



AUGUST 2019

NEWS

POLICE 101 SERVICE

Letter from T/Chief Inspector Ian Trueman (899)



I am writing to you to provide a briefing in relation to the police 101 service. We are approaching the summer months, which are traditionally our busiest time of the year, and there are some important things that we are doing within Hampshire Constabulary in this respect. It is extremely challenging at a time when demand has increased.

Your police force will always prioritise 999 calls. These are emergencies and we remain extremely effective at answering in this respect. Sometimes, however, the sheer volume of 999 calls means that we have to switch staff resources from our 101 service to ensure we are there for those at the highest risk of harm. This is happening more and more.

What this means for those calling 101 is that wait times have increased, and this is clearly a matter of frustration for the public. The question we are asking is how can we best manage this? I have included some information below that I hope is of use and interest to you in your role as a key representative of your community.

There are a number of things we are doing to change our service. One example is online reporting, which can now be done via the force website. It won't be right for everyone, but it is a nationally approved service and one that gives people a choice other than waiting on a phone line.

The amount of resource we have available is also relevant. The demand on each and every call handler is increasing, and we have not been able to afford more people. We have reviewed in detail the efficiency of how our handlers take calls and record the information they have to and there is no give here either. If anything, the increase in offences that are not emergencies but where there is a risk means that we are having to take longer per call.

All of this means that there are no easy solutions, and we are not alone as a force in tackling this. Recruitment is one possibility were the funding to be available, as it has been in some other areas. We are looking to understand this, but we have to be absolutely sure it is the right thing to do when the alternative might be to spend that money on police officers or PCSOs, and recruitment is not a quick fix. Call handlers are extremely skilled. Their training takes a considerable period of time, and it is important that this is thorough as they make the decision whether to deploy a police officer or not to an incident.

We have all seen on the news examples of members of the public calling emergency services for utterly inappropriate reasons. For example, just recently there was a report regarding someone who was complaining about pizza delivery. This is so frustrating when it means that someone who really needs us is having to wait longer than they should. There is, however, another level of demand that is also hindering our best efforts. That is why we are encouraging the public and other public sector agencies to think very carefully about whether the police are the right service to call

before phoning 101, or advising people to call 101. Too often there is no crime or incident to report, and again people who need us are kept waiting or give up all together.

We are keen to promote the new online reporting services that I highlighted earlier. These are not a substitution for 101, but they do give people another choice.

Anything that you can do to help support us by sharing key points in this information or advising the public of how they can support us would be very welcome.

Kind regards

Ian

T/Chief Inspector Ian Trueman (899)

New Forest District.

Lyndhurst Police Station,

Romsey Road, Lyndhurst. SO43 7NR

101 Ext 4671 230

07392 314368

NEIGHBOURHOOD POLICING TEAM ON FACEBOOK & TWITTER

Letter from Inspector 22457 Scott Beney



Dear All

We have set up Facebook and Twitter channels for each of our 7 stations with the following names (the Facebook and Twitter channels are both named the same).

- Ringwood Police
- Fordingbridge Cops
- Lymington Cops
- New Milton Cops
- Totton Police
- Waterside Cops
- New Forest Heart Cops

We are keen for the communities to be aware of these ways of being able to find out about what's going on in their areas by following these pages.

Any help the town and parish councils can provide in promoting these with our local communities would be much appreciated.

Kind Regards

Scott

Inspector 22457 Scott Beney

New Forest Neighbourhood Policing Team

W: 07392 314 431

You can follow what's going on in your area on Facebook or Twitter on the following channels:
@NewForestCops - @NewMiltonCops - @LymingtonCops - @RingwoodCops - @FordbridgeCops

CYBERCRIME SURVEY - chance to win £50 worth of M&S vouchers



Neighbourhood Watch has today launched a landmark new survey to understand the impact of cybercrime on communities across England and Wales.

Traditionally Neighbourhood Watch has been focused on keeping people safe in the places they live but with the advent of new technology, it's clear people can be at their most vulnerable when they occupy online spaces. Action Fraud, the national fraud and cybercrime reporting centre run by the City of London Police, revealed that last year cybercrime victims lost £28m to online criminals. It reports more than 12,000 cases of cybercrime every six months.

With the threat from online criminals only ever increasing, it is essential we understand the impact this type of crime has on members as well as their understanding and perception of

cybercrime.

The survey, designed in conjunction with cybersecurity company Avast, takes just 10 minutes to complete and one lucky responder will be in with a chance to win £50 worth of Marks and Spencer vouchers.

The survey can be completed via the following

link: https://www.surveymonkey.co.uk/r/nw_cybercrime

It would be great if you could share the survey with other Neighbourhood Watch members particularly those who have been victims of cybercrime.

