

Dorset Police receives over 1300 calls to 101 and over 200 emergency calls to 999 every day. These levels increase in the summer months, and therefore the demands on calls handlers is considerable.

We are seeking to improve performance figures for the 101 line through promotion of the correct use of the number, alongside the use of the other contact methods as an alternative for reporting non-urgent matters.

The new Dorset Police website was launched in June 2016. This boasts various online reporting and enquiry tools making the process quicker and easier than calling 101. The online services offered include:

- Report a crime or incident
- Request a call back
- Message for an officer
- Make a complaint
- Access information
- Leave compliments and feedback
- Report a Hate Crime
- Email us
- Make a general enquiry

A large percentage of calls received by Dorset Police are for other agencies and not a matter for the police. Please ensure you are contacting the most appropriate agency to assist you with your enquiry.

You should contact your local council with issues such as:

#### **Roads and transport**

- Report a road issue
- Live travel alerts
- Parking issues
- Driveway obstructions

#### **Recycling and rubbish**

- Bin collections
- Recycling
- Litter
- Dog fouling

#### **Planning and housing**

- Street lighting

#### **Leisure and culture**

- Parks

#### **Environmental Health**

- Noise complaints including parties
- Pest control
- Lost/found animals
- Fly tipping
- Bonfires and fireworks
- Trading standards

**Lost property** should be reported at [www.reportmyloss.com](http://www.reportmyloss.com) where you can complete an online lost property form. You will then receive a lost property reference number for use with an insurance claim.

Report My Loss allows residents to report lost property for free with information being searchable by any UK police forces. This process saves you valuable time as you do not need to telephone 101 or visit your local police station.

**Found property** should be handed into the owners or management of the property or public transport where they have been found.

Found items that should be handed into police stations are:

- Mobile phones, laptops, cameras – anything with a memory card
- Personal ID - such as passport, driving licence, bank card, utility bill
- Drugs, poison, hazardous substance/liquid
- Firearms, ammunition, explosives
- Significant amounts of cash

Please visit [www.dorset.police.uk](http://www.dorset.police.uk) and follow the Do it Online process

