

# NORTHERN JOINT POLICE BOARD

27 November 2009

Agenda Item	
Report No	

## POLICING PLEDGE

### Report by the Chief Constable

#### **SUMMARY**

To inform Members of the Northern Constabulary Policing Pledge.

#### **Introduction**

The Force has a duty to ensure that the public is aware of all the various methods to contact local police, as well as information about the service the police provide and how this is delivered locally.

The Force wishes to demonstrate its commitment to a set of standards, both national and local, for a level of service which the public can expect to receive from the police, wherever they live.

The people of the Highlands and Islands also need to play their part in creating and maintaining safer communities in which they live, by supporting the police, reporting crime and contributing to safer community initiatives.

#### **Objectives**

- To raise awareness of the number of ways in which a member of the public can contact police and the most appropriate methods for doing this
- To publicise commitment of the Force to the highest possible standards of service
- To give reassurance to the public of the quality of police service in the Highlands and Islands and the standard of service they can expect to receive
- To ensure that the public are aware of the ways in which they can help the police and contribute themselves to safer communities.

The attached Northern Constabulary Policing Pledge outlines these values. It will be displayed in all police stations and service points and published on the Force website. It is envisaged that there will be an annual renewal of our commitment to the Pledge.

#### **RECOMMENDATION**

The Board is invited to note the Policing Pledge.

**I Latimer**  
**Chief Constable**  
**12 November 2009**



# Our Pledge

Our pledge sets standards for the kind of service you can expect from your local police, wherever you live.

1

We will treat you fairly with dignity and respect, ensuring that you can access our services when you need them.

We will answer 999 calls within 10 seconds and when appropriate, attend within 15 minutes in urban locations and we will endeavour to reach you as soon as possible in more rural areas. Textphone users can contact us in an emergency or for general enquiries on 01463 723325.

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3

We will answer 97% of non-emergency calls within 30 seconds. If you are vulnerable or upset, we aim to attend within 1 hour and in all other cases you will be advised of our estimated time of arrival. If you do not want us to attend, or our attendance is not required, we will give you advice, answer questions or put you in touch with someone who can assist.

You can contact us by email at [mail@northern.pnn.police.uk](mailto:mail@northern.pnn.police.uk). The email service should not be used for urgent matters, but all emails will be acknowledged within 24 hours.

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5

We are a community based police service, committed to visible policing, with local policing teams in all areas. Details of your local officers and contact details are available on our web site and are also available on request from your nearest police station.

If you write to us, we will acknowledge receipt of your letter within 5 working days and provide a full reply within 3 weeks.

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Local officers will regularly attend recognised community meetings, e.g. community council meetings and ward forums, to provide policing updates and listen to people's concerns.

Local officers will always attempt to resolve issues and will work with other agencies to improve the quality of life in communities. We are committed to the Scottish Government's Single Outcome Agreements to work together with our partners to improve the future of communities.

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Where crimes are detected, we will ensure that we contribute to an efficient justice system by submitting 80% of reports to the Procurator Fiscal within 28 days.

If you are the victim of crime, we will deal with you sympathetically, keep you informed of the progress of enquiries and put you in touch with support agencies, including Victim Support, if required.

10

## Your Commitment

Northern Constabulary has the lowest crime rates in the United Kingdom and the best record for detecting crime. We want to retain this enviable record and your continuing support is required in this regard.

- We would ask that you obey the law and encourage others to do likewise
- You should make crime more difficult by taking crime prevention measures (e.g. locking doors and windows and securing your personal belongings)
- Report all suspicious activity or incidents as soon as possible
- If you have information which would assist the police, make us aware of it
- Support and co-operate with police as they carry out their duties
- Take part in a neighbourhood watch scheme
- Raise any concerns through your local police or at community council and ward forum meetings

If you are not satisfied with any aspect of our service please inform us by contacting your local police area commander. There is also a formal complaints procedure available to all members of the public, details of which are available on our web site or from any police station or citizen's advice bureau.

