



Our commitment to you

This charter outlines our commitment to the people of Staffordshire. To succeed we need communities to work with us; by contacting police in the right way, by sharing information and intelligence, and by acting on crime prevention advice. Together we can create safe, fairer and united communities.

1. We will be there when you *need* us – 24 hours a day, 365 days a year.
2. We will treat everyone with dignity and respect, irrespective of race, religion, sexuality or background.
3. We will maintain neighbourhood policing as the bedrock of policing in Staffordshire, with a commitment to community-based police officers and PCSOs.
4. We will place victims' needs at the forefront of all we do, and ensure victims receive the service they're entitled to under the Victims' Code of Practice.
5. We will provide the earliest support possible to the most vulnerable victims, to keep them safe from further victimisation.
6. We will make our services more accessible through better online and digital services, enabling you to undertake routine tasks and contact the force at your convenience.
7. We will offer accessible, well-equipped enquiry offices, at key locations across the county, supported by state-of-the-art digital help points in key locations.
8. We will implement our **'heart'** approach to community engagement, so that we better understand the issues that matter to communities and stakeholders, and work collectively with local agencies to tackle these issues and prevent crime and disorder.
9. We will actively pursue and tackle those people associated with serious organised crime to reduce the risk they pose to communities.
10. We will keep you informed and updated about local priorities and what we're doing about them.

