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Neighbourhood Watch Members Meeting and AGM

1st July 2025 at 7pm

The Coddendam Centre, Mary Day Close,
Coddendam, IP6 9SR



Minutes

(1) Welcome and apologies

Nick King (NK) welcomed attendees to the meeting. All attendees briefly introduced themselves, including our speakers: Temporary Chief Inspector Connor Lyon of the Suffolk Constabulary Futures Hub and Inspector Roger Salmon of the Suffolk Constabulary Contact and Control Room. The meeting was also attended by PC Guy Ainsworth, SNWA single point of contact within Suffolk Police.

(2) Speaker1:

Temporary Chief Inspector Connor Lyon Neighbourhood Policing Operating Model and Plan

Connor gave an update on the further development of the County Policing Command (CPC) since our 2024 AGM. The operating model was launched in December 2023. The CPC has three parts: the Community Policing Teams (CPT), the Response Investigation Teams (RIT) and the County Partnership and Prevention Hub (CPPH). The CPT focus on neighbourhood policing, problem solving and key offence investigations including:

- Anti-social behavior (ASB)
- Youth produced sexual imagery
- Youth offending likely to be resolved out of court
- Hate crime

The operating model was evaluated between January and April 2025. Overall there have been very good outcomes from the new model, particularly with respect to police engagement with the community. CPT recorded engagement instances increased to 20,727 compared to 1,187 in the 12 month period before. CPT attendance at key community areas and events is now based on evidence of benefit, rather than relying on regular attendance without evaluation. CPTs now focus on creation of problem solving plans (PSP) to overcome local issues and address the root causes of crime. Further improvements are planned as a result of the review. ASB demand decreased by 42% since implementation of the new operating model and the Right Care, Right Person initiative.

The review of the CPPH resulted in new Terms of Reference for the unit, more aligned with the Suffolk police and crime plan and rebranding as the Hub. Further roles will be developed as part of the operating model phase 2.

The Digital Engagement review has resulted in greater focus on re-sharing of social media posts by targeting content more effectively, improving training in social media, wider use of the digital contact desk and ongoing exploration of opportunities for better two-way communications such as the Neighbourhood Alert messaging system.

DRAFT

The national Neighbourhood Policing Guarantee (NPG) has been launched in the last year and aligns well with the Suffolk CPC. There are five key pillars within the NPG:

- Police back on the beat: A Neighbourhood Policing Team in every local area, carrying out intelligence-led and visible patrols, including in town centres and on high streets.
- Community-led policing: A named, contactable officer for every neighbourhood, responsive to local problems. (This has already been achieved in Suffolk)
- Clear performance standards and professional excellence
- Crackdown on anti-social behaviour: Neighbourhood policing teams will have tougher powers, and be supported by other agencies, to tackle persistent anti-social behaviour.
- Safer town centres: Neighbourhood policing teams will crack down on shop theft, street theft and assaults against retail workers.

Nationally there will be 13,000 extra police personnel over the next four years to support the NPG. Suffolk has identified the first key roles to be filled by their share of the new officers this year and are beginning the implementation plan.

A Hotspot Action Fund for 25/26 has been confirmed and 25 sites across Suffolk have been selected for intervention including use of Facial Recognition systems.

A Safer Streets Summer initiative will take place this year including:

- Increased town centre patrols
- Maximise use of out of court resolution and ASB powers
- Increased security on key transport hubs/routes
- Transparency and raising awareness with the public

(2) Speaker 2:

Insp Roger Salmon Police Control Room Operations

Roger began by walking through an example of call that had come into the control room regarding a high risk missing person and the use of digital technology to resolve the problem.

- 21:24 Initial report that person was missing from a supported housing scheme
- 21:33 GoodSAM message sent to the missing person's mobile phone
- 21:55 Police Inspector involved, dog unit plus two other units despatched
- 22:21 the on call police search advisor contacted.
- 22:38 Police use of phone ping requested to locate the phone
- 23:18 GoodSAM message opened by missing person indicating precise location
- 23:26 spotted female on a remote promontory 20-30m out at sea
- 00:52 subject rescued by coastguard and other emergency services

Roger described the Suffolk Police Live Chat capability which is accessible by PC or phone from the Suffolk Police Homepage (<https://www.suffolk.police.uk/>) and is open 08:00 to 21:30 every day of the year. After completing a few initial questions users are connected to a human member of the control room staff.

Roger gave examples of using the live chat system:

- A passenger in a car who was concerned that the driver was drunk was able to report the problem directly to the police without drawing attention from the driver, who was subsequently stopped and arrested.
- A user making enquiries related to some court papers
- Victims reporting sexual abuse online

DRAFT

Typical initial response to chat requests only take 6 seconds, making it a very rapid and useful channel for communications.

Roger played two audio recordings of bizarre calls into the control room that waste police time. One into the 101 service asking questions about why a spade was seen in a police patrol car and a second into the 999 emergency service because the caller could not buy a drink with their bank card.

The process flow for the 101 and 999 calls was described. Between 08:00 and 22:00 101 calls are triaged by an initial answering switchboard. Simple enquiries may be dealt with directly by the switchboard operators. Calls that relate to non-policing issues will be "Signposted" to other services e.g. NHS or Council. Calls which require police attention are then allocated into one of a number of "pots" depending on the call topic. Each pot will have different priority, e.g. domestic abuse would be high priority and answered quickly as opposed to, for example, parking issues which would have a lower priority. This explains why call response times vary on 101 dependent on the nature of the call. Outside the hours of 08:00 and 22:00 there is no triage switchboard and calls are answered directly by police call handlers. 999 calls are answered by BT and callers are then directed to the relevant emergency service call handler.

