



STAFFORDSHIRE POLICE

Our service offer to Staffordshire

1. Staffordshire Police will be there when you need us – 24 hours a day, 365 days a year.
2. We will treat you, irrespective of your race, religion, sexuality or background, with dignity and respect.
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 work hard to ensure that every contact you have with us leaves a positive impression and will aim to positively resolve your issue.
5. We will improve our accessibility through better online and digital services, enabling you to undertake routine tasks and communicate with the force at your convenience.
6. We will offer you accessible, well-equipped enquiry offices, at key locations across the county, and will look to invest in state-of-the-art digital help points in accessible locations.
7. We will maintain and look to increase our physical presence in communities through better use of mobile data, enabling officers to stay in neighbourhoods for longer.
8. We will enhance our visible presence in communities through better use of our assets, including vehicles, buildings and people.
9. We will implement our 'H-E-A-R-T' approach to community engagement, so that we better understand the issues that matter to you and work collectively with agencies to tackle these issues and prevent crime and disorder.
10. We will keep you informed of local priorities and what we're doing about them, using a blend of traditional and digital means to keep you updated.