



Derbyshire Constabulary's Commitment



**We are committed
to delivering
a high quality
policing service for
everyone in Derbyshire**

Our purpose

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

Working for communities

- Treat everyone according to their individual needs
- Be active, visible and approachable to the people we serve
- Be polite, professional and friendly at all times
- Tackle crime and anti-social behaviour effectively
- Work together to achieve common sense solutions

Getting it right first time

- Aim to answer 999 calls in 10 seconds and 101 calls in 40 seconds
- Provide our names and be courteous and attentive
- Understand each enquiry and explain our response
- Give an estimated time of arrival, where we need to attend
- Explain what will happen, agree when updates will be provided and keep people informed

Supporting local priorities

- Arrange and publicise local meetings and events to discuss policing priorities
- Encourage local people to discuss their policing priorities with us
- Review and agree policing priorities with local people every three months
- Work with local people and organisations to tackle shared priorities
- Provide monthly updates to local people on progress and achievement