



Local policing charter for the people of Dyfed and Powys



*Safeguarding
our
community*

**Dyfed - Powys
Police
1995**



Our aim is to maintain a top-quality police service which meets the reasonable expectations of the people in our area and provides good value for money.

To achieve this we will:

**'uphold the law fairly and firmly,
prevent crime,
pursue and bring to justice those
who break the law,
keep the Queen's Peace,
protect, help and reassure the community'; and**

**do all this openly, honestly and with common sense
and good judgement.**

We will:

**'show compassion,
be courteous and patient,
act without fear or favour or prejudice to the
rights of others,
show professional judgement,
be calm and restrained in the face of violence
and
apply only the force which is necessary to
accomplish our lawful duty.'**

We will do our best to reduce your fears and to meet your needs and wishes in the action we take. We will act on fair criticism and are willing to change.

We can only carry out our responsibilities if the public is willing to help us.

Maintaining law and order is the responsibility of the public and not just that of the police.

(Source: National Police Service Statement of Common Purpose and Values.)



We are proud of our policy of traditional community-based policing, supported by top-quality specialist resources and advanced technology. This policy has always been successful.

Our area is divided into six divisions based on local need. There is a superintendent in charge of each division who has the authority to meet local needs. This means that most decisions we make are made close to the community.

This charter describes the levels of service you can expect from us, together with information about our current performance. We have concentrated on the areas of service which you have identified in recent surveys as being the most important. Some of our standards may change as we are always trying to improve the quality of service we provide and to cope with increasing demands on our resources.

The high quality of service we provide was officially recognised by the Prime Minister in 1992 when we were awarded a Charter Mark.

We plan to increase the success of our service by developing a positive partnership with the public, other agencies, organisations and local authorities. Our Police Authority consists of local councillors, magistrates and members of the public, who fully support our approach.

By communicating with and consulting the public, we will continue to strengthen our partnership as we work together to safeguard our community.

R. White

Chief Constable

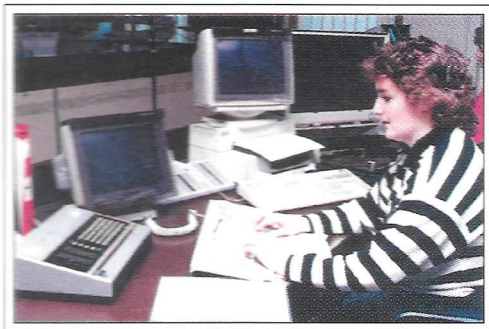


Patrols and answering emergency calls

We provide round-the-clock patrols to cover the whole of Dyfed and Powys. When we can, we patrol on foot. We try to keep officers on the beat and to use the minimum number of staff for station duties and office work. In many areas, we use officers as local beat 'managers' to improve close relationships with the community.



By using radio our operations room can send the 250 vehicles in our fleet anywhere in the area. However, unlike the other emergency services, we do not always have staff on standby, waiting for calls. Our staff all have other duties and must be diverted to answer 999 calls. This means that our speed of arrival is not affected by how close you live to a police station.



In 1994, 21% of the people who answered our survey were satisfied with the levels of foot patrol in the area. This is an increase of two thirds on the 1992 survey. If we have enough resources, we plan to increase patrols.

Patrols and answering emergency calls

What you can expect from us

We will:

- provide the highest possible number of patrols on foot, by police vehicle and helicopter; and
- assess how urgently you need our help and, if necessary, send the nearest available police officers to you immediately.

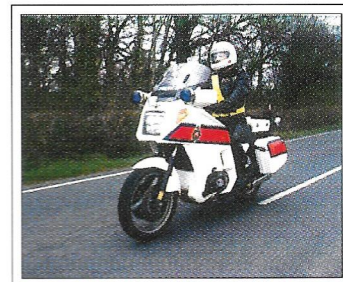
Not every call to the police needs our help immediately. Those that do have circumstances in which:

- **there is a danger to life;**
- **violence is being used or threatened;**
- **a serious crime is under way or is likely to take place;**
- **a suspect for a serious crime is present or nearby;**
- **there has been a road accident and someone is seriously injured;**
- **a person who is vulnerable needs help; or**
- **we are likely to lose evidence unless we get there immediately.**

We will also:

- make sure our officers get to all urgent calls within 20 minutes;
- arrange to get there as soon as possible and at a time convenient to you if the case is not urgent; and
- make sure we explain any delay.

