

REIGATE AND BANSTEAD CRIME SUMMIT OCTOBER 22ND 2015 Q AND A'S

1.Q Representative Residents' Association, Horley:

Lack of visible policing, change of PCSO, previous one very visible, engaged. New one unapproachable. More ASB. 101 number answered quickly, then left hanging on for ages.

A Angie Austin:

New female PCSO starts Monday in Horley. 101 has had teething troubles and is now greatly improved. Use 999 if urgent.

KH :

We are past the peak of visible policing. Govt cuts and new crimes (CSE, DA, Cyber, terrorism ,slavery)mean fewer visible officers. 101 has new staff, new computer system and is improved.

High cost of living in Surrey means Met can steal our staff with higher salaries.

2. Q Representative Reigate residents:

Definition of DA to include "financial and psychological". How can police deal with this/gather evidence.

A.Angie Austin:

Not as easy to collect evidence but we do, from the victim, the bank, phone use, witnesses. By following guidelines a pattern will emerge.

3. Q Can a third party report DA?

A Angie Austin:

Yes, vast majority of information about victims gleaned from friends and family. Can go to ESDAS, don't need permission of victim. Can get perpetrator banned from family home for 28 days.

A KH:

OPCC in partnership with advice and support centres eg ESDAS .

Q Sue Costello

Suffered burglary , most of house contents taken. (Case known by PCC.) Dealt with 12+ officers. Perpetrator caught, items returned. No further action. Has put in formal complaint.

A KH:

Initially police thought this was a civil case (non payment of fees to tradesman perpetrator) case ongoing.

A JH:

New practices being introduced to ensure victims don't have to deal with multiple officers. (ie local officer follows through without handing over to CID)

Q Neighbourhood Watch, Banstead:

Active Citizens out of action for some time earlier this month. Poor quality of messages which centre on south of borough. Support for Neighbourhood Watch very poor.

A JH :

Technology was very old and falling apart. System was not fit for purpose. A new system had been devised but then we began collaboration with Sussex Police and need to agree a joint system. New system online in about 4 months.

A Angie Austin:

Agrees service is poor. Social Media easier and quicker for police to use.

A KH:

Cuts have consequences. Training of officers not so good. Poor continuity. Officers move away because of high cost of living. Surrey suffers because of national pay rates.

Q How much do police connect with mental health services.?

A Angie Austin:

4/5 reports a day have a mental health issue. If there is a crime we deal with that but get the person a mental health assessment and medication if nec. Often individual is known to officers and they even know the person's mental health professional and can get in touch directly.

A Debbie (R&B council):

Work closely with police, for example ASB meeting , drugs and alcohol crime. Lack of secure beds for mental health patients a big problem.

A Angie Austin:

New measures have improved facilities for people with mental health issues out of hours. Police cells no longer used as places of safety for them.

A KH:

Very high percentage of police work is not crime related. Much of it associated with mental health. Sometimes up to 5 officers have to sit with a mentally disordered person waiting for health workers to sort it out.

Q Mike Fox – Neighbourhood Watch Tadworth

Not well supported . No stickers etc for members. No information from force. Eg. CCTV cameras largely out of action, will they be dismantled? Can they be left as a deterrent?

A JH:

Govt money has dried up for CCTV so authorities are reviewing siting of cameras.

A Debbie:

Need to secure town centres first before rural locations. Big financial implications. Can't keep inactive cameras as can give false sense of security to innocent public.

Q Ex cop Neighbourhood Watch.

Concerned about police visibility. Concerned about 101. Now understands constraints on police budgets.