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| A white and black logo  Description automatically generated | On the beat in…  North Shropshire  Market Drayton  Wem  Whitchurch  Safer Neighbourhood Team Newsletter | September  2025 |

*Current statistics on calls to police and crime recording for your neighbourhood can be found at* [***www.police.uk***](http://www.police.uk)***.*** *If you wish to discuss further, please contact a member of your Safer Neighbourhood Team.*

**Market Drayton – Team contact details:**

**Team email:** marketdrayton.snt@westmercia.police.uk

**Safer Neighbourhood Officer:** PC Iain McIntosh **Mobile:** 07811 748 732

**Police Community Support Officer:** PCSO Steve Robinson **Mobile:** TBC

**Police Community Support Officer:** PCSO Tara Carruthers **Mobile:** 07971 050 442

**Police Community Support Officer:** PCSO Richard Parker **Mobile:** 07483 123 858

**Wem – Team contact details:**

**Team email:** wem.snt@westmercia.police.uk

**Safer Neighbourhood Officer:** PC Jack Harper **Mobile:** 07817 885 113

**Police Community support Officer:** PCSO Lizz Walmsley **Mobile:** 07967 303 567

**Police Community support Officer:** PCSO Olly Morris **Mobile:** 07970 879 117

**Whitchurch – Team contact details:**

**Team email:** whitchurch.snt@westmercia.police.uk

**Safer Neighbourhood Officer:** Vacant **Mobile:**

**Police Community Support Officer:** PCSO Jamie Robinson **Mobile:** 07967 301 147

**Police Community Support Officer:** PCSO Dave Andrew **Mobile:** 07971 395 050

**Police Community Support Officer:** PCSO Sarah Parker **Mobile:** 07483 121 957

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| **Please** encourage your parishioners to sign up to Neighbourhood Matters…  **Sign up to Neighbourhood Matters…** your brand-new community messaging service | |
| A red and blue square with white text  Description automatically generated | Neighbourhood Matters enables residents, businesses, and community groups to keep in touch with local policing teams. You can choose exactly what type of alert you wish to receive and how you receive them; whether that be by email, text or telephone. Sign up now at:[**www.neighbourhoodmatters.co.uk**](http://www.neighbourhoodmatters.co.uk) |



**Reporting A Crime**

**Is it an emergency?**

Call **999** in emergency situations like these:

* there is an immediate danger to life
* someone is using violence or is threatening to be violent
* a crime is happening right now, like a house burglary or a theft
* the suspect is still at the scene

**If it's not an emergency**

If you’ve witnessed or been the victim of crime that isn't an emergency, please report it to us.

Your report will be sent direct to our control room. Before you give us the details of the crime, we'll ask you a few questions to make sure you go to the right online form. [**www.westmercia.police.uk/ro/report/ocr/af/how-to-report-a-crime/**](http://www.westmercia.police.uk/ro/report/ocr/af/how-to-report-a-crime/)

**Hello Parish Councils,**

This is your North Shropshire Safer Neighbourhood Team (SNT) Newsletter for **September 2025**. Please see the link above to **police.co.uk** for crime recording stats for your area, or any other area in the UK should you wish.

Please get in touch if you would like to discuss anything further, if we can provide more information we will, our contact details are above. If there is anything specific that is affecting your parish area above and beyond the three priorities you have nominated, again please let us know and we will endeavour to support you.

The official West Mercia Police website [**www.westmercia.police.uk**](http://www.westmercia.police.uk) has a wealth of information and includes dedicated sections in relation to **News, Recruitment, Watch Schemes, Neighbourhood Matters, Crime Prevention Advice, Support For Victims, other Advice and Information and Thanks & Complaints.**

Our North Shropshire SNTs work in a very challenging and varied role and no two days are the same, naturally there are many requests for our time, support and assistance. Obviously, much of what we do we can’t tell you too much about, but rest assured that much of our focus is on the three Parish Council Priorities that you provide us with quarterly.

Much of the good work that SNTs engage with are posted in the following places:

* Parish Council attendance in person or North Shropshire SNT Newsletters
* Neighbourhood Matters –[**www.neighbourhoodmatters.co.uk**](http://www.neighbourhoodmatters.co.uk)
* Facebook **-** [**www.facebook.com/MktDraytonPolice**](http://www.facebook.com/MktDraytonPolice) **(North Shropshire specific)**

[**www.facebook.com/ShrewsburyPolice**](http://www.facebook.com/ShrewsburyPolice)

[**www.facebook.com/westmerciapolice**](http://www.facebook.com/westmerciapolice)

[**www.facebook.com/WMPRuralMatters**](http://www.facebook.com/WMPRuralMatters)

Below is just a small snapshot of the good work North Shropshire SNTs have been involved with recently…

A screenshot of a calendar

AI-generated content may be incorrect.

