RESPONDING TO INCIDENTS

Our Undertaking to you

"Committed to Excellence"

The SBA Police takes pride in providing the best possible service to all people who visit, work or live within the Sovereign Base Areas and our undertaking to you sets out the standards of service you can expect from us when we are answering your calls and responding to incidents

RESPONDING TO INCIDENTS

Emergency Incidents

We aim to answer emergency calls within 10 sec.

We will tell you what will happen next and the estimated time of arrival

We aim to attend any emergency as soon as possible and in any case within 15min.

Non- Emergency Incidents

We aim to answer non-emergency calls promptly, and in any case in no more than 30 sec.

We will tell you what will happen next and the estimated time of arrival

We aim to attend any non-emergency as soon as possible and certainly within 24hrs.

If you are vulnerable or upset we aim to be with you within 15min.

If the call is about an agreed community crime concern we aim to attend within 2 hrs.

If it is agreed that attendance isn't necessary, we will give you advice, answer your questions and/or put you in touch with someone who can help