

Who do I contact.....Who can I talk to?

Highway Issues

[Fixmystreet](#) is a great tool to use to report most highways issues to Surrey County Council (SCC) or telephone 0300 200 1003 (9am to 5pm, Monday to Friday, excluding bank holidays).

My Mole Valley – Easy Self Service Website for all MV Services

Sometimes an issue you may think relates to highways is reported to MVDC, our District Council

[My Mole Valley - Mole Valley District Council](#)

This includes abandoned vehicles, street and footway cleaning, missing or damaged road names (which need to be reported under “General Enquiry” as currently there is no specific link on MVDC’s website), dead animals and fly tipping. A missed bin collection can be reported here. If you prefer to call, telephone 01306 885001.

Noise Nuisance

The District Council provides advice on noise nuisance on their website, and you can report noise pollution. Mole Valley click [Noise in MVDC](#).

Grass Cutting alongside Highways

Refer to [SCC verge maintenance](#) for details of grass cutting alongside our highways and to report any problems you spot.

Rights of Way (footpaths, bridleways, byways and BOATs)

Please [report any problems you encounter on local Rights of Way](#). SCC requires you to register before you can report a problem on a Right of Way – please don’t be put off, it doesn’t take long.

Roadworks Map – When works are ready to be delivered on a highway in Surrey and SCC Highways will have granted a road permit and the work is logged onto the Council’s road works map. Emergency works are included within 2 hours of them being logged with Surrey County Council. Bear in mind that the start and end date on a road permit do not necessarily predict how long the roadworks will last. If the work is completed before the permit the obstruction may have been removed (despite the permit still appearing on the map) and if the contractors need longer the term of the permit may be extended or a new permit be granted.

One.network – This is the public website that you access via the SCC website. [One.network](#)

SCC Highways Newsletter – You can also [sign up to receive a resident’s newsletter](#) (launched January 2024). The newsletter includes a link to upcoming works on the network within each borough/district.

When **National Highways** contractor’s complete roadworks that close sections of the M25 or M23 satellite navigation systems do seem to direct drivers along the A25. If diversion signs appear alongside the A25 and you cannot find any details of planned roadworks via the links above try clicking [National Highways](#).

Winter Maintenance Programme

Find out about the SCC Highways Winter Service – salting programme and where the maintained grit bins are on the [Winter Service map](#).

Street lighting and illuminated street furniture

UK Power Networks now have a [facility on their website that displays all street lights, traffic lights, illuminated bollards and other street furniture](#) where they have been contacted by the local highways authority to either install a new light, or make a repair to the power supplying the structure. If the problem you have identified is not shown you can report it.

Surface Water Flooding

If flooding is serious enough to be a threat to life or a house is likely to flood SCC advises residents to call 999, or the Environment Agency Hotline 0800 80 70 60. If a road is flooded SCC asks you to treat this as an emergency and call 0300 200 1003.

Foul Water Flooding

The Environment Agency asks you to call their 24 hour incident hotline on 0800 807060 if you are concerned a local watercourse is at risk from a sewerage problem

Reporting crime or suspicious activity

Surrey Police tell us they would rather investigate a suspected crime than be called when it's too late, so if you see something suspicious in action dial 999 to let them know.

If you think you may have any other information that could help the Police or wish to report a non-emergency incident to the Police you can submit a report via the Surrey Police website or by telephoning 101 or 01483 571212. Surrey Police do monitor social media channels so if you use facebook or twitter and wish to share a concern or raise an issue you can do so via social media. Surrey Police also monitors a livechat facility (link appears on the bottom right hand corner of the Surrey Police website home page).

If you wish to remain anonymous you can also call the independent charity Crimestoppers on 0800 555 111 or make an online report to Crimestoppers.

Is it nothing? Or is it the information the Police need to catch a criminal? By working closely with the public to gain information about suspicious activity, our Police can increase the intelligence they use to actively hunt and catch offenders. Suspicious activity could be jumping over walls or fences, hanging around a house or neighbourhood, suspicious selling of goods, peering through windows or doors or running from a scene.

