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**Select Committee on Community Safety and Community Services.**

**Report of the Chief Executive**

**The Policing Pledge**

**Purpose of Report**

1. This report is to inform the committee about the origins of the Policing Pledge, the content of the pledge, and the commitments it makes to the people who live and work in Dudley Borough.

**Background**

2. In 2008 the Home office required every Police Force in England and Wales to outline the range of service standards that it aims to achieve, and to set out what the public can expect from their Police Service. This arose from a perception that the public were no longer absolutely clear as to what the responsibilities of the Police were, as some boundaries with other service providers, such as the Council, Customs and Excise etc., had become blurred. The Pledge embodies the Police Service's aim of delivering neighbourhood based policing.

3. The West Midlands Policing Pledge is as follows:

"We will:

**1. 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 your dedicated local neighbourhood policing team, including 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 in your area at times when they will be most effective and when you need them most. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80 per cent of their time visibly working in your neighbourhood, tackling your priorities and getting to know you.

**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 - aiming to get to you within 10 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 30 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.
- 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 at least once a month to agree your priorities. This will give you a chance to meet your local team. Where possible, these meetings will be arranged to meet local needs and requirements.

**8. PROVIDE** monthly updates on progress and on local crime and policing issues. This will include crime maps, information on specific crimes and what is happening to those offenders 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. AGREE** with you how often and for how long you would like to be kept informed re progress in your case if you have been a victim of crime. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.

**10. RECOGNISE** 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 explain why it has not been possible on that occasion to deliver the high standards to which we aspire - and which you deserve.**

**THE VISION OF WEST MIDLANDS POLICE IS TO REDUCE CRIME AND DISORDER AND MAKE COMMUNITIES FEEL SAFER”**

4. This Pledge is common to all Operational Command Units within the West Midlands Police area. A leaflet setting out the pledge is being distributed as widely as possible to everybody who lives or works in Dudley Borough. The leaflet contains information on how to find out exactly who their local Police officers are, and how they can be contacted.

**Finance**

5. There are no direct financial implications arising from this report at this stage.

**Law**

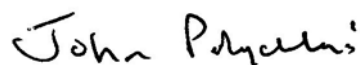
6. There are no legal implications arising from this report at this stage.

**Equality Impact**

7. This report is in accordance with the council's equality and diversity policy.

**Recommendation**

8. It is recommended that the Committee note the information contained in this report.



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**John Polychronakis**  
**Chief Executive**

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