

Have you got what it takes?

101 calls

archived



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Important facts

The 101 number is one of the most significant changes in the way people contact the police since 999 was introduced.

101 is the single, memorable number which members of the public can call 24 hours a day, 7 days a week, to report crimes and incidents not requiring an emergency response to their local force, for example,

- **stolen vehicles;**
- **damage to property;**
- **suspicion of drug use or dealing;**
- **minor traffic accidents;**
- **to give the police information about crime; and**
- **to speak to the police about a general enquiry.**

Members of the public now know how much it will cost them to contact their local force. All calls cost 15p, however long they are, whether they are made from a landline or a mobile, or the time of day at which they are made. By comparison, many of the old 0845 non-emergency numbers cost up to 40p per minute.

101 calls are answered by officers and staff in the control room of the local police force.

Further information

- **101 helps communities to keep their neighbourhoods safe by giving them one easy way to contact their local police and to report non-emergency crime and disorder.**
- **101 makes the police more accessible to their communities, while helping the police to allocate their resources where they are needed most.**
- **101 helps the police to cut crime by making it easier for the public to pass on information about crimes in their neighbourhoods, allowing the police to take swift action.**
- **101 enables local partners to join up with the police to provide communities with even easier access to a wider range of local services. For example, South Yorkshire Police and Sheffield City Council work together to provide an integrated 101 service covering both police and council services.**

101 is expected to receive around 18 million calls in 2012, its first full year of operation.

Home Office research shows that:

- **most members of the public have clear ideas about what constitutes a non-**

emergency situation and the appropriate circumstances in which to use 101; and

- **those who have used 101 had positive views of the service and found the number extremely easy to remember and use.**

Future 101 developments

The Home Office will be supporting a week of marketing and communications activity in early 2013, to raise further awareness of 101 and to tackle some remaining public misconceptions, such as a belief by some that non-emergency calls are not logged or are dealt with by staff with less training.

Potential enhancements to the 101 service which are currently being considered include:

- **introduction of Interactive Voice Response technology, to enhance the customer experience and reduce the need for more costly operator-handled calls;**
- **development of a 101 mobile application;**
- **online reporting to 101 via Police.uk; and**
- **further implementation of shared-service models between the police and other local service providers.**