

# PUBLIC ACCESS PROMISE

WE'RE COMMITTED TO GIVING LONDONERS MORE WAYS TO ACCESS US

## BY PHONE OR ONLINE



Dialling 999 in an emergency. We will aim to arrive at an emergency call within 15 minutes.



You can dial 101 to contact your local police. We will answer your question at the time or put you in touch with an officer that can.



Reporting your crime online at [www.met.police.uk](http://www.met.police.uk) We will contact you within 24 hours.



Contacting your local Safer Neighbourhoods Team. We will respond within 24 hours.

## FACE TO FACE BY



to see a police officer at a time and location of your choice.

Making an appointment with a local officer. If you have been the victim of a crime we will offer you the opportunity

Visiting a police front counter. We will have at least one 24/7 accessible front counter in every borough. 9 out of 10 Londoners will be within 6 miles of a front counter.



advertised sessions in every ward, for at least 4 hours every week.

Attending a local Safer Neighbourhoods drop-in service at a community venue such as a library or supermarket. We will be available to meet you, during

## DIRECTLY BY



policing across London.

Speaking directly to a local officer whilst they are on patrol. We will put an additional 2,000 police officers into neighbourhood



school. We will have a named officer to contact at all 692 secondary schools.

School pupils, parents and teachers accessing a neighbourhood officer at a secondary



Talking to an officer at a school, college or place of worship. We will be at community locations like this once a month.