There were 14,470 urgent calls in 1994 and we arrived at 95.7% of them within 20 minutes.



By monitoring our contact with the public, we can improve our service to those people who want help or advice.

To contact us you can:

- phone;
- visit your local police station; or
- write a letter.



We are trying to provide a pleasant environment for callers to police stations, which will allow privacy for people who wish to discuss personal matters. Our building programme shows we are committed to providing easier access for people with special needs.



We dealt with over 22,000 emergency 999 calls in 1994. Our aim is to answer all 999 calls within 10 seconds. In 1994 we achieved this target in 96% of cases. Over 1 million less-urgent calls were made to local police stations, which also made demands on our resources.

In 1994, 95% of callers using the 999 system were satisfied with the standard of service they received.



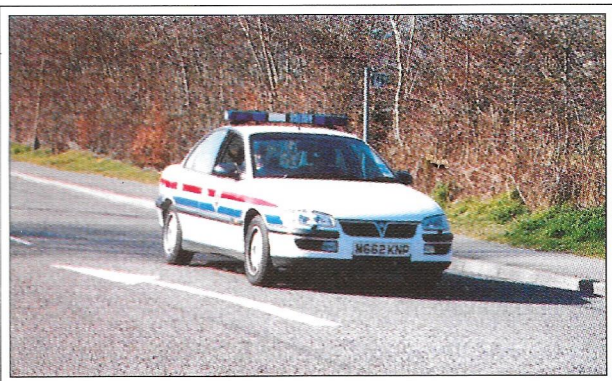
What you can expect from us

We will :

- answer your 999 emergency calls within 10 seconds;
- answer other less urgent calls within 20 seconds;
- make sure our staff give positive help and are polite, sensitive and competent;
- normally wear name badges and give our names when we answer the phone;
- provide a free direct-line telephone outside all smaller police stations for when they are closed so that you can speak to police staff at the nearest main police station;
- make sure there is a Minicom service at Police Headquarters, Carmarthen on 01267 226140 for people with speech and hearing difficulties; and
- answer letters within 5 working days. If we cannot give you an answer this quickly, we will acknowledge your letter within 5 working days and provide a full answer within 28 days.



Our role, working with the local highway authorities, is to reduce the number of road accidents which cause death and injury each year. Our target is to reduce road casualties by one third in the next five years. With over 8,500 miles of roads in our area, this is not an easy task!



What you can expect from us

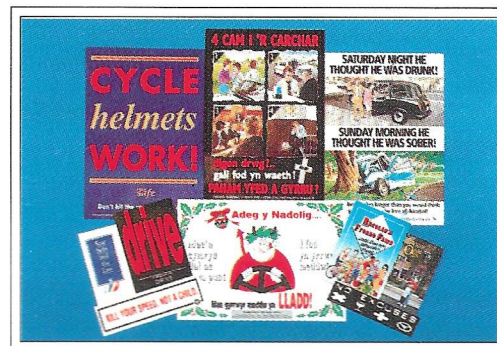
We will:

- make sure there is a free flow of traffic throughout Dyfed and Powys;
- have 24- hour patrols, particularly of the main roads in both counties;
- concentrate patrols in areas where there are a lot of accidents;
- look for ways to reduce the number of accidents at these places; and
- do all that we can to identify the causes of accidents so that they can be avoided.

During 1994, 95% of road accident victims we asked said they were satisfied with the quality of service they received from us.

We will also:

