



CONTACTING NORTHAMPTONSHIRE POLICE IN SOUTH NORTHANTS & 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-intended 999 call.

Your call will first be answered by the 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. Think about how to describe it best, giving landmarks if possible – especially for rural locations or where house numbering may not be obvious.

101 | this is the number to contact the police for anything that is not an emergency. When you dial 101, the system will ask you to confirm which police force you want to contact.

After the Chief Constable's recorded welcome, you follow a brief set of scripts where 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 attended 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.

Online Reporting | Non urgent information can be reported online by accessing the following link to the Northamptonshire Police Website <http://northants.police.uk/contact>

Please note there are separate forms and advice sections for various, specific enquiries.

Neighbourhood Teams are made up of an Inspector, a Sergeant, Police Officers and PCSO's and have the skills to know about and deal with the ongoing issues that are local to the neighbourhood and can be contacted for non-urgent advice and information.

Daventry and South Northants Neighbourhood Team operate from the police stations at:

- St James Road in Brackley
- Watling Street in Towcester
- New Street in Daventry

The Response Team provides 24/7 coverage for the whole of South Northants and Daventry.

Brackley and Towcester Police Stations no longer have front offices for the public to visit.

Daventry Police Station still has an **active front office** and its opening hours are set to match demand. These are **Mon-Sat 10am to 4pm**. The front office team can be contacted via 101 on extension **341010**. The team there have access to Neighbourhood officer duties, are helpful and well-trained to assist and advise. They can also arrange for a Neighbourhood officer to contact you.

Alternatively you can email any concerns or queries (not crimes or urgent incidents) directly to the team that cover your area. An email to the team address can then be picked up by any team member and passed to the most appropriate person to deal with the matter. This avoids delays when individual officers are off duty.

Contacting Your Local Neighbourhood Policing Team

Please follow us on Twitter

Email / Twitter addresses:

Brackley Team:

SCT-SouthNorthantsBrackley@northants.police.uk

@BrackleySctSgt @BrackleySCT

@GezShillito105 (*Rural Intervention Vehicle based in South Northants, Police & Fire collaboration*)

Towcester Team:

SCT-SouthNorthantsTowcester@northants.police.uk

@TowcesterSCT

Daventry Team:

SCT-DaventryTown@northants.police.uk

SCT-DaventryRural@northants.police.uk

@sgtsamdobbs @pcsopaulharris @pcsokirsten @hutch 472 @pcsocaribarton

@pcsosangster