**Local officers should be contacted for advice and to request information**, but crimes and incidents should NOT normally be reported direct to them or left on an answerphone/email message, as the organisation has no opportunity to conduct any audit.

***You should call 999 if you need our help immediately in a genuine emergency.***

**When to use the 999 emergency number when**

        Life is in danger or someone is seriously injured

        Someone is using violence or there is an immediate threat of violence

        A crime is in progress or an offender has just been disturbed at the scene

        Serious damage is being or could be caused to property

        There is a road traffic collision in which someone is hurt or there is a danger to

other road users

        An immediate police response is necessary.

In all other circumstances, including to report a crime that has already happened, you should use our [non-emergency number](http://www.nottinghamshire.police.uk/101) **101**.

**What happens when you dial 999?**

You will speak to an operator who will ask you to confirm which emergency service you need - police, fire or ambulance. If you ask for police, your call will be connected to a customer service advisor in our control room at our headquarters in Arnold, Nottingham. The customer service advisor will ask for your name and address and details of what has happened.

This will take time but it's important to get as much information from you as possible so we can determine the type and level of police response required. Please be co-operative with the customer service advisor and provide as much detail as you can.

Speak as calmly and clearly as you can to avoid mistakes. If you have a disability or impairment you can [become a member of the Pegasus scheme](http://www.nottinghamshire.police.uk/Pegasus) so the advisor will be able to access your personal details quickly just from your Pegasus PIN number. While you're speaking, the customer service advisor will input the details into a police system so that the relevant officers or specialist staff can be deployed to help you.

The advisor will be taking action during the conversation. In emergencies, the police may arrive while you are still on the phone to the control room. Your call will be graded according to urgency. The most urgent calls will receive an immediate response.

The advisor will explain to you what is happening and why. Don't put the phone down until the customer service advisor tells you to as they may need more information from you. Your call will be recorded for training, monitoring and evidential purposes.

**How long will you take to get to me?**

If your call is an emergency, we aim to be with you within 15 minutes if you live in an urban area and 20 minutes if you live in a rural area.

If it's less urgent, we aim to be with you within an hour.

If it's not necessary to send an officer to you straight away, we may arrange for a local beat officer to visit you or arrange for a scheduled appointment at a police station on a date and at a time to suit you.

Alternatively, you might not need a visit at all and you may be kept updated by phone, text or email.

If we're not the right service to deal with your call, our customer service advisors will give you contact details for another agency that can help, such as your local council, the RSPCA or Trading Standards.

**Does it cost anything to call 999?**

**999** calls are free from any phone including home phones, pay phones, card phones and mobile phones. On mobile phones press **999** on the keypad and then the ‘call’ button – you can do this if the keypad is locked (this is a standard feature on all mobile phones) and even if there is no credit on the phone.

**When to call the 101 non-emergency number**

**101** is the number to call when you want to contact us when it’s less urgent than a 999 call.

**101** is available 24 hours a day, seven days a week. Calls to **101** (from landlines and mobiles) cost 15 pence per call, no matter what time of day you call, or how long you're on the phone.

We aim to answer all **101** calls within 30 seconds. At times, particularly during major incidents, we might receive more calls than normal and you might wait slightly longer.

We always aim to answer your call as quickly as possible.

**You should call the 101 non-emergency number when you want to**

        Report a crime or criminal damage

        Report a minor road traffic collision

        Contact your Neighborhood Policing Team

        Ask about lost property

        Give us information about a crime or an offender

        Get information or advice about a policing issue.

For example, you should call **101** if:

        Your car has been stolen

        Your property has been damaged

        you suspect drug use or dealing in your neighborhood.

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When you call **101** from within Nottinghamshire you'll hear **either**

*Thank you for calling 101. Please select from the following two options. For Derbyshire Police press 1, for Nottinghamshire Police press 2. Or press hash for the operator.*

**or**

*Thank you for calling 101. We're connecting you to Nottinghamshire Police. If you require an alternative police force please press 1.*

If you need to contact another police force, the operator will be able to transfer your call to any police force in England and Wales.

Once connected to us you're given five options or the option to be transferred to an operator.

If the report is about crime or information of an intelligence nature Crimestoppers can be used.

**Crimestoppers: Report crime anonymously**