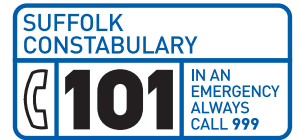


# 101: Briefing Note



## Introduction

While 999 is a well-recognised number used to report emergencies, the 2010 British Crime Survey found that only half of the public know how to contact their local police if they want to talk to them about less urgent issues.

As a result, the Home Office and the Association of Chief Police Officers (ACPO) are introducing the 101 non-emergency number.

The new number is designed to offer the public across England and Wales one easy way to contact their local police force to report non-emergency crimes and disorder or to speak to their local police officers.

101 is rolling out to all forces between now and January 2012 and will replace the range of existing police force non-emergency numbers such as 01473 613500 for Suffolk and 0845 456 4567 for Norfolk. Both Norfolk and Suffolk Constabularies will move to 101 in early October.

This briefing sheet is designed to give some key information about the new telephone number, to help inform local communities of the new number and answer any queries from residents.

## Key information

- Residents are to be given a new number to telephone the police in Suffolk this autumn.
- Instead of dialling 01473 613500 to report a non-emergency, or discuss other matters, the public will simply need to dial 101. In an emergency they will continue to use 999.
- The move is all part of the national roll-out of the 101 non emergency number and supports Government work to improve access to the police, ease pressure on 999 and help forces tackle crime and disorder.
- For the first time residents across England and Wales will have one easy-to-remember way to contact their local police force to report non-emergency crime and disorder. In short, 101 is the number to ring when it is less urgent than 999.
- Calls from landlines and mobile networks will cost just 15p, no matter what the time of day, or how long the call is.
- Deaf, hard of hearing or speech impaired callers will be able to access the service via textphone on 18001 101.
- Callers should use 101 to report all non-emergencies to police. For example, 101 should be used if you want to speak to a local officer; report information about crime in your area; or report a crime which does not require an immediate police response.
- The public should continue to call their local council for things like reporting graffiti, abandoned vehicles and dumping and fly tipping
- 101 will be available 24 hours a day, seven days a week.
- When someone calls 101, the system will determine the caller's location and connect them to the police force covering that area. They will hear a recorded message announcing which police force they are being connected to.
- If a caller is close to a boundary between two or more forces, and they are using a mobile telephone, the recorded message will give them a choice of neighbouring forces. If the force they require is not on the list, they will be able to speak to an operator who will redirect to the required police force.
- Callers should always dial 999 when there is an emergency and you require immediate police assistance. An emergency is where life is in danger; a serious offence is in progress; a suspect is at a scene; an alleged offender is identified at any location; there is an imminent likelihood of violence/damage to a person's property or there is a serious road traffic collision.
- 101 is about improving access to local policing. Calls to 101 are handled in the same way as existing non-emergency calls to police forces.