

REPORTING AN INCIDENT

IF YOU REQUIRE IMMEDIATE EMERGENCY ASSISTANCE FOR YOURSELF OR AN ONGOING EMERGENCY INCIDENT

ALWAYS CALL 999 FOR AN IMMEDIATE RESPONSE.

- EMERGENCY FROM A **MOBILE** PHONE – **DIAL 112**

IF YOU HAVE ANY USEFUL INFORMATION AS A NEIGHBOURHOOD WATCH MEMBER PLEASE REPORT IT TO YOUR LOCAL SAFER NEIGHBOURHOOD TEAM OR BY CALLING **SUFFOLK POLICE CENTRAL SWITCHBOARD**

01284 774100 IF YOU KNOW YOUR SNT OFFICER OR PCSO YOU CAN ASK TO SPEAK TO THEM ON AIRWAVES.

If your SNT Officer is not on duty or the Airwave is switched off, you can ask to leave a voicemail message for them – the officer will pick this up when next on duty.

YOU CAN ALSO REPORT ANYTHING NON-URGENT

ALL NON URGENT CALLS WILL INCLUDE:

- An incident requiring the attendance of a Police Officer, but is not deemed an emergency by the caller.
- Passing information that is considered of interest to the Police or in response to specific request for such information.
- Contacting the Safer Neighbourhood Team regarding a local issue.

COMMUNITY INFORMATION HOTLINE - 01284 774029

Encouraging the community to give information **in confidence** to the police about active criminals (answer phone facility available as well)

DON'T WANT TO CALL THE POLICE?

CALL CRIMESTOPPERS

MAKE THAT CALL ABOUT ANY CRIME TOTALLY

ANONYMOUSLY -0800 555 111

JUST TELL THEM WHAT YOU KNOW - NOT WHO YOU ARE

REMEMBER IF YOUR CALL IS URGENT -

ALWAYS DIAL 999 (OR 112 FROM A MOBILE)

All calls will be answered as quickly as possible but, at times of peak demand there may be delays. The nature of the incident will determine the level of Police response and the timescale for the officers attendance; the informant will be advised of this by the Calltaker.

YOU CAN ALSO EMAIL YOUR SAFER NEIGHBOURHOOD TEAM

- ALL EMAIL ADDRESSES ARE ON THE SNT WEBSITES :
www.onesuffolk.co.uk/safersuffolk

ALL INFORMATION REQUIRED FOR YOUR NEIGHBOURHOOD WATCH SCHEME CAN ALSO BE OBTAINED FROM YOUR COMMUNITY WATCH LIAISON OFFICER:

DIANE TOWNSEND

EMAIL: diane.townsend@suffolk.pnn.co.police.uk

TEL: 01284 774499

REPORTING SUSPICIOUS INCIDENTS

Accurate reporting with as much detail as possible can help the Police to react to your call quickly. When you speak to the Calltaker, they will require the following information: -

- **What type of incident has occurred i.e. burglary, suspicious caller**
- **When and where did this happen.**
- **A description of the suspect/s**
- **If a vehicle was used, what type, colour and registration number.**
- **Tell them that you are a member of Neighbourhood Watch.**

The information provided may save the Police considerable time and bring about the swift conclusion of the incident. In some cases the information however small may be part of a bigger picture and could be the final piece of evidence required to make an arrest. It is essential that the person who witnesses the incident is the informant as this ensures accuracy of detail and prompt reporting to the Police. Dependent on the nature of the incident being reported the Co-ordinator is not expected to pass the information on behalf of others.

Incident reporting leaflets are available from your Community Watch Liaison Officers.

Always remember when reporting an incident to the Force Operations Room to inform the Calltaker that you are a member of NW. This enables the Police to evaluate the impact of NW, to publicise successes and provide feedback where appropriate and practicable.

IF YOU NEED MORE INFORMATION ON NEIGHBOURHOOD WATCH PLEASE SPEAK TO YOUR CO-ORDINATOR OR THE CWLO.

**THANK YOU FOR YOUR SUPPORT IN
KEEPING OUR COMMUNITIES SAFER**



Taking pride in keeping Suffolk safe

