

Response from PCSO re 999 calls being diverted to South Yorkshire call centres and CCTV:

Fourteen calls were made by members of the parish to the Police since the beginning of June 2020. Of these, four calls were made to Nottinghamshire Police from landline numbers and ten were from mobile numbers. From the incident logs, it would appear that two calls were diverted from South Yorkshire Police, both those calls being made from mobile numbers. One of these calls was subsequently graded as grade 1 and one as grade 2.

Not all calls rung in on the 999 number are graded grade 1, they are reviewed by senior officers in the control room and graded accordingly. Similarly, this does not mean to say that calls made on the 101 number will not be upgraded to grade 1 incidents.

The PCSO has spoken to a control room staff member and she confirmed that 999 calls made go through to the BT operator, and from the easting and northings from where the call is made, together with mast siting's, determines where the calls are routed to. There are instances where Nottinghamshire Police control room take calls for adjoining forces, and further afield, details are taken and passed onto that force. If this should happen the delay should be very minimal as control room staff, if needed, do have contact numbers for top desk personnel for all other forces.

The PCSO has spoken to response officers and they suggest that if a 999 call is made then it might be worth, on being connected, quoting Nottinghamshire Police straight away. They have not been asked this question prior – it is just what they recommend in those circumstances.

CCTV is part of the initial investigation into any crime. As such, any that is relevant, might be of interest to those officers attending an incident, or crime. Any assistance which properties have CCTV would be useful but, it would be expected that attending officers would do a CCTV scope anyway. Even where crimes are discussed with and dealt with over the phone, I would expect that question to be asked as, I have said before, this is one of the four main points in any initial investigation.