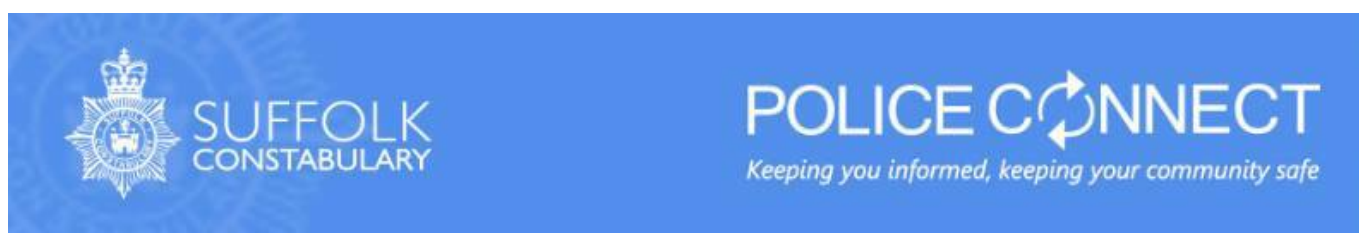


- [Kesgrave Community Website](#)
- [News](#)
- Article

Suffolk Constabulary - Click before you call



Click Before You Call

Residents are being reminded to consider reporting non-emergency incidents online to help police manage the summer surge.

During the summer months, the force typically receives a high volume of calls and with an increase in visitors, demand on the 101 number is likely to rise.

The force launched its Click Before You Call campaign in October 2020, in a bid to speed up non-urgent crime reporting and in turn, reduce demand on its Contact and Control Room (CCR) at peak times.

Residents can choose to instead go to the force's website and report incidents online by clicking the 'report something' button. The matter will then be dealt with in the same way as a call to 101.

The online service can be used as an alternative method to report anything from anti-social behaviour, road-related incidents and other non-emergency crimes, in only a matter of minutes.

Superintendent Kerry Cutler said: "Summer is always a busy time for policing and we've already started to receive an increased volume of calls.

"With restrictions on overseas travel still in place, we are expecting a really busy summer as more people visit our county. While we want people to enjoy their holidays, the increase in visitors inevitably leads to a rise in calls on the 101 non-emergency number, which can impact on waiting times.

"In addition, I would ask people to consider whether their call is appropriate for police. We regularly receive inappropriate calls or calls which should be directed to other partner agencies. If in doubt, further information can be found on our website.

"Therefore, if you need to contact police this summer and it's not an emergency 'Click before you call' as it will save you time and help us keep the phone lines free for those who urgently need our help."

Tim Passmore, Police and Crime Commissioner for Suffolk, said: "As a wonderful holiday location, summer is always a busy time in our beautiful county, and it's set to be even busier this year as we are all holidaying closer to home. Whilst increased numbers of visitors in the county is great news for the local economy, it is anticipated this will impact on the number of calls into our Contact and Control Room over the summer period.

"If you need to contact the police, and it's not an emergency, I would urge you to consider using the website. Reporting online will be quicker for you; the matter will be dealt with in the same way as a call and it will reduce pressure on the control room to enable them to prioritise the more urgent calls and support the more vulnerable members of our community."

The online service is available as an alternative to calling 101 for non-emergency matters. Please remember that residents should always call 999 when an emergency is ongoing, such as when a crime is in progress or when life is in danger.

To contact the force online, visit: <https://www.suffolk.police.uk/contact-us>

For advice regarding crime prevention, anti-social behaviour, animal protection and many other matters, head to: <https://www.suffolk.police.uk/advice>

During the campaign, a number of tweets and messages are being posted on the force's social media accounts. Follow @SuffolkPolice and use the hashtag #ClickBeforeYouCall or 'like' Suffolk Constabulary's Facebook page.

The demand on the Contact and Control Room (CCR) from 15 December 2020 – 21 June 2021

- Total 999 call volume – 48,864
- Per day average 999 calls – 259
- Total 101 volume into switchboard – 88,574
- Daily 101 average volume – 469
- Total volume of calls involving crime matters – 12,360

Total number of crimes reported online in:

- December 2020 – 1,572
- January 2021 – 1,312
- February 2021 – 1,512
- March 2021 – 1,967
- April 2021 – 1,770
- May 2021 – 1,725