

101 – Police Non-Emergency Number

On the 1 November police forces throughout England and Wales switched from their various non emergency contact numbers to 101.

Sussex Police have been preparing for months for the switch over and have been live testing the 101 number since July 2011 in order to monitor how well the technology works.

Calls to the 101 non-emergency number will cost 15 pence for the entire call, no matter how long the call or what time of day it is. This applies to both landlines and mobile phones. In an emergency, callers should still dial 999, which is free. Those members of the public with impaired hearing or speech can still use the textphone - 18001 101.

You can also report most non-emergency crime at no cost via the Sussex Police website at www.sussex.police.uk/contact-us/report-a-crime-or-incident. Online crime reporting was introduced back in January of last year and has proven very popular with many of the public who prefer this method of contacting the police rather than phoning.

When a member of the public calls 101, the system will determine the caller's location and connect them to the police force covering that area. They will hear a recorded message announcing which police force they are being connected to. If a caller is on a boundary between two or more forces, the recorded message will give them a choice of which force to be connected to.

Police call handlers in the force control room for that area will then answer the calls and respond appropriately. The caller will not be put through to a large national call centre.

For more information and some useful resources visit www.homeoffice.gov.uk/police/101-police-non-emergency