

Shropshire Policing Area
Shrewsbury Police Station
Monkmoor Road
Shrewsbury
SY2 5RW
28th July 2022

Dear

On 8th August we are relaunching our Local Policing Community Charter outlining our ongoing commitment to improving our local policing delivery and providing a service that communities both expect and deserve.

Our Local Policing Charter sets out our commitment to a truly community based and holistic policing approach. We want to deliver a consistent, high-quality service that we can be proud of and that not only keeps people safe, but makes them feel safe.

Public safety, crime prevention and protection of the vulnerable cannot be accomplished by the police alone. It takes effective partnership working and strong community relationships. It is only by the police, our partners and the public working together that we can build resilient and safe communities, and both reduce and prevent crime.

Following consultation with local communities, the Local Policing Charter which was launched in March 2021, covers six key areas for improved service delivery: visibility & accessibility, responding to communities, prevention, vulnerability, relationships and partnerships.

It outlines how we will ensure we provide a visible policing presence and how, using local engagement, social media and new digital channels, we will create further opportunities for dialogue so the public can raise concerns, provide feedback, be involved and help shape policing in their area. We will also use these channels, such as our new alert service, Neighbourhood Matters, to update communities as to our activities to keep people safe, and provide information and crime prevention advice.

The charter also sets out how we work with our partners and the public, to listen, understand and respond to community issues. It will focus on persistent problems and concerns to find long-term and sustainable solutions; prioritising the most vulnerable victims, problem locations and repeat offenders with the aim of preventing crime.



The relationships Safer Neighbourhood Teams have with local people and partners is crucial and we want our local communities to know who their local team is and how they can contact them.

Our local service provision is broader than just the Safer Neighbourhood Teams. It involves work right the way across the policing service from our emergency response patrols, to our investigative and safeguarding teams, intelligence, operations and communications departments.

There is already regular evidence of phenomenal work with officers and staff displaying a truly collective effort to protect people from harm and enhance the quality of life of our communities. But there is always more we can do and the police cannot be wholly effective in isolation, strong community relationships and Partnership working are vital.

West Mercia Police is seeking your support with delivery of the Local Policing Community Charter through our collaborative working. I invite you to read the Charter and consider where your agency can help with delivery of the objectives.

An important part of the Charter centres on communities' accessibility to services and information they need. "Neighbourhood Matters" (an on-line web based tool) allows officers and staff across all disciplines and teams from West Mercia Police to send and receive messages to the public via email, text and voice message. It's a vital tool for our force, helping us to strengthen relationships with our local communities and fulfil the policing promises set out in the Charter.

We have nearly 20,000 people signed up with us via the dedicated website **Neighbourhoodmatters.co.uk**. This means we can target specific geographical areas and user groups, sending out alerts about incidents and crime trends as well as issuing crime prevention advice.

We would like to secure your support with raising broad awareness of this tool to enable more people sign up to the system. West Mercia Police can then share our messages even further and receive valuable feedback from the public. In the past we have acted on public replies to provide reassurance, increase confidence and prevent further crime.

We'd really like to hear from you so why not ask your family, friends and colleagues to register too? Sign up now here <https://neighbourhoodmatters.co.uk>

Over the next few months we will regularly be asking for feedback to ensure the Charter is working for all and updating you on what we have been doing as part of our local policing activities. You can follow our updates via the local press and our social media channels using #PolicingPromise."

Thank you for your time and support

Yours sincerely

Superintendent Stuart Bill
Local Policing Commander
Shropshire