

# Have you got what it takes?

101 service



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### Important facts

The 101 service was launched in England and Wales in December 2011, to provide a memorable and accessible number for non-emergency contact with the police. Police Scotland joined the service in April 2013. British Transport Police and Police Service Northern Ireland joined in March 2014.

The 101 service is delivered through a national call management system which transfers calls to a caller's local force or to an alternative force if that option is selected. Callers are also given the opportunity to speak to an operator. The contract for the national call management system is currently held by Vodafone and is managed by the Home Office in partnership with local police forces.

Once calls have been transferred to forces by the national call management system, call handling arrangements are a matter for forces in accordance with their own service standards.

The national call management system receives over 2.5 million calls each month.

The annual Crime Survey for England and Wales tracks the level of public awareness of the 101 service. The latest results (to March 2015) show that 63% of the public are aware of the service and that 12% have used it in the last 12 months.

Calls to 101 cost 15 pence. This is irrespective of the length of the call, the time of day and the location from which it is made.

### Further information

Reconnecting the public and the police and empowering the public to support the police in tackling crime is at the heart of police reform.

101 is a memorable number which members of the public can call 24 hours a day, seven days a week. This makes it easy for them to contact their local police force.

Members of the public should call 999 when a crime is happening, when someone suspected of a crime is nearby, when there is danger to life or when violence is being used or threatened. They should call 101 to report other incidents and to provide the police with other important information about crime, for example, suspicions of drug dealing.

In August 2015, Ipsos Mori undertook user research on public perceptions of the 101 service. This found that around three quarters (76%) of those who had used it were satisfied with the service.

Information on how local police forces are responding to 101 calls is published at [www.police.uk](http://www.police.uk).

Police forces and the Government do not make any money from calls to 101. The 15 pence call charge goes directly to telephony providers and covers the cost of handling calls and routing them to forces.

### Future 101 developments

The Government is considering next steps for the 101 service, following the recent service review and ahead of the expiration of the contract for the national call management system in March 2016.