

1. When to call 101?

You should call 101 to report less urgent crime and disorder or to speak to your local officers. For example, you should call 101 if:

- your car has been stolen
- your property has been damaged
- you suspect drug use or dealing in your neighbourhood
- Anti Social Behaviour on Communal Stairwells or the Estate.

Or to:

- report a minor traffic collision
- give the police information about crime in your area
- speak to the police about a general enquiry

2. What is the difference between 101 and 999?

You should continue to call 999 when it is an emergency, such as when a crime is in progress, when there is danger to life or when violence is being used or threatened.

3. What does it cost to call 101?

Calls to 101 (from both landlines and mobile networks) cost 15 pence per call, no matter what time of day you call, or how long you are on the phone.

4. Who will answer my 101 call?

Calls to 101 are answered by police call handlers in the control room of the local police force. This ensures that staff with local knowledge can answer and deal with the calls and respond appropriately. You will not be put through to a large national call centre.

When you call 101, the system will determine your location and connect you to the police force covering that area. You will hear a recorded message announcing the police force you are being connected to.

101 is available 24 hours a day, 7 days a week.

5. I am deaf, hard of hearing or speech impaired, can I call 101?

Yes, you can text phone 18001 101.

6. What if English is not my first language?

Your local police have access to professional interpreters so they can quickly translate your call if you have difficulty speaking English.