Improving our response when you call 101

Every non-emergency caller to Northamptonshire Police will be offered the option of being called back, in a bid to cut the length of time that callers wait on the phone.

All 101 calls are initially answered within 60 seconds for triage - the caller is asked the reason for their call, the threat and risk is assessed and then the call is prioritised and given a category, A or B.

Calls are then placed in a queue and can go down instead of up if more urgent matters come in.

Now, all 101 callers will be offered a call back by the Force if they have to wait for six minutes for a category A or 10 minutes for a category B call.

At the same time, a campaign is being run to explain what happens when you call 101 and why callers sometimes have to wait.

The campaign also explains that a host of non-urgent information can be passed to the police easily and conveniently using online reporting forms.

Northamptonshire Police control room takes around 1,178 calls each day and the same team of call handlers deal with every call.

The Force is one of the best in the country at answering 999 calls, handling around 350 every day and answering more than 90 per cent within 10 seconds.

Only around 176 calls each day relate to crime.

Superintendent Ash Tuckley, who is in charge of the control room, said: “All calls come through to the same control room and to achieve our exceptional performance with the most urgent calls, we need to make difficult decisions about priorities.

“We know that people don’t like waiting on the line and hope that this campaign and pledge will better inform callers of how long they can expect to wait, or prompt people to consider if it is something they can do online.”

Northamptonshire Police, Fire and Crime Commissioner Stephen Mold, said: “Waiting times for callers to 101 are frequently raised with me. I want people to receive the best possible service and also to understand why they may have to wait when they call. Alongside this pledge, we are looking at ways to provide better online and digital tools to make sure that people can report issues quickly and simply in a way that suits them best.”

You can find out more about the campaign and view the video at www.northants.police.uk

The call-back standards

Category A calls are considered to have a higher level of threat, risk or harm but are not emergencies. After six minutes the caller will be offered a call back within the next three hours. Last year, the average answer time was 2.34 minutes.

Category B calls have a low level of threat, risk and harm and are not emergencies. Callers will be offered a call back after 10 minutes. Last year, the average answer time was 4.23 minutes.
A new team has been set up within Northamptonshire Police to crack down on burglary.

Last month, Northamptonshire Police, Fire and Crime Commissioner Stephen Mold and Chief Constable Nick Adderley made a commitment that police will visit every victim of burglary to their home.

The Force Burglary Team consists of nine officers, with support from other specialist intelligence, forensic and proactive resources and they will work under the banner of Operation Crooked.

The Team will be issuing appeals for known offenders they want to put behind bars for burglary offences and sharing crime prevention advice to help people to protect their homes. Early indications are that the Team has had an immediate impact on the number of burglaries – there will be an update on progress in future newsletters.

Det Ch Supt Mark Behan said: “Tackling burglary is a priority for us and the creation of a burglary team within CID will not only look to reduce the number of burglaries that take place across the County, but also deliver quality investigations into offences that lead to forensic hits, arrests, charges and convictions.”

Northamptonshire Police, Fire and Crime Commissioner Stephen Mold said: “People told me that they wanted to see a tougher line on burglary and I was keen to see more action on this issue. Operation Crooked and the burglary team are a major step in the right direction of getting criminals on the run.”

Just weeks after being rolled out across the force, specialist trauma response kits have already been used by Northamptonshire Police to assist a seriously injured person.

Officers based in the Kettering Response Team were grateful to have the medical pack available when they recently attended an incident where a woman was injured and needed urgent medical attention. With the kit, officers were able to provide immediate support until East Midlands Ambulance Service arrived to take over.

The enhanced training programme is being rolled out to every police officer, community support officer, Special Constable and some members of police staff, to improve both public and officer safety.

The kits, funded by Northamptonshire Police, Fire and Crime Commissioner, contain a tourniquet, emergency bandages and haemostatic gauze, designed to create a clot and staunch major bleeding – all equipment which can be used to administer potentially life-saving emergency first aid.

Northamptonshire Police Operations Training Officer, Matt Bradbrook, (pictured) said: “The trauma response kits are an essential piece of equipment for officers who are often the first at the scene of an incident.”

