



Contact us

01709 832 485

1 Wentworth North

01709 832 073

2 Rotherham North

01709 832 422

3 Wentworth South

01709 832 076

4 Rotherham South

01709 832 709

5 Wentworth Valley

01709 832 280

6 Rother Valley West

01709 832 720

7 Rother Valley South

Feedback

If we don't deliver our pledge or our service disappoints in some way, please let us know. Call 01142 20 20 20 or visit www.southyorks.police.uk



Working with you to address local needs.
It's just a part of our new **POLICING PLEDGE**.
Find out more about it inside

Get involved, inform what we do and hold us to account

Did you know that every community in Rotherham, including yours, has a team dedicated to policing the neighbourhood?

These Safer Neighbourhood Teams were introduced two years ago to provide a local policing service in the heart of communities. The teams were set up in partnership with local councils. They are made up of police officers and council staff, who work with other agencies to focus on the needs of the local community.

Now, thanks to our new policing pledge, we are taking our Safer

Neighbourhood Teams to a completely new level.

Have you ever wanted to hold the police to account? Now you can.

Not only can you hold us to account, you can inform what we do, where we do it and when we do it. It's just part of our new pledge to you.

We want you to talk to us about the matters that concern you the most. Safer Neighbourhood Teams are there to listen and respond to local concerns. They will work with you and your community to find long-term solutions to local issues.

THE POLICING PLEDGE

Providing information

As part of our new policing pledge, we want to tell everyone about their dedicated Safer Neighbourhood Team, where they are based, how to contact them and how to work with them. To find out about your local Safer Neighbourhood Team, see the back page of this leaflet or go to

<http://neighbourhood.southyorkshire.police.uk> and type in your postcode.

We will also provide monthly updates on our progress, and on local crime and policing issues, so that you can hold us to account.

We will agree with victims of crime how often they would like to be informed of progress in their case, and for how long.

Listening and taking action

We will hold regular public meetings where you can meet your local Safer Neighbourhood Team and agree priorities with other members of the community.

If you leave a non-urgent message for your Safer Neighbourhood Team, they will respond within 24 hours.

We will ensure our police patrols are visible in areas at times when they will be most effective and, crucially, when you tell us you need them most.

We will spend 80% of our time visibly working in your neighbourhood, tackling the issues that matter most to you.

Responding to your needs

If you dial 999, we aim to answer the call within 10 seconds, sending officers to emergencies immediately and giving you an estimated time of arrival. We aim to attend an emergency incident within 15 minutes.

When your call is not an emergency we will answer it promptly and give you an estimated time of arrival.

If you tell us you are dissatisfied with the service you have received, we will acknowledge this within 24 hours. We will discuss with you how it will be handled, giving you the opportunity to talk to someone in person about your concerns and agree what will be done and how quickly.

Have your say

To have your voice heard or influence what your Safer Neighbourhood Teams does, make sure you go along to your next Partners & Communities Together (PACT) meeting. These community meetings are held regularly in your neighbourhood. They are attended not only by police officers, but also other agencies, such as your local council.

If you can't get there but still want to tell your Safer Neighbourhood Team what's important to you, feel free to get in touch via phone or e-mail. Alternatively, feel free to speak to the officers you see patrolling your community. The teams check their answer phones regularly, so don't worry if you can't get hold of them right away – they will do their best to get back to you as soon as they can.

How to find your next community meeting

- Look out for posters in your local shops, supermarket, post office, dentists and doctor's surgeries
- Log on to <http://neighbourhood.southyorkshire.police.uk> and type in your postcode
- Contact your Safer Neighbourhood Team by phone (see back page of this leaflet) or e-mail
- Speak to officers in your community