



BRANDON PUBLIC MEETING

A public meeting was held at Tuesday 18 October at Brandon House Hotel, 79 High St, Brandon, IP27 0AX on at 18:30 hrs.

PRESENT:

Office of the Police & Crime Commissioner

Sandra Graffham (Communications Manager), Tim Passmore (Police and Crime Commissioner) and Vanessa Scott (Policy Officer).

Suffolk Constabulary

Inspector Mark Shipton (Locality Inspector – Mildenhall) and Gareth Wilson (Chief Constable).

1. POLICE & CRIME COMMISSIONER OVERVIEW

- 1.1 The PCC welcomed 23 members of the public to the meeting and made introductions. The PCC gave a presentation on the key elements of his role and action taken over the past year. A copy of the presentation slides will be attached to these notes for the record.

2. POLICING UPDATE

- 2.1 Following an overview of the position across the county from the Chief Constable, Inspector Mark Shipton gave a presentation on policing in the Brandon area; a copy of their slides will also be attached for the record.

3. KEY AREAS OF DISCUSSION

- **VISIBILITY** – A member of the audience felt there was much less visibility of the police officers and PCSOs and he felt visibility was a key element in deterring crime. The Chief Constable advised that SNT staff were still available in the locality to problem solve and work with local communities and they were backed up by countywide response officers and investigation staff. There were sufficient resources to deal with crime and emergencies but it was imperative that staff on local areas were dealing with issues in the locality and problem solving

- **LOST PROPERTY**– A member of the audience advised he had taken on responsibility of lost property in his area. The Chief Constable said that where an item found is valuable or dangerous of course people should be able to bring that to a main police station. However, in most cases the person finding the item could take appropriate steps to return it e.g. if you find a wallet with a bank card it could be taken to a bank branch, a passport to the Passport Office, a driving licence notified to the DVLA etc. He had heard of quite innovative local solutions such as charity shops acting as local point for lost property items, if people are happy to do that it is a helpful, local way forward.
- **CALL ANSWERING:** A comment was made about a lack of confidence in the service due to length of time spent waiting for calls to be answered. The Chief Constable advised there had been significant investment in a new Constabulary website to take pressure off the 101 call takers and in new IP Telephony which will be operational next year. Chief Constable also advised that a queue-buster service which calls callers back is also being considered.
- **NEIGHBOURHOOD WATCH** – A member of the audience said the local NHW missed the PCSO who would provide a rundown of recent criminal activity. This communication was really important and valued. The Chief Constable recognised that communications was essential and that several mechanisms had been put in place to ensure that communities got information from the force. The SNT newsletter and Police Connect were critical to those communications being timely for local communities.
- **FOREST HEATH CRIME PREVENTION PANEL:** A concern was expressed that since the adoption of the Suffolk Local Policing Model the contact with the Constabulary is more arm's length. There is no longer a crime reduction officer at Mildenhall and that prevents the ongoing engagement of local policing with important community activities such as crucial crew. Discussion around possibility of the local police being involved in the awards ceremony.
- **SCAMS:** A member of the audience shared his experience relating to being a victim of a scam. There followed a discussion about the increase in technology related crime and the importance of crime prevention and on-line security, changing passwords regularly etc. It was recognised that most people have home computers and other devices and so can fall victim to on-line crime more easily.
- **SPEEDING:** A local resident was concerned that the police are taking less action with speeding motorists. He felt there was regularly excessive speeding through A11 fiveways. The PCC advised that a lot of ongoing enforcement is undertaken and specific investment has been made in a smaller enforcement van to respond better to community concerns.

The PCC thanked everyone for attending and closed the meeting at 20:07 hrs.