



# media release

Media line 0871 550 8028 Corporate Communications 0300 300 99 99 ext 800 2080

Force priorities: 1. Cut crime and keep you safe 2. Spend your money wisely 3. Earn your trust and confidence

## **101: FREQUENTLY ASKED QUESTIONS**

### **What is 101?**

From Monday 7 November, 101 will be the number to call when you want to get through to Nottinghamshire Police when it's less urgent than 999.

101 replaces our 0300 300 9999 number, and is available 24 hours a day, seven days a week.

### **Why is 101 being introduced?**

The 101 number is being rolled out by the Home Office across England and Wales with the support of all 43 police forces. It comes after the 2010 British Crime Survey found that only 54% of the public knew how to contact their local police if they wanted to talk to them about policing, crime or antisocial behaviour.

By introducing 101 it will give people one easy and memorable number to call to contact their local police force. This could improve reporting of crime and disorder and ease the pressure on 999.

### **Why should you call 101?**

Using 101 in situations that do not require an immediate police response helps keep 999 available for when there is an emergency. If a crime is taking place, or somebody is in immediate danger, always call 999.

### **How much does a call to 101 cost?**

Calls to 101 from landlines and mobiles cost 15 pence per call, no matter what time of day you call or how long the call lasts. For the first time ever, everyone calling the police for non-emergency matters will know exactly how much it will cost them and will be assured of equal access no matter where they are calling from.

### **If people have to pay 15 pence to call 101, will they not just call 999 instead as it is free?**

We acknowledge that there will always be a risk that people will use the 999 system inappropriately rather than pay 15 pence to call 101, for example if they do not have enough credit on their mobile phone. We will continue to raise awareness of the consequences of inappropriate use of 999 in order to limit this.

## **Is 101 going to replace 999?**

No, 101 is the number to use to contact Nottinghamshire Police in situations that do not require an immediate police response. The 999 number will continue to be the number to dial when you need to report an emergency. An emergency is when a crime is happening, someone suspected of a crime is nearby, someone is injured, being threatened or in danger.

## **Are calls to 101 answered by the Police?**

Yes, calls made to 101 in Nottinghamshire will be answered by police.

## **What happens if people call 101 but it is an emergency situation?**

If you call 101 and it is deemed to be an emergency situation, trained staff will put you through to 999 for immediate assistance. In Nottinghamshire this means putting you through to our Control Room where the 999 calls are received immediate assistance will be provided.

## **At a time of public sector budget reductions, why is a new telephone service being introduced?**

101 has been introduced to provide members of the public with improved access to police non-emergency services. It is hoped that the availability of an easy to remember number for members of the public to call in situations that do not require an immediate police response, will in time reduce the pressure on the 999 emergency system and help to identify and allocate resources where they are needed most.

## **Who is funding 101?**

The national 101 telephony infrastructure is funded by the Home Office and the Department for Communities and Local Government. The operation of the 101 number in Nottinghamshire will be funded by the Force and will cost less to run than the current 0300 number.

## **What will happen to the 0300 300 9999 number?**

Once 101 has been launched on Monday 7 November, the current 0300 300 9999 telephone number will gradually be phased out by Nottinghamshire Police before being turned off completely on Monday 9 January 2012.

## **If people are deaf, deafened, hard of hearing or speech impaired, can they call 101?**

If you are deaf, deafened, hard of hearing or have a speech impairment, a text phone is available on 18001 101. This is only for Text Direct/Type Talk customers and not SMS.

## **What if people are calling from abroad, do they still phone 101?**

The 101 number is not recognised abroad so people calling from outside England and Wales, who want to speak to Nottinghamshire Police, should phone 0115 9670999.

**ENDS**