This news story on our website can be shared with friends, family and neighbours or on your social media profiles: <https://www.ourwatch.org.uk/landmark-cybercrime-survey-launched/>

Kindest regards,

**Central Support Team,
Neighbourhood Watch Network**

NEW FOREST DISTRICT COUNCIL – FORWARD PLAN



The Council's Forward Plan is now available on the Council's Website via the link

<http://www.newforest.gov.uk/CHttpHandler.ashx?id=460&p=0>

Regards

Jane Bosworth


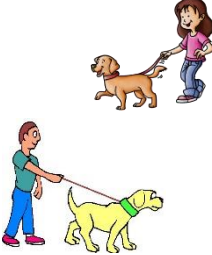





Secretary (Members and Governance & Regulation)







New Forest District Council

Tel: **023 8028 5588**

CALENDAR OF EVENTS

	6 July to 8 Sept	NEW FOREST TOUR Open top safari through magical landscapes. Enjoy grandstanding views of the New Forest National Park. Go to thenewforesttour.info for further information and to book tickets Concierge service also available at Brockenhurst Station
	1	MATHER SNOOKER CLUB 7pm Bramshaw Village Hall, Bramshaw, Lyndhurst, SO43 7JE
	1	BRAMSHAW WI 2 pm for 2.15 pm SHORT POEMS, some funny, some poignant - Fiona Mobbs. Visitors welcome. Contact Juliet Halliday 02380 812397 juliethalliday365@gmail.com
	7	WILD WEDNESDAYS New Forest Reptile Centre (off A35 south of Lyndhurst) Enjoy a date with nature at the Reptile Centre with fun activities for the whole family. Quiz trail and making activities for children. See their Nestcam video for bird of prey's nest, as well as at the reptiles and amphibians. Drop in 10:30am-3:30pm Car parking donations welcome. Dogs welcome on leads Enquiries: 0300 067 4601

	<p>8</p>	<p>MATHER SNOOKER CLUB 7pm Bramshaw Village Hall, Bramshaw, Lyndhurst, SO43 7JE</p>
	<p>10</p>	<p>BARK RANGER WALK Deerleap car park, Totton, SO40 7EH Bring your canine friends along for a walk that's all about them! Led by a National Park Ranger and Natalie Light, a behavioural specialist, pick up top tips on how to keep your dog safe and happy whilst out walking on the Forest. It includes activity stations to practice likely scenarios you may encounter whilst out walking in the New Forest, as well as learning about the fascinating history, flora and fauna of this special place. FREE event. Booking required. Suitable for all. Dogs must be kept on leads Enquiries 01590 646600</p>
	<p>13</p>	<p>HORTICULTURAL SOCIETY BIRDS IN YOUR GARDEN – Steve Oakes Bramshaw Village Hall, 10:00am until Mid-day Sue Yandell 02380 812994</p>
	<p>14</p>	<p>WILD WEDNESDAYS New Forest Reptile Centre (off A35 south of Lyndhurst) Enjoy a date with nature at the Reptile Centre with fun activities for the whole family. Quiz trail and making activities for children. See their Nestcam video for bird of prey's nest, as well as at the reptiles and amphibians. Drop in 10:30am-3:30pm Car parking donations welcome. Dogs welcome on leads Enquiries: 0300 067 4601</p>
	<p>15</p>	<p>MATHER SNOOKER CLUB 7pm Bramshaw Village Hall, Bramshaw, Lyndhurst, SO43 7JE</p>
	<p>15</p>	<p>FUN IN THE FOREST Wilverley Inclosure car park, Brockenhurst, BH25 5TZ Catch up with the New Forest Rangers for a host of activities such as scavenger hunts, colouring and crafts. Wear old clothes and wellies and be ready for forest fun! Drop in 10am-3pm. No booking required Suggested donation £1/child. Suitable for all (children must be accompanied by an adult) Enquiries: 01590 646600</p>
	<p>20</p>	<p>SUMMER WILD PLAY DAY Whitefield Moor, Brockenhurst, SO42 7QB Discover fun ways to explore, play, and get creative in the outdoors, from your back garden to the New Forest woods, streams, and heaths. Create some forest art, sail leaf boats, explore with scavenger hunts and much more. Drop in 10am-3pm. No booking required Suggested donation £1/child. Suitable for all (children must be accompanied by an adult) Enquiries: 01590 646600</p>

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	<p>22</p>	<p>MATHER SNOOKER CLUB 7pm Bramshaw Village Hall, Bramshaw, Lyndhurst, SO43 7JE</p>
	<p>27</p>	<p>BRAMSHAW PARISH COUNCIL MEETING Time: 7:30pm. Venue: Community Room of Bramshaw Village Hall, Lyndhurst, SO43 7JE. NB This meeting will only take place in the event planning applications need to be discussed. Please see the Bramshaw Parish Council website for publication of an Agenda or notification of cancellation.</p>
	<p>28</p>	<p>WILD WEDNESDAYS New Forest Reptile Centre (off A35 south of Lyndhurst) Enjoy a date with nature at the Reptile Centre with fun activities for the whole family. Quiz trail and making activities for children. See their Nestcam video for bird of prey's nest, as well as at the reptiles and amphibians. Drop in 10:30am-3:30pm Car parking donations welcome. Dogs welcome on leads Enquiries: 0300 067 4601</p>
	<p>29</p>	<p>MATHER SNOOKER CLUB 7pm Bramshaw Village Hall, Bramshaw, Lyndhurst, SO43 7JE</p>
	<p>29</p>	<p>FUN IN THE FOREST Anderwood car park, Lyndhurst Road, BH24 4HS Catch up with the New Forest Rangers for a host of activities such as scavenger hunts, colouring and crafts. Wear old clothes and wellies and be ready for forest fun! Drop in 10am-3pm. No booking required Suggested donation £1/child. Suitable for all (children must be accompanied by an adult) Enquiries: 01590 646600</p>

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bramshawclerk@outlook.com

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