

Zimbabwe Republic Police (ZRP)

STANDARDS - http://www.moha.gov.zw/zrp_standards.php

The Zimbabwe Republic Police aims to provide a first class service. This calls for total commitment and effort on the part of every member including supporting staff.

This document sets standards of performance in the core areas of policing i.e. Response to Calls, Crime, Traffic, Public Order and Reassurance and Community Assistance.

All members are required to attain and maintain these standards which define the minimum level of service which members of the public can expect to receive from our operational and support staff.

The Force Values

- The highest quality service to the public.
- Maximum co-operation with the public.
- The efficient and effective use of all existing resources.
- The highest professional standards in managerial, operational and personal performance.
- Transparency in both individual and organisational performance.
- Accountability.

As individual officers, we shall carry out our duties:

- Diligently.
- Courteously.
- Without fear or favour.
- With honesty and integrity.
- Within the limits of the law.
- and with due respect for human rights.

These values and norms will remain fundamental guiding principles to our performance and attitudes in future.

RESPONSE TO CALLS

AIM: To attend to all calls promptly and courteously.

TELEPHONE CALLS

All telephone calls to all control rooms/charge offices and all other switchboards shall be answered within 10 seconds.

In all cases the person answering the phone shall be as courteous and as helpful as possible and will always use the standard telephone response. "Good morning/afternoon/evening. Name of police station / establishment). Can I help you?"

PERSONAL VISITS

All people who visit the police station or any other police reception area shall be attended to within one minute of their arrival, at least to find out what they want to be helped with, even if the matter has to be dealt with later.

The people who visit the police establishments shall always be treated with as courteously and as helpfully as possible. In all cases, the appearance of the station and the attitude of the staff shall reflect the highest professional standards.

All reports shall be entered in the Reports Received Book.

SCENE ATTENDANCE

Calls for assistance shall be graded as follows:

Grade 'A' calls:

- Include calls where there is danger to life.
- Violence is being used or threatened.
- A crime is (or suspected to be) in progress or likely to be committed.
- A suspect is present or nearby.
- Evidence may be lost by delay.
- A road accident involving injury or danger to other road users.
- Any other incident judged to require immediate response.

All such scenes shall be attended immediately at least within 10 minutes in urban areas and within 2 hours in rural areas.

Grade B Calls

Include all other scenes requiring police attendance, which are not under Grade A.

All such scenes shall be attended to as swiftly as possible, at least within 3 hours in urban areas and within 48 hours in rural areas.

Letters

All letters requiring response are to be replied within 7 days of the date of receipt, or an acknowledgement sent.

Apologies.

Where we have failed to meet our standard, we should always offer an apology.

CRIME

Prevention

Officers shall take opportunity to use their uncommitted time to identify and patrol high-risk areas and target persistent offenders.

Investigation.

- The first officer at the scene is responsible for preserving evidence and identifying witnesses.
- Early consideration must be given to the involvement of specialist departments.
- If dogs are required, they should be at the scene as soon as possible, at least within 20 minutes in the urban areas.
- If a scenes-of-crime officer or other specialists are required, attendance should be quick, at least within 24 hours in both urban and rural areas.
- Officers attending scenes shall be sympathetic and reassuring to the victim.
- All cases shall be expeditiously and thoroughly investigated, bearing in mind the need for sufficiency of evidence in dockets.

Dealing with suspects

- Suspects shall be dealt with integrity and respect for both their dignity and rights.
- When interviewing suspects we seek to establish the truth, not just those facts, which support the prosecution case.
- Consideration shall always be given to the possibility of a suspect having committed other offences.

TRAFFIC

Response

Attendance at road traffic accidents will be in accordance with the principles of grade response.

Enforcement

Every police officer shall enforce traffic laws and regulations and not just those assigned to traffic duties.

Investigation

No ticket for a traffic offence shall go for more than 3 months without being paid or the culprit arrested.

Reassurance and advice

People involved in road traffic accidents, their relatives and friends are normally distressed and suffering from shock. A sensitive approach and the provision of clear information regarding procedures is essential.

Accident prevention

Drivers of police vehicles shall set an example to other road users. Driving in excess of speed limits or failure to observe regulations must be justified.

Accurate accident reports help planners to reduce accidents and save lives. All accident reports shall be clear and accurate and submitted in time.

PUBLIC ORDER AND REASSURANCE

Response

Where there is a possibility of violence, there should be immediate response.

Use of force

- Only such force as is reasonable in the circumstances may be used to prevent crime or to effect an arrest.
- All officers should be conversant with the golden rules relating to the use of firearms.
- Reducing fear of crime
- Officers on patrol shall ensure that the public is not harassed, particularly those more vulnerable members of society.
- Patrolling officers shall have thorough knowledge of and deal with all problems on their beats.

COMMUNITY ASSISTANCE

Crime Prevention

- Every officer should be able and willing to provide basic Crime Prevention Advice to the public.
- Every officer shall market the idea of hot lines and suggestion boxes so that the public makes use of them.
- We should all encourage and make the best use of neighbourhood watch.