



The Policing Pledge

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:

Policing Pledge element	What we are doing	What we will do next
<p>1. 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.</p>	<ul style="list-style-type: none"> • The Chief Constable's vision of Putting People First ensures that we treat everyone with dignity, courtesy and respect. • We have published opening hours for our police stations and contact details for our services across the Force area. 	<ul style="list-style-type: none"> • We will continue to review access to our buildings and our services to ensure fair access to all.
<p>2. 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.</p>	<ul style="list-style-type: none"> • Details of your dedicated Neighbourhood Police team and how to make contact are published widely within your local area and on the internet. 	<ul style="list-style-type: none"> • The "My Neighbourhood" internet site to be published in spring 2009, will give greater details of the work your neighbourhood team are undertaking.
<p>3. 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.</p>	<ul style="list-style-type: none"> • We are ensuring that our deployment of neighbourhood police teams and other patrols is in line with your local policing priorities. • We have an abstraction policy which aims to ensure that 80% of neighbourhood officers time is spent working in your neighbourhood. • We aim to minimise staff turnover within neighbourhood teams. 	<ul style="list-style-type: none"> • We will continue to monitor neighbourhood police presence to ensure compliance with the 80% target. • We will work to ensure that staff turnover is minimised.
<p>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.</p>	<ul style="list-style-type: none"> • We aim to respond to your messages within 24 hours of receipt be they in person, via the telephone, or by email or letter. 	<ul style="list-style-type: none"> • We will develop our systems to further improve your contact with us and the way in which we respond to your messages.

Policing Pledge element	What we are doing	What we will do next
<p>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. In urban areas, we will aim to get to you within 15 minutes and in rural areas within 20 minutes.</p>	<ul style="list-style-type: none"> • We aim to answer 999 calls within 10 seconds. • We aim to exceed the pledge and get to you within 10 minutes in urban areas and in rural areas within 20 minutes. • We regularly exceed this pledge element in terms of responding to emergencies in urban areas, in fact Cleveland Police are one of the top performing forces in the country. 	<ul style="list-style-type: none"> • We will continue to ensure that we respond promptly to emergencies. • We will give you an estimated time of arrival.
<p>6. Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival, and:</p> <ul style="list-style-type: none"> • 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 • 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. 	<ul style="list-style-type: none"> • We answer all non-emergency calls promptly. • Each non-emergency call is assessed and receives the most appropriate response. • We are amending our deployment policy to better reflect the requirements of this pledge element. • Appointment systems for responses to non-emergency incidents exist in some parts of the Force. • Our communications centre staff give advice and guidance where there is no requirement for an officer to attend. 	<ul style="list-style-type: none"> • We are reviewing the way in which we respond to calls for service. • We will review the appointment system and give consideration to expansion across the Force area.

Policing Pledge element	What we are doing	What we will do next
<p>7. 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.</p>	<ul style="list-style-type: none"> • Regular public meetings are held in every neighbourhood, the timing and nature of which varies to reflect local need. • We facilitate the review of your local priorities on a regular basis taking into account your views. 	<ul style="list-style-type: none"> • We will give further consideration to the venue and timing of public meetings arranged by us to make it easier for you to be involved.
<p>8. 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.</p>	<ul style="list-style-type: none"> • We give regular updates on these topics at the current neighbourhood and community meetings. • Information about crime figures and policing priorities are published on our internet site. 	<ul style="list-style-type: none"> • The introduction of the “My Neighbourhood” site on the internet will enhance our pledge in this area. • We will provide you with updates on policing issues and the activity of police and partners in addressing them. • We will provide crime mapping and details of offenders brought to justice.
<p>9. 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.</p>	<ul style="list-style-type: none"> • We follow the principles of the Victim’s Code of Practice in ensuring that you are kept informed when you have been a victim of crime. 	<ul style="list-style-type: none"> • We will continue to review our service provision to ensure victims of crime are kept informed of developments in their case for as long as is reasonable.
<p>10. Acknowledge 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.</p>	<ul style="list-style-type: none"> • We aim to respond to any expressions of dissatisfaction within 24 hours of receipt, advising you of how your concerns will be addressed and by whom. 	<ul style="list-style-type: none"> • We will review our current process and make improvements where they are identified. • We will aim to involve you in reviewing these processes.

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.