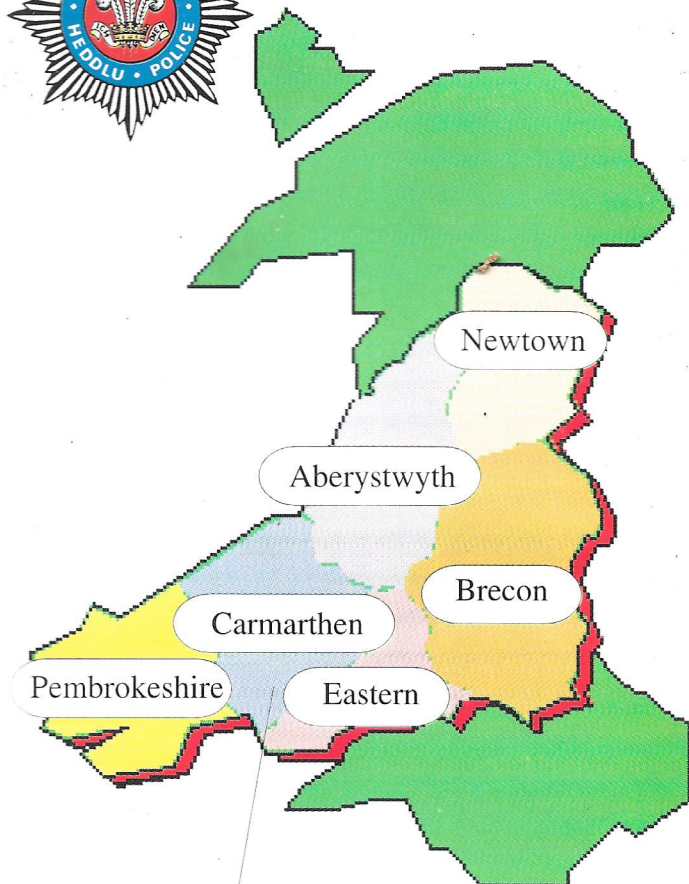
- concentrate on traffic laws which affect the number of road accidents, such as drinking and driving, dangerous speeding and unsafe vehicles;
- question people involved in road accidents to find out the cause;
- reduce the trauma to those involved in accidents by treating them sensitively;
- recommend prosecution for those who cause danger to other road users;
- provide people involved in road accidents with practical help and information which will help them to deal with the accident and its effects;
- provide a liaison officer to offer professional guidance in cases of fatal or serious accidents; and
- help any vulnerable motorists who are stranded.



In the 1994 survey of 1014 people, 52% of the people who answered our survey were not aware that it is the Crown Prosecution Service which makes the final decision as to whether someone is taken to court.



Police divisions in Dyfed and Powys



Police Headquarters
P O Box 99
Llangunnor
Carmarthen
Dyfed
SA31 2PF.
Phone 01267 222020

Chief Constable:
Raymond White Q.P.M., C.I.Mgt.

Police stations and phone numbers in Dyfed and Powys

Newtown Division

Newtown	01686	625704
Llanidloes	01686	412222
Caersws	01686	688222
Montgomery	01686	668222
Welshpool	01938	552345
Llanfyllin	01691	648222
Llanfair Caer	01938	810222

Brecon Division

Brecon	01874	622331
Crickhowell	01873	810419
Hay on Wye	01497	820318
Llandrindod		
Wells	01597	822227
Builth Wells	01982	552222
Knighton	01547	528310
Presteigne	01544	267222
Rhayader	01597	810222

Aberystwyth Division

Aberystwyth	01970	612791
Machynlleth	01654	702215
Lampeter	01570	422526
Aberaeron	01545	570222

Eastern Division

Llanelli	01554	772222
Crosshands	01269	842341
Burry Port	01554	832414
Kidwelly	01554	890209
Llwynhendy	01554	778220
Felinfoel	01554	741228
Ammanford	01269	592222
Ystradgynlais	01639	842845
Llandeilo	01558	822222
Llandovery	01550	20330

Carmarthen Division

Carmarthen	01267	232000
Cardigan	01239	612209
Newcastle		
Emlyn	01239	710223
Llandysul	01559	363221
St. Clears	01994	231431

Pembrokeshire Division

Haverfordwest	01437	763355
Milford Haven	01646	692351
Fishguard	01348	872835
St.Davids	01437	720223
Neyland	01646	600221
Pembroke Dock	01646	682121
Tenby	01834	842303
Saundersfoot	01834	812223
Narberth	01834	860389
Whitland	01994	240223

In an emergency dial 999

Please do not hesitate to use the
999 system

If it's an emergency to you - it's
an emergency !



Minicom :
01267 226140



The national award for quality of service



Dyfed and Powys has the lowest crime rate of any area in England and Wales. During the last two years we have reduced this level by over 25%.

We also have the highest rate in the country for solving crimes - we solve over 50% of all reported crimes.

You should still take sensible steps to protect your property, but there is no need to develop an unreasonable fear of crime. Crime is unlikely to affect most people in our area.

In partnership with our community we aim to create an environment where people can live in safety, free from victimisation and the fear of crime.

CRIMESTOPPERS
0800 555 111

What you can expect from us

We will:

- make sure that every crime is investigated fully;
- make full use of all the specialist help and support we have; and
- act positively in cases of domestic violence and provide a caring and professional service.

