

We LISTEN



Our policing pledge to you

L I S T E N

LISTEN

- We aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival. In urban areas, we will aim to get to you within 15 minutes and in rural areas within 20 minutes.
- We aim to answer all calls promptly. In consultation with you, we will give an estimated time of arrival if attendance is required.
- If you are calling about an issue that has been identified as a problem in your local area, we will aim to be with you within 60 minutes if attendance is required. Alternatively we will make an appointment to see you at a mutually acceptable time, within 24 hours of your call.
- If we agree that attendance is not necessary we will give you advice or put you in touch with someone who can help.

INSPIRE CONFIDENCE

- 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.

SUPPORT WITH INFORMATION

- We will provide you with information so you know who your dedicated Neighbourhood Policing Team is, where they are based, how to contact them and how you can work with them to tackle local issues.
- We will aim to provide you with monthly updates on local crime and policing issues and local partnership activity.

TAKE RESPONSIBILITY

- We will aim to ensure your Neighbourhood Policing Team and other police patrols are in your local area at the most effective times and when you tell us you most need them. They will aim to spend at least 80% of their time working in your neighbourhood, tackling your priorities.
- We will aim to acknowledge any dissatisfaction with the service you have received within 24 hours of you reporting it to us. 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 and when.

ENGAGE WITH OUR COMMUNITIES

- We will aim to arrange monthly public meetings to agree your local priorities and give you a chance to meet your local team. Your local arrangements can be found by visiting www.wiltshire.police.uk and clicking on 'Policing in your area'.

NOTIFY

- We will aim to acknowledge every message you send to your Neighbourhood Policing Team within 24 hours and provide a more detailed response as soon as we are able.
- If you have been a victim of crime, we will agree with you how often you would like to be kept informed of progress in your case. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.

Wiltshire Police, delivering safe and satisfied communities