Importance of <u>formally</u> reporting all incidents of crime by calling 999 in an emergency/crime in progress or by reporting non-emergencies either online (recommended option, https://www.suffolk.police.uk/contact-us/report-something) or by calling 101 to guarantee a prioritised police response (and that any <u>informal</u> approach to a police contact or Facebook or Neighbourhood Watch or a county/parish councillor etc. does not result in a prioritised police response).

Why is a 'CAD' number important …...

Computer Aided Dispatch (CAD) is the generic name for systems used by all blue light services and other organisations (e.g. taxi companies) to flag, manage and prioritise incoming calls in order to trigger an appropriate response and best allocate available resources.

When an incident is formally reported (999, 101 or online) to police the incident is immediately allocated a CAD number which is unique to that report and it is given to the member of the public submitting the report and the number should be noted. Reasons the unique CAD number is important include (but not exhaustive):

- Your CAD number is proof your incident report has been logged by police and receiving prioritised attention.
- Your CAD number makes it easier for you to update your original report should you need to either by calling 101 and quoting your CAD number or online (https://www.suffolk.police.uk/contact-us/existing-report-update).
- Your CAD number makes it easier for you to request an update on the incident investigation (101 or online).
- Your CAD number means that if warranted the generic and anonymous details of the recorded incident can be quickly shared with the local community to both alert our families, friends and neighbours, and to seek public support for additional information in connection with your reported crime.
- Your CAD number means that your report has contributed to the local area intelligence which police can draw on for any follow-on investigations, possible connections to other local crimes, and hopefully leading to solving cases with appropriate outcome (local resolutions, cautions, prosecutions etc).
- Your CAD number means that your reported incident is included in the important crime statistics which are used by so many including local parish/village Neighbourhood Watch Coords to keep the community updated, Suffolk Constabulary, our Police & Crime Commissioner, Police UK, Office for National Statistics, National Police Chiefs Council, and the Home Office.