



New Police 101 Number



NEW 101 NON-EMERGENCY NUMBER GOES LIVE IN DORSET

222 222 has changed to 101

The new 101 police non-emergency telephone number has gone live from, Monday, 19 September 2011.



This new non-emergency number has gone live across all of the police forces in the south west today – and the 101 number is due to be available in all police force areas of England and Wales by the end of January 2012.

Chief Superintendent Colin Searle, Communications and Contact Services Commander, said: “The new 101 police non-emergency telephone number is easy to remember and will be live across the whole country early next year. “It is important that the public in Dorset know that they must dial 101 to contact the police in Dorset for non-urgent business from now on.

Safer Neighbourhood Teams - Bournemouth

“The public should call 101 to report crime, to contact their local Safer Neighbourhood Team, to provide us with information about crimes that have been committed or to make a general enquiry.

999 Emergency Call Centre

“As ever, people should always dial 999 in an emergency – when life is in danger or a crime is in progress. ”Calls to the 101 non-emergency number – from both landlines and mobile phones – cost 15 pence per call no matter what time of day you call, or how long you are on the phone.



What you can report using 101

Call 101 to contact the police to report less urgent crime and disorder or to speak to your local officers.

For example, call 101:

- if your car has been stolen
- if your property has been damaged
- if you suspect drug use or dealing in your local area
- to report a minor traffic accident
- to give the police information about crime in your area
- to speak to the police about a general enquiry

In Sheffield, you can also call 101 if you have problems with:

- vandalism and graffiti
- noise nuisance
- abandoned vehicles
- dumping and fly tipping
- broken street lighting



When you should use 999 instead

In an emergency always call 999.

You should call 999 if:

- a crime is in progress
- someone suspected of a crime is nearby
- there is danger to life
- violence is being used or threatened

If you call 101 but are reporting an emergency, you will be directed to the 999 service.



Cost: what you will be charged if you call 101

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



Who will answer my 101 call?

Calls to 101 are answered by police call handlers in the control room of your local police force.

When you call 101, the system will automatically connect you to your local police force. You will hear a recorded message telling you which force you are being connected to. If you are on the boundary between two or more forces, you will have a choice of which force you are connected to.

Calling 101 if you have speech or hearing impairments?

If you are in a 101 area and have a speech or hearing impairment, you can textphone 18001 101.



What happens if English isn't your first language?

If you have difficulty speaking English, your local police force can get an interpreter to translate your call.



How to report general nuisance or environmental issues

You should still call your local council about issues like:

- reporting graffiti
- dog fouling
- abandoned vehicles
- dumping and fly tipping
- vandalism

Thanks for everyone's on going support in keeping us all safe! Jim



Emergency 999 Non 101
Mobile: 07917 557229
www.dorset.police.uk