A person standing in front of a police car

AI-generated content may be incorrect.

A car on the road

AI-generated content may be incorrect.

A tractor in a forest

AI-generated content may be incorrect.

A green tractor on a flatbed

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A blue and white logo

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A screenshot of a social media post

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A screenshot of a calendar

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As part of the monthly Newsletter, we will be adding trending and/or appropriate crime prevention advice and information. Along with any recent updates from our other policing departments and partners.

This month’s Newsletter contains sections on **‘Scams – How to check an officer’s identity’, ‘What to do if you’re concerned for someone’s welfare’** and **‘Young and inexperienced drivers’**

**Scams – How to check an officer’s identity**

There have been occasions when fraudsters have posed as police officers, both in person and on the phone, to trick people into giving them personal information and defraud them of money.

If you're unsure about whether the person you're dealing with is a genuine police officer – stop – and call us on **101** to check their identity.

Please note, if you've been on the phone to someone – who called you – but you have doubts about them, we recommend that you hang up and wait five minutes before you call us. There have been cases of fraudsters keeping the line open after a victim has hung up. Leaving several minutes between calls will make sure that the call has closed.

How our officers will contact you

How our officers make contact will depend on how you've asked us to contact you and the circumstances around why they're contacting you.

For investigative purposes we may get in touch:

**In person  
By phone  
By email**

Whichever way an officer contacts you they will identify themselves clearly as an officer and explain why they're contacting you.

Contact in person

If one of our officers contacts you in person, they'll show you their police warrant card. This is proof of their identity and authority.

Contact by phone

If one of our officers needs to speak to you on the phone, they'll identify themselves clearly. They will never:

* ask you for your bank details or PIN
* ask you to transfer funds to another account
* ask you to hand over cash or bank cards to a courier
* ask you to pay a fine or a fee to them or a third party over the phone or online
* ask you for access to your computer, passwords or log on details over the phone or online
* ask you to register personal details in an attachment or website online
* ask you to 'assist' in an investigation by doing any of the above
* state that you are committing a crime by not complying
* communicate in an abusive, threatening or coercive manner

Contact by email

If one of our officers contacts you by email, they will never:

* ask for remote access to your computer
* ask you to click on a hyperlink to participate in an investigation
* send you unsolicited emails with attached files, especially zip or macro-enabled Microsoft Office files
* ask you for any login credentials or passwords

Remember if you're unsure about whether the person you're dealing with is a genuine police officer – stop – and call us on **101** to check their identity.

If you think you've been a victim of fraud, please report it to Action Fraud either online or by phone: **0300 123 2040**.

**What to do if you’re concerned for someone’s welfare**

If you're concerned about someone's welfare, they need the right care from the right person.

When to call **999**

Call 999 if there's:

* an immediate risk to life of a person
* an immediate risk of serious harm to a person

The most appropriate service will attend. This may be an ambulance or the police.

Medical support

For medical help or advice, you can call **111**.

Or you can use the NHS online service:

[**If you're in England.**](https://111.nhs.uk/)

[**If you're in Wales.**](https://111.wales.nhs.uk/)

Other agencies who could support

If you're concerned about someone who is experiencing emotional distress, contact the [Samaritans](https://www.samaritans.org/).

[**Shout Crisis**](https://giveusashout.org/) is a 24/7 text messaging service for mental health support.

[**The Hub of Hope**](https://hubofhope.co.uk/) has a directory of mental health support services.

[**Mind**](https://www.mind.org.uk/) are a mental health charity providing advice and support.

The [**NSPCC**](https://www.nspcc.org.uk/) has a helpline if you’re concerned about a child.

[**Papyrus**](https://www.papyrus-uk.org/) has suicide prevention advice.

Other reporting options to the police

If someone has gone missing, you can [report that to the police](https://www.westmercia.police.uk/ro/report/mp/v2/report-missing-person/).

If you think an adult or a child might be being abused, cuckooed or in some other way exploited, [report that to the police](https://www.westmercia.police.uk/ro/report/ocr/af/how-to-report-a-crime/).

If you’re concerned that someone might be the victim of domestic abuse, you can [tell the police about that](https://www.westmercia.police.uk/ro/report/domestic-abuse/a1/report-domestic-abuse/).

**Young and inexperienced drivers**

If you're a newly qualified driver heading out onto the roads for the first time, statistics show that you're at a much higher risk than experienced drivers of being involved in a road traffic incident.

Below are some things to watch out for and advice that could help prevent incidents and improve your safety on the roads.

