Hello

When you need the police, do you know the different ways to contact them?

Local policing matters which is why Sussex Police has produced a bespoke contact card for each district with all the different ways you can get the right help from the right people in a timely manner like the Arun district contact card (pictured right).

It gives details of how you can contact local prevention teams by email or phone to report non-emergency police matters or concerns in your community. For your local card and details of your local prevention team, search for your district at the top of any page on the Sussex Police website.

Policing, like other public services, is facing enormous changes in the way it does business – balancing efficiencies and effectiveness whilst striving to provide a service that reflects public expectations.

Recently a panel of residents took part in a Sussex Police survey where they were asked how best the service could engage with the public in the future. The responses showed that, while traditional contact methods such as telephoning the police continue to be important, online, social media and email were also the preferred communications channels.

We expect our police service to be modern and flexible so it is absolutely right that there should be a range of ways we can contact the police if and when we need to. I am pleased to see Sussex Police spending time helping the public understand when and where to go for help.

If an emergency response is not required but the police are still the right service to call then there are other options

In an emergency situation always dial 999 if there is a risk to life, if a crime is in progress, when violence is being used or threatened at that time or someone suspected of a crime is nearby.

The Sussex Police Contact Centre deals with more than 600 emergency calls a day and, while most members of the public know when to dial 999, it is important to reiterate this so police can respond to those members of the public who need them most.

If an emergency response is not required but the police are still the right service to call then there are other options.

You can use the 101 number for non-emergency issues; for example to report suspicious behaviour or to report a theft. Sussex Police receives more than 1,250 calls to 101 each day. Some of these are not police matters so callers are redirected to the relevant organisation. If there is not a need to speak to someone, you can also report online for a number of things, including crimes. If a response is required, this will be acted upon within 24 hours. You can report online here.

I continue to review all aspects of local policing and will be asking the Chief Constable for an update on the performance of the 101 call centre at my Performance and Accountability Meeting on Friday 15 September which can be viewed online here.

To make getting in touch easier with my office I’ll soon be launching an updated website. Please help me to shape it by taking a look at the preview version of the site here and completing the user feedback form here.

Katy Bourne
Sussex Police & Crime Commissioner