

Our request of you:

Become involved in your neighbourhood

Attend neighbourhood panel meetings and have the opportunity to set the priorities for officers in your area – see www.surrey.police.uk for details.

Participate in your local Neighbourhood Watch where one exists, or help establish one – contact your local Crime Reduction Advisor on **0845 125 2222**.

Participate in Community Speedwatch schemes where speeding is an issue for your community – contact your local Casualty Reduction Officer on **0845 125 2222**.

Become a volunteer

Become a member of Surrey Police Special Constabulary – call **0800 328 7597**.

Commit a regular amount of time to serving your community as a police service volunteer, such as a front counter receptionist – call **0800 328 7597**.

Volunteer as an independent custody lay visitor to assess the needs of people detained in police stations – call Surrey Police Authority on **01483 630200**.

Provide us with information

Provide us with information on crime within your community, either direct on **0845 125 2222**, or anonymously through Crimestoppers on **0800 555 111**.

Report crime when you have been a victim by calling Surrey Police on **0845 125 2222**.

Provide us with feedback on the service you receive by e-mailing customerservice@surrey.pnn.police.uk

Help us use our limited resources well

Please only call **999** if a crime is in progress or someone is in immediate danger. For all non emergency policing matters call **0845 125 2222**.

You can report your crime on line by visiting our website at www.surrey.police.uk

Call your local council for abandoned vehicles or noise problems.

This leaflet describes the service Surrey Police will provide to you. If you, or someone you know, would like this leaflet in a different format, such as Braille or tape, or would like it translated into your first language, please contact Surrey Police on 0845 125 2222.

Questo dépliant descrive i servizi offerti dalla Polizia del Surrey. Se Lei, o qualcuno che conosce, desidera ricevere questo dépliant in un formato diverso, come Braille o audiocassetta, oppure tradotto nella Sua lingua madre, La preghiamo di rivolgersi alla Polizia del Surrey allo 0845 125 2222.

Este folleto describe los servicios que presta la Policía de Surrey. Si usted u otra persona de su conocimiento desean el folleto en un formato diferente, tal como en braille o en audio, o lo desean traducido a su lengua materna, pónganse en contacto con la Policía de Surrey, al 0845 125 2222.

"Ta broszura opisuje usługę jaką zapewni ci Surrey Police. Jeżeli ty albo ktoś kogo znasz pragnąłby tą broszurę w innym formacie takim jak Braille albo na taśmie ,albo chciałby tłumaczenia w swoim języku ojczystym, proszę skontaktować się z Surrey Police po numerem telefonu 0845 125 2222."

یہ کتابچہ ان خدمات کی وضاحت کرتا ہے جو سوریے پولیس آپ کو فراہم کرے گی۔ اگر آپ، یا آپ کے کسی شائقین کو یہ کتابچہ کسی دیگر شکل، جیسے بریل یا تیب کی شکل میں درکار ہو، یا اگر آپ اس کا ترجمہ اپنی ماٹرن زبان میں چاہتے ہیں تو، براہ کرم سوریے پولیس سے 0845 125 2222 پر رابطہ کریں۔

ਇਸ ਪਰਚੇ ਵਿਚ ਦੱਸਿਆ ਗਿਆ ਹੈ ਕਿ ਸੱਚੀ ਪੁਲਿਸ ਤੁਹਾਨੂੰ ਕਿਸ ਕਿਸਮ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੇਵੇਗੀ। ਜੇ ਤੁਹਾਨੂੰ ਜਾਂ ਤੁਹਾਡੀ ਜਾਣ ਪਛਾਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਇਹ ਪਰਚਾ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ - ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿਚ, ਜਾਂ ਟੇਪ 'ਤੇ - ਜਾਂ ਤੁਸੀਂ ਇਹਦਾ ਤਰਜਮਾ ਅਪਣੀ ਪਹਿਲੀ ਬੋਲੀ ਵਿਚ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੱਚੀ ਪੁਲਿਸ ਨਾਲ ਫੋਨ ਨੰਬਰ 0845 125 2222 'ਤੇ ਗੱਲ ਕਰੋ।

সারে পুলিশের সরবরাহকৃত সার্ভিস সম্পর্কে এই প্রচারপত্রে বর্ণনা রয়েছে। আপনি, অথবা আপনি জানেন এমন কেউ যদি এই প্রচারপত্র অন্য কোন আকারে, যেমন ব্রইল অথবা টেপে চান, অথবা সেটা আপনার মাতৃভাষায় অনুবাদ করানো চান তাহলে অনুগ্রহ করে 0845 125 2222 নম্বর ফোনে সারে পুলিশকে যোগাযোগ করুন।

此傳單小葉介紹了薩裏警察局 (Surrey Police) 將向您提供的各種服務。倘若您，或您所認識的人，希望得到此傳單小葉的另一種格式，如盲文或磁帶，或希望翻譯成您的第一語言，請聯絡薩裏警察局，電話：0845 125 2222。

The Surrey Policing Pledge



SURREY
POLICE
With you, making
Surrey safer

www.surrey.police.uk

The Surrey Policing Pledge describes the service we will provide to you. It shows what we will do and what we request of you, to make our neighbourhoods safer. The National Policing Pledge lays out the minimum standards – we have added some extra pledges to deliver a higher level of service (shown in italics).

In Surrey we have also detailed what you can do to help us and your community.

By putting the Surrey Public First, we are putting our resources and efforts into those things that matter to you and enabling you to influence what we spend our time on. The Pledge focuses on the visible services rather than the hidden work we do on issues such as organised crime or protecting vulnerable victims.

Our pledge to you:

1. *We will provide ways for you to become involved with us to improve your neighbourhoods.*
2. *We will ensure your needs and wishes influence our decision making. Police officers and police staff will be empowered to use their professional judgement and discretion in achieving satisfactory resolutions and outcomes.*
3. We will 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.
4. 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 to work with them.
We will also provide you with information so you will understand how we use our resources, not just our visible neighbourhood teams, but those resources that do hidden work such as tackling organised crime or protecting vulnerable victims.
5. We will 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. *Neighbourhood officers will spend at least two years working in your area.*
6. We will 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.
7. We 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.

8. We will answer all non-emergency calls promptly. If attendance is needed, we will send a patrol giving you an estimated time of arrival and:
 - 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.
9. We will 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.
10. We will 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.
11. We will, 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.
12. We will acknowledge any dissatisfaction with the service you have received within 24 hours of 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 about them and how quickly.

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 which you deserve.