEDGE IN PRACTICE

# POLICE PLEDGE

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1. Treat everyone fairly with dignity and respect
2. Make sure neighbourhood teams are known
3. Be visible when it's needed most
4. Respond to neighbourhood messages within 24 hours
5. Aim to answer 999 calls within 10 seconds and attend within 15 minutes
6. Answer non-emergency calls promptly - attend if needed
7. Agree priorities at public meetings
8. Tell the public what is being done to make them safer
9. Ensure victims of crime are informed of case progress
10. Acknowledge dissatisfaction and resolve it.



**Our Policing Pledge:** Our officers are pledged to treat people with dignity and respect, to be visible and accessible in the communities they serve, to respond quickly to incidents, to keep people informed and to acknowledge and deal promptly with concerns raised regarding the service we have provided.