Make your report as soon as possible with as much detail as you can provide. If possible, make a note of the following:

- Is the suspect alone or in a group?
- Are they trespassing?
- Do they have equipment, dogs or firearms with them?
- Are you aware of where suspects have been or where they are heading?
- What do they look like?
- Have they any vehicles? What are the number plates and vehicle models?
- Can you safely get a photograph?

Call 999 if you or someone else is in immediate danger, or if the crime is happening right now.

If you've been involved in a **road traffic collision**, or think you might have witnessed an offence on the roads, click [submit a road traffic incident report](#) using Surrey Police's online tool. Just answer the quick questions to make sure we give you the right advice and gather all of the relevant details.

Surrey Police works alongside a number of other organisations (including SCC and MVDC) as a member of Surrey's **Community Safety Partnership**. The organisations work together to reduce crime and anti-social behaviour. If you feel you are a victim of anti-social behaviour (or know someone else who may be a victim) read [advice issued by your local Community Safety Partnership](#). Some local people say they find it difficult to know what constitutes anti-social behaviour and/or who to contact – more information can be found on the Community Safety Partnership website.

Police Link Officers for Deaf people (PLOD) can be contacted by sending a SMS text to 07786 204020. The Police recommend that you put these numbers in your mobile, to enable you to contact them when you need to. 24 hours a day, 7 days a week. Or contact the Police via the [Surrey Police website](#).

Crime Prevention – [Surrey Police](#) to access more guidance on home and garden security.

Love your stuff? Register it! – Registering your belongings free with [IMMOBILISE](#) improves your chances of getting it back if it is lost or stolen, and can also help our Police track and catch those responsible if you are burgled. Visit immobilise and create a FREE private and secure list of all your personal property.

Bogus workmen can be very persistent in persuading you that urgent work needs to be carried out on your property. Our advice is: Never agree to have work done by someone who turns up on your doorstep. Say no. Keep an eye out for vulnerable neighbours including the elderly and report any suspicions of bogus callers to police.

Cold Callers – please keep in mind that if cold callers don't manage to sell goods in your area, they are less likely to return. They are doorstep callers who target areas offering small household products for sale. Sometimes called 'Nottingham or Brighton Knockers' these callers may claim to be ex-convicts attempting to mend their ways, however Knockers are not part of any recognised rehabilitation scheme.

Please warn your neighbours, particularly elderly or vulnerable neighbours, not to open the door to strangers or buy or sell on the doorstep. Some doorstep callers may offer poor quality goods at inflated prices and if a caller is not genuine, they may be gathering information for future crime.

Useful Organisations & Contacts

Organisation	Contact Details	
Betchworth & Buckland Society	Mrs T Chapman (Secretary)	07734 202427
Betchworth & Buckland Nursery	Mrs L Snelling	01737 843610
The Arts Society Betchworth	Mrs C Evans	01372 452563
Hamilton Room Bookings	Mrs D Fitchett	01737 201423
North Downs Primary School Betchworth	Mrs J Douglas	01737 843211
Betchworth United Charities	Mrs A Brown	01737 843806
Women's Institute (Pebblecombe)	Mrs M Miller	01737 842098
Betchworth Operatic & Dramatic Society	Diane Mayall	07808 275291
Re-Betchworth	Mr James Benn	01737 844228
Betchworth & Buckland Choral Society	Mrs Jean Cooke	01737 245161
Family Activities for Betchworth & Buckland	Mrs Catriona Martin	07710 498591
The Horticultural Society	Ruth Johnson	01737 842691
Tiny Tots Toddler Group	Debbie Jones	07701 347351
The Children's Society	Mrs M Miller	01737 842098
Brockham Scouts	Mr S Long	01306 877883
Girl Guides	Ms Jane Stewart	01737 842302
British Legion	Mr M Dailey	01737 843058
Pillars of St Michaels	Mrs J Hamilton (Secretary)	01737 843315
Betchworth Village Archives	Betchworthvillagearchives@gmail.com	
Village Hall Bookings	https://www.betchworth-pc.gov.uk/village-hall/	
Wild Surrey Wildlife Rescue	http://www.wildsurreywildliferescue.com	

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