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Our Commitment

Principles.

Our Commitment

We are committed to providing a high-quality policing service to everyone in Derbyshire

Our purpose is to:

- Prevent and reduce crime
- Attack criminality
- Protect vulnerable people
- Provide reassurance
- Deliver value for money

Working in our communities

We will:

- Treat everyone according to their needs and do everything possible to protect the most vulnerable
- Be active, visible and approachable in all the communities we serve
- Be polite at all times, and deal with you in a professional and friendly manner
- Tackle crime and anti-social behaviour
- Work with you to achieve common-sense solutions you are happy with

We will aim to get it right first time, every time

We will:

- Aim to answer 999 calls within 15 seconds.
- Ensure your contact will always give you their name, and will be courteous and attentive
- Do everything possible to understand your enquiry and explain our response
- Provide you with an estimated time of arrival, where we need to attend
- Explain what will happen next, agreeing how you will be kept informed and provide regular updates

Your local priorities

We will:

- Agree local priorities that impact on your community on a quarterly basis
- Work with you and local organisations to tackle these agreed priorities
- Provide monthly updates on progress

This Commitment is also available in other languages, such as [Polish](#), [Urdu](#) and [Punjabi](#). Please see the Related Documents section of this page for downloadable versions of these.

We have a Commitment to the people of Derbyshire, which outlines the level of service you can expect from the force based upon our

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