Advice for newly qualified drivers

* Always wear your seatbelt; it's against the law to not wear a seatbelt and you can be charged up to £500 for not wearing one.
* Don't feel pressured to speed or follow dangerous instructions from passengers.
* Don't feel embarrassed to ask for further help if you're not feeling confident.
* Apply P plates to your car, so other drivers can see you're a new driver.
* Be aware of when not to drive, ie if you're tired, angry, under the influence of drugs or alcohol.

Tools to improve driver safety

The DVLA recommends newly qualified drivers take Pass Plus, a short driving course completed after your driving test. Benefits of the course include:

* helping you to improve your driving skills and safety
* experience of motorway driving, dual carriageway driving, night driving, town driving and all-weather driving
* gaining experience when approaching new obstacles, hazards, complex roads and unfamiliar areas
* a discount on some insurance policies

Some insurance companies also offer ‘black box’ telematics technology. This technology monitors speed, and driving style and can also be used to set curfews. Drivers abiding by the rules of the technology can be given discounts on their insurance.

**Are you aware of Community Speed Watch, and is it relevant to your parish?**

With Community Speed Watch now in its eighth year of operation within West Mercia, local communities are being reminded about the scheme and how volunteers can get involved in speed monitoring and improve the quality of life in their area if speeding traffic is causing concern.

Community Speed Watch is a community driven road safety initiative, coordinated by West Mercia Police but managed and run by volunteers in the community. It involves trained volunteers from the community monitoring the speeds of vehicles with approved, hand-held speed measurement devices. Where vehicle speeds are found to be inappropriate, a letter is sent to the registered keeper by the police with the aim of encouraging them to reduce their speed when driving in the future.

The scheme was introduced within West Mercia in 2014 and has gone from strength to strength over the last 8 years with over 40 active sites currently operating. It was introduced to enhance the force’s speed enforcement strategy, by addressing community concerns in areas that do not meet either speed or collision criteria for police-led enforcement.

A Community Speed Watch scheme is initiated when ‘speeding traffic’ has been identified as a community road safety concern by a parish council or Safer Neighbourhood Team. However, several criteria must be met before a scheme can be established:

* The area must have a 30mph or 40mph speed restriction.
* Speed data collected by West Mercia Police must show that speed levels in the area do not meet the national industry requirements for police enforcement.
* No other enforcement activity is currently in place.
* There must be at least six volunteers in each Community Speed Watch scheme.
* Speed checks must be conducted by at least three volunteers at any one time.

A group of people in reflective vests standing on the side of a road

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As part of Operation Snap, members of the public can report and submit digital footage showing potential traffic offences via a secure online form.

[**https://secureform.nextbase.co.uk/**](https://secureform.nextbase.co.uk/)

This can range from driving dangerously or carelessly to overtaking on solid white lines, using a mobile phone while driving, ignoring traffic lights or dangerous driving around other road users, such as horse riders and cyclists.

Please note; issues with number plates, windscreens and minor traffic offences are unable to be dealt with via Op Snap.

General parking complaints (other than illegal parking on zig zags) should be raised with the relevant local authority. Notification of untaxed vehicles can be reported directly to DVLA, reports of no MOT or no insurance should be logged to 101, not via the Op Snap portal.

Your submission will be sent to West Mercia Police where the evidence will be reviewed by one of our road traffic police officers.

One statement is required for each submission/offending vehicle. We are unable to process multiple offences sent as one submission.

We will strive to update each submitter regarding the outcome of their allegation. All submissions are dealt with pro-actively to help reduce risk taking and poor driving on our counties roads.

Any footage submitted through the portal can be used by us to help educate other road users and to advise on case results.

Please note - if you operate a recording device in a public place, you may have obligations under the General Data Protection Regulation (GDPR). It is in your interest to familiarise yourself, and comply with, any such obligations as apply to you. If you are in any doubt as to your obligations, please obtain independent legal advice to ensure you do not put yourself at risk of prosecution. By submitting footage you acknowledge you have read and understood this before proceeding.

For more information, please see the Frequently Asked Questions section or email [OpSnap@westmercia.police.uk](mailto:OpSnap@westmercia.police.uk)

**The contacts below may be of interest to those in the parish who may be more comfortable reporting crime or giving information to the police, anonymously:**

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**Are your parishioners aware of Action Fraud?**

If you’ve been the victim of a scam, fraud or online crime (cybercrime) you can report it to Action Fraud:

* Action Fraud website
* on [**0300 123 2040**](tel:03001232040) (Monday to Friday 8am to 8pm).

Action Fraud is the national reporting centre for fraud and cybercrime. It collects reports about fraud on behalf of the police in England, Wales and Northern Ireland. For fraud in Scotland please report it directly to Police Scotland.

A close-up of a logo

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A poster of a smart water device

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A poster of a smart water security pack

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