



Steyping Council Meeting

June - July 2014

St Andrews Pre School Visit.

I visited the pre school on Monday 30 June to speak to the children about personal safety. The visit went really well and the children learnt about how to contact the police in an emergency, stranger danger and the stop, look listen live information for road awareness.

Property Marking.

Members of Steyping Neighbourhood Policing Team held three separate property marking sessions between Thursday 12 June to Saturday 14 June. Visits were made to Steyping Lower School and Henfields St Peters School to mark scooters and bikes for students.

On Saturday the day was split between Fletchers Croft Steyping and Deer Park Henfield and this was also the beginning of bike awareness week. Crime prevention advice was given to all that attended and in total 136 items were property marked over the three days and lots of shed alarms and purse bells were given out.

I will be holding more property marking events in the near future and I will also carry property marking equipment and information to all my Police surgeries (CAMUS).

Partner Agencies.

PCSO Hull and I attended a meeting with the Alzheimer's Society on Tuesday 24/06/14. This was an opportunity to link in with carers and health professionals to better understand the illness and the affects on family members. It was also a good chance to address current police processes and look at ways of improving our service.

Police Contact Centre.

We regret that some members of the public are experiencing some delays in their call being answered when phoning the 101 non-emergency number, and apologise for any frustration and inconvenience caused by this. We always receive higher call volumes during the summer period, and in addition to this, staff levels are lower than usual with the Contact Handler role down by 50 staff under what we would normally be.

This is a temporary situation whilst we move to a new staffing structure over the coming months in our Police Contact Centre as the Department goes from multiple call-handling centres in Lewes, Brighton, and Hayward's Heath to a single site at Lewes HQ, as well as the embedding of a new IT and telephony system. The 'Go Live' for the single site and new technology is planned for September 2014.

Sussex Police is committed to tackling the issue and to minimise the impact on public service; 40 new contact handlers were recruited between March and May this year, and have recently been fully trained and are now in operation. A further 30 contact handlers will be recruited during June, July and August and will complete their training by mid September.

Plans are being implemented as quickly as possible, but callers may experience longer waiting times than usual over the next couple of months, and as staff continue to adjust to the new systems in September. We expect to be back on track in the late autumn with an improvement in response times, once the system is fully integrated. We'd like to thank callers for their patience and understanding while we resolve the situation.

If calling the 101 number, the call is charged at a fixed rate of 15p for the entire duration of the call. Sussex Police is encouraging the public to make contact in a number of other ways if the matter is not urgent. A

number of crimes can be reported online at www.sussex.police.com including Anti-Social Behaviour, theft, anti-social or dangerous driving, lost and found property and many others. The public can get advice and general information using the help centre tool on the Sussex Police website. "

Local priorities.

I now have a new Facebook page under Steyning Neighbourhood Policing Team. I intend to use this site to link in with residents regarding local concerns. Every month I will select three priorities from the website and work towards improving the situation. Please add me and spread the news.

Current priorities:

- 1) Property marking.
- 2) Speeding.
- 3) Cyber security.

Street Surgery:

PCSO Tom Slaughter will be holding a PCSO surgery on Wednesday 13/08/14 between 10:30-11:00 at the outside the Co-operative on the Steyning High Street. Local residents are welcome to go along and speak with Tom about any policing matters they wish to discuss.

Contact details.

101 - Police non emergency contact number.

999 - Police emergency response number.

For all other slow time enquiries please contact me on 101 584219 or on 07917073587.

Tom Slaughter

[Police Community Support Officer](#)

Neighbourhood Policing Teams, Steyning Police Station, Charlton Street, BN44 3LE

This police station front office is open Monday to Friday from 10am until 2pm.

Tel: 101 or 01273 470 101 Ext. 584219 E-mail tom.slaughter@sussex.pnn.police.uk

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