Over last two years major improvements have been made in the Suffolk Control room. Call handling statistics were shown for the last 2-3 years indicating that response times were generally below expectations until the end of 2024, whereas since January 2025 response time statistics exceeded expectations. During May 2025 there were 9629 emergency calls into Suffolk Control room, which is a reduction in volume from previous years and a result of some issues being handled by the digital desk etc. Suffolk Police are currently answering most 999 calls within 6 secs and 80-90% of 101 calls are answered within 5 mins.

Roger showed examples of how to report crimes via the Suffolk Police homepage. Local CPT team information can also be found by using the postcode search facility. Every CPT team has a "Contact Us" form where information can be reported and will be responded to within 72 hours.

Roger closed by recommending that everyone should download the What3Words app for identifying a location by three random words (<https://what3words.com>). This can be very useful if you are in an unfamiliar location and need to ask for police assistance.

Families of people with dementia might like to consider GPS tracking tags to help locate individuals who wander uncontrollably e.g. <https://www.apple.com/uk/airtag/>

Suffolk Police frequently recruit Police Staff roles within the contact and control room.

(2) Questions & Answers to the above:

- Graham Holmes – What is the route into the "Contact Us" page for the CPT? – Directly from the Suffolk Police home.
- Rob Woolnough – Is the CPT response time 72 hours? - yes but only for non-urgent enquiries. Do Suffolk Police own a facial recognition vehicle and do you have to advertise its use? – Suffolk Police do not have their own vehicle and any use of facial recognition in public has to be announced through a formal process.
- Mark Smith – Does Suffolk Police have plans for a database of CCTV doorbells etc? - Not at this time, but it might be included in future.
- Tony Spall – Are there any communications links with Crime stoppers – yes they are linkages in place
- Nick King reminded everyone to mention NW if they use the 101 or 999 or live chat services, and to remind their scheme members to do the same.
- Eric Sewell and Brian Sivyer both commended the 101 service giving recent examples of fast and accurate police responses to reported issues/problems.

DRAFT

- Karen Macfadyen – How do the 999 call volume patterns and 101 call volume patterns vary through the day? - 999 calls pick up from 2pm and are then high until 10pm. 101 calls pick up from 11am. In the year to May 2025 there were approx. 220,000 combined 101 and 999 calls.
- Nick King asked to hear more about signposting of 101 callers – other services are available at different hours and through different channels compared with police. Some issues are more appropriately dealt with by other agencies e.g. environmental health teams in local authorities often have powers to check on suspicious drug activities at properties more effectively than police.

Nick King thanked the speakers from Suffolk Police for their excellent input.

There followed a short break for refreshments and to look at the safety/security equipment on sale from Eric Sewell.

(3) Suffolk Neighbourhood Watch Association Annual General Meeting

i. Apologies for absence:

Angie Barnettson, Trevor Gibbons, Wendy Gilmour, Andy Tucker, Mary Russell, Maggie Talmer, John Bolden, Godfrey Pearson, Alan Berriman, John Rumble, Dick Hampshire, John Sones, Ian Crocker

ii. Review of draft minutes to 2024 AGM and matters arising: as published on our website.

No matters were raised and so the 2024 minutes were approved.

iii. Committee's Annual Report: as on website.

No questions were raised.

iv. Treasurer's Annual Report & Accounts: as on website.

No questions raised.

v. Election of officers and committee: the following roles were proposed by Claude Brand and seconded by Brian Sivyver:

- Chair: no one elected to this role.
- Treasurer: Angie Barnettson
- Secretary: Paul Garner

A new role was proposed by Brian Wilson and seconded by Graham Holmes

- Police Liaison: Mark Smith

Committee members now also include: Graham Holmes - Database officer, Nick King - Funding officer, Tony Spall – Communications officer, Brian Sivyver – Area Coordinator, Trevor Gibbons – Area Coordinator

Angie will be treasurer for 2025/6 and so we will be looking for a new treasurer next year.

vi. AoB

- Nick King noted the success of the Lottery Project funding of approx.. £13k over 2 years. The SNWA plan is to make NW more visible and more professional particularly through uplifted street signage. Many existing NW signs are badly degraded. SNWA have now ordered 300 dibond signs and 300 laminate stickers. There will be an announcement to the membership once we have them in stock and available. The new signs must go onto/replace existing signs or via our application process for completely new signs.

DRAFT

Cable ties will be provided. Funding has allowed us to include extra promotional material like branded polo shirts, table clothes etc. Any removed old NW signs should be taken to a recycling centre.

- Graham Holmes asked about signs linked to defunct schemes. It was agreed that signs linked to schemes that are closed and not likely to re-start should be removed.
- Claude Brand asked about PCC funding. The PCC view is now more positive towards NW and there remains an option for us to receive funding over the next few years.
- Claude Brand asked what impact devolution will have on SNWA. Our organization is oriented around Suffolk Police rather than local authorities, and so any impact on NW is likely to mirror changes within Suffolk Police, if any.
- Claude Brand thanked the Committee for their hard work on behalf of Neighbourhood Watch across the county.

The meeting closed at 21:00