93% of burglary victims questioned in 1994 were satisfied with the quality of service they received.

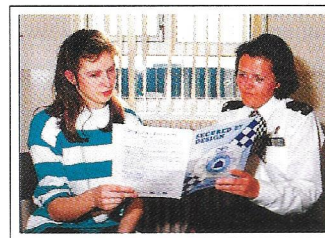
We will also:

- provide specially trained staff for victims of child abuse and serious sexual offences;
- provide free information and crime prevention advice; and
- lead a partnership with the community to reduce both the opportunity for and the fear of crime.

If you are a victim

We will:

- deal with you sympathetically and sensitively ;
- give you a personal reference number to make it easy for you to find out about your case;
- refer you to the Victim Support Scheme;
- make sure that we tell you about any important developments in the case and the procedures involved if you have to give evidence in court; and
- fully support the Victim's Charter.
(The Victim's Charter sets out the national standard of service for all victims of crime. You can get a copy from your local police station.)



All of the victims of assault questioned in 1994 were satisfied with the quality of service they received.



If you are a witness

We will:

- reassure and support you;
- offer you advice if we need a statement; and
- give you information on police and court procedures.

(The address of the witness is not included in statements provided to defence solicitors.)

**If you are arrested**

We will:

- explain why we have arrested you;
- make sure we treat you in the most considerate and dignified way possible, in line with the Police and Criminal Evidence Act; and
- make sure we explain your rights and give you a notice setting out those rights.

You can usually:

- speak to a solicitor;
- ask us to tell somebody that you have been arrested; and
- read a copy of the Police and Criminal Evidence Act codes of practice booklet.

We cover the largest police area in England and Wales with less police officers and support staff than almost anywhere else. Our aim is to provide the highest quality policing, the best results and the best value for money. How do we do this?

We provide the best support to meet your needs with well trained officers, the very best in technology and dedicated specialist support staff. We invest all that we can in the traditional style of policing.

Living in the safest place in England and Wales means that insurance costs are lower. In fact, compared to the national average, the savings on your house and car premiums are probably equal to our cost to you each year.

However, we cannot succeed alone. We have known that for a long time. Our whole approach is based on developing partnerships within the community. This includes co-operating with statutory and voluntary agencies and developing Crime Reduction and Prevention Panels to fight local crime problems.

There are over 1700 'watch' schemes, over 300 volunteer special constables and a range of new ideas such as roof postcode marking on trailers and caravans. This partnership with the community allows us to use our resources where they are most needed. Other public volunteers have helped us to re-open small community police stations and to keep others open for longer periods.

- What's the cost?
About 25p for each resident every day - less than a pint of milk!



Things will occasionally go wrong in any organisation. Policing often takes place in difficult and dangerous circumstances. There is always the chance for mistakes to be made though unjustified complaints are sometimes made against police officers.

The number of recorded complaints against officers in Dyfed - Powys is very low. Nearly half are worked out informally by discussion, explanation and when justified, an apology.

When an investigation is necessary, the Deputy Chief Constable is responsible for making sure there is a full enquiry. He then sends the reports to the independent Police Complaints Authority, which assesses the action taken. In some serious cases, the Police Complaints Authority will directly supervise the investigation.

You can get information on how to make a formal complaint from your local police station.

Your comments

Sometimes a comment provides a helpful opportunity for us to examine areas of our service which may need improving.

Please tell us if you are not happy with our service. You can contact the Chief Inspector of our Quality Support Department by writing to:

Police Headquarters
Carmarthen
Dyfed
SA31 2PF.

Or you can phone him on 01267 226282.

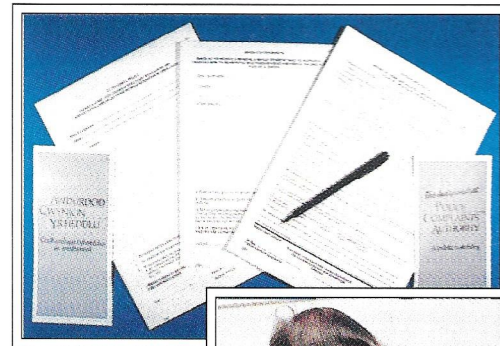
If you think we have provided a good service, please feel free to tell us. As with any other organisation, we also like to be told when we have done well.