Northamptonshire Police, Fire and Crime Commissioner Stephen Mold said: “I am proud of the training that Northamptonshire Police officers receive, and the way they respond to emergencies without any thought for the risks they face. These kits and the training to use them will take that response to the next level.”

It is believed that Northamptonshire Police is the first in the country to deploy the trauma kits.
Applications now open for three grant funds

A new range of grant funding is now available and open for applications through the office of Northamptonshire Police Fire and Crime Commissioner Stephen Mold.

This year, three different funds are available that will give a wider range of community groups, charities and other voluntary organisations options to seek funding, with more than £250,000 being made available.

**The Making Northamptonshire Safer Fund** (total of £100,000) provides grants of between £3,000 and £10,000 to groups carrying out projects that support the aims of the Police and Crime Plan: early intervention and preventing crime; enforcing robustly to fight crime and protect people; putting victims at the heart of justice and reducing reoffending.

**The Northamptonshire Road Safety Community Fund** (total of £150,000) is supported by the Safer Roads Alliance and gives grants of between £500 and £5,000 for initiatives that support the Northamptonshire Strategic Road Safety Plan: speed reduction; anti-social road use; distraction driving; drink or drug driving; road victims and their families; use of seatbelts; child restraints and seats; educational initiatives leading to positive behaviour change.

**The Tackling Hate Crime Fund** (total of £11,000) is provided by the Northamptonshire Hate Crime and Anti-Social Behaviour Delivery Group and is open for bids of between £1,000 and £11,000 for initiatives that will: support victims of hate crime or hate incidents; support confidence in reporting; support work with offenders to successfully change behaviour.

Applications are now invited for all three funds, and the current round closes on May 31. Further details and application packs are available at www.northantspfcc.org.uk/community-grants
PC Oliver Charter, said: “The Vauxhall GTC we have seized is now being used by dedicated disruption police officers like myself to target the most prolific offenders and gang leaders who live and offend in Northamptonshire.

“The car will be used alongside other vehicles to intercept, seize and disrupt criminals and their families, making their current way of life as hostile as possible. The ultimate goal is to rehabilitate them and persuade ex-offenders to engage with us and get back into education or employment.”

If someone you know, is in, or at risk of being in a gang – or if you are simply concerned about someone, please call CIRV’s 24/7 hotline on 07539 183975.

A car seized from criminals now used to catch them

A car seized from a drug-dealer in Wellingborough under DVLA Legislation is now part of Northamptonshire Police’s fleet and is being used to disrupt criminals across the county.

The Vauxhall GTC was seized from a disqualified, uninsured driver with links to drug supply in the Queensway area of Wellingborough. It has now been fitted with ANPR technology, sirens and covert lighting and is being used by the Force’s AIM Team as part of the CIRV (Community Initiative to Reduce Violence) programme.

CIRV is a multi-agency project designed to reduce gang violence, not necessarily by locking gang members up, but by working with them to show them the consequences of the life they are choosing to lead and offering an alternative pathway through support, job opportunities and other change programs.

Police officers and firefighters are tackling inconsiderate and illegal parking outside schools in East Northamptonshire.

A fire engine drove through numerous streets including Victoria Road in Irthingborough, Wharf Road in Higham Ferrers, Market Road in Thrapston and Wymington Road in Rushden to demonstrate the dangers posed by parking inconsiderately.

Over the past few months, parking outside schools in the area has been poor, causing a hazard to pedestrians and other road users.

PC Paul Mitchinson, said: “Issues with school parking is something we hear about a lot and it has been especially bad in this area over the past few months. We wanted to do something about this before someone is seriously injured.

Police and Fire team up to tackle school parking

Watch Manager Rob Berwick, from Northamptonshire Fire and Rescue Service, said “Not only does poor parking pose a potential danger to pupils and other pedestrians but it can also cause access issues for our fire engines.”

Police, Fire and Crime Commissioner, Stephen Mold, said: “We would like to resolve this matter sensibly with the support of parents and I fully endorse the use of enforcement action against those who consistently ignore our appeals.” If you are experiencing similar issues, please contact the Commissioner’s office and let us know.

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