

CONTACTING NORTHAMPTONSHIRE POLICE AT DAVENTRY

A guide, requested by our community, to explain about contacting the police in Daventry

999 | For a crime or incident in progress, or where someone is immediately at risk of harm, you should always dial 999. You will not be criticised for a well-intentioned 999 call. Further, if we think the call doesn't warrant occupying an emergency line, we'll ring you back on a non-emergency line as we try to keep the emergency lines clear. Your call will first be answered by the BT Emergency Operator who will ask you which of the emergency services you need (ie, fire, police or ambulance).

When you say it is the **police** you want, your call will be routed to the nearest and most available police emergency line. In most cases, this will be the Northamptonshire Police control room. In some cases, where lots of 999 calls are being received at the same time, or where you live near a county border, the call can be redirected to the nearest police force which will take your details and pass to Northamptonshire immediately.

When the police operator answers, you will be asked to say what the emergency is. Please be prepared to give your details and the exact location of where the police are needed. Remember that the operator may not know the location as well as you do, so have a think about how you will describe it best – especially as some of our rural locations and town house numbering is not obvious.

101 | This is the number that has been introduced nationally so that people don't have to know the individual telephone number of each of the 40+ police forces. Our telephone number is 03000 111222 but you don't need to remember that, because if you dial 101, the system will ask you to confirm which police force you want connecting to, and then connect you to the 03000 111222 number for Northamptonshire requests.

101 connects you in the same way as the 03000 number. After the Chief Constable's recorded welcome, you follow a brief set of scripts when you can either report an incident, or give the name of the person or department you want to speak to. The system has voice recognition to assist.

Most of the 999 and 101 calls will be responded to by our **response** teams – we always prioritise calls where people (as opposed) to property are at risk of harm, which may explain why other calls attract waiting times. Some calls do not receive a response from an officer, and we may set up an appointment to come and see you.

I'm told that one of the biggest frustrations is when there is not an immediate incident ongoing, or when you just want some advice from your local officer when next available. In the old days, you might have visited your police station or local office. Much of this business can be handled by my officers on the community team. We are smaller in number, but geared up to know about and deal with the more local neighbourhood ongoing issues. You may know your local officers (details as at Dec 2016 are overleaf) but if you don't, I offer the following advice.

Daventry District is still policed from the principal police station in New Street, Daventry. Contrary to folklore, Daventry is staffed round the clock.

The front office opening hours nowadays are geared to match demand and are **Mon-Sat 10am to 4pm**, for visits and phone calls on ext **341010** The team there have access to our duties, are helpful and well-trained to assist and advise. They can also arrange for your local officer to contact you by simply identifying the officer and emailing them. If you dial 101 or 03000 111222 and enter extension 343805, you will be connected to one of the team or their voicemail (if dealing with a member of the public already.) This is for Daventry District matters only.

Your local policing team

Please follow us on Twitter

Based at Daventry with District-wide responsibility

Sergeant Sam Dobbs (Twitter @sgtsamdobbs) sam.dobbs@northants.police.uk

Sergeant Pat Anstead pat.anstead@northants.police.uk

Based at Daventry with town responsibility

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PC Stuart Rands stuart.rands@northants.police.uk

PCSO Steve Sangster (Twitter @pcsosangster) steve.sangster@northants.police.uk

PCSO Paul Harris (Twitter @pcsopaulharris) paul.harris@northants.police.uk

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Based at Daventry with rural responsibility

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PC Dave Horner dave.horner@northants.police.uk

PCSO Kev Thompson kevin.thompson@northants.police.uk

Based at Brixworth with rural responsibility

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PCSO Jo Wright jo.wright@northants.police.uk

*Sponsored posts based at Daventry**

PCSO Carl Barton (Woodford) (Twitter @pcsocarlbarton) carl.barton@northants.police.uk

PCSO Les Conopo (Crick, Kilsby, DIRFT) les.conopo@northants.police.uk

PCSO Duncan Cumming (Crick, Kilsby, DIRFT) duncan.cumming@northants.police.uk

**These officers are sponsored (paid for) by their respective parish councils and/or the local businesses and remain on their beats or beat-related duty.*