'Help us to improve our service.'

What you can expect from us.

We will:

- deal with you politely and fairly;
- investigate your complaint as quickly as possible;
- regularly update you on the progress of our enquiries;
- make sure that if a formal investigation is needed, we complete and send it to the Police Complaints Authority within 75 days (the national target is 120 days); and
- apologise when we are wrong.



83% of the people who answered our survey were satisfied with the overall quality of service we provide.

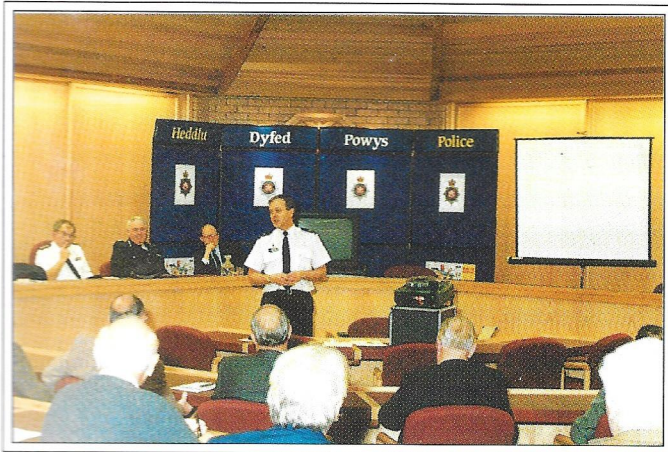


We are committed to new ideas and developments, for example using the latest technology to give you the best police service our resources will allow.

We will take full account of your views when we provide that service. We consult the public regularly to make sure you are satisfied with current policing standards. We want to know your needs and concerns.

We have already carried out two large independent surveys of public opinion as well as surveys of specific groups, for example victims of burglary, assault and road accidents. We repeat this exercise regularly and publish the results in local newspapers and our annual report. Monitoring our quality of service is an important part of planning for the future.

We can only keep a high-quality police service in Dyfed and Powys with your help. We believe that we now have a firm base of good police and public understanding. That positive partnership is the key to providing an excellent police service in the future.



The level of crime in Dyfed-Powys is low, but you can reduce the chance of becoming a victim by taking some simple safety steps.

On foot:

- Avoid short cuts through dimly-lit, deserted areas and paths. Always carry a good torch.
- Never hitchhike or have a lift with a stranger.
- Consider carrying a personal alarm and remember to have it ready in case you need it.
- Keep bags close to your body. If someone does grab your bag, let it go - your safety is more important. Try to remember all you can about the thief and the number of any vehicle.

In your car:

- Plan ahead, including your route, money, petrol, and so on.
- **Don't stop** if you think you are being followed. Drive to a police station or a well-lit area with lots of people so that you can get help.
- Carry a reflective 'HELP' sign in case you break down. Only open the door to members of the emergency services. Ask them to identify themselves.
- Park in well-lit areas and lock all the doors when you leave your car. Always remember to put valuables where they cannot be seen.
- Fit an alarm or other anti-theft device such as a steering wheel lock. You can join the Vehicle Watch Wales Scheme at any police station.

At home:

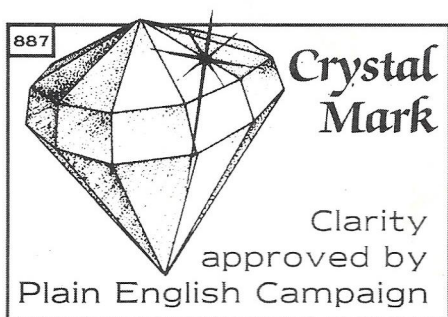
- Fit good-quality locks on doors and windows. Consider fitting a door chain or viewer. Always remember to use them before opening the door to callers.
- Make sure you check the identity of all callers. If you are in doubt, do not let them into your home.
- Keep an eye on your neighbours' property and ask them to do the same for you. You can join a Homewatch Scheme. (Details are available from your local police station.)
- Keep a list of emergency and useful phone numbers near your phone.

This charter is also available:

- in Welsh;
- in braille;
- in large print; or
- on tape.

If you would like one of these versions or have any comments to do with this charter, please contact:

The Chief Constable
Quality Support Department
Dyfed-Powys Police Headquarters
P O Box 99
Llangunnor
Carmarthen
Dyfed
SA31 2PF.



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