

NEW POLICE NUMBER

Residents are to be given a new number to telephone the police in Norfolk this autumn.

Instead of dialling 0845 456 4567 to report a non-emergency, or discuss other matters, the public will simply need to dial 101. In an emergency they will continue to use 999.

The move is all part of the national roll-out of the 101 non emergency number and supports Government work to improve access to the police, ease pressure on 999 and help forces tackle crime and disorder.

Norfolk Constabulary will adopt 101 in October. All 43 forces in England and Wales are expected to be using it by January 2012.

The new number is designed to offer the public across England and Wales one easy way to contact their local police force to report non-emergency crimes, anti-social behaviour and disorder or to speak to their local police officers.

The new service will be available 24 hours a day, seven days a week. When someone 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 close to a boundary between two or more forces, and they are using a mobile telephone, the recorded message will give them a choice of neighbouring forces. If the force they require is not on the list, they will be able to speak to an operator who will redirect to the required police force.

Calls from landlines and mobile networks will cost just 15p, no matter what the time of day, or how long the call is. Deaf, hard of hearing or speech impaired callers will be able to access the service via textphone on 18001 101.

It is important to note that existing police extension numbers will still work after the introduction of 101, allowing partners and business colleagues to get in touch direct with their contacts in the Constabulary.

Callers should always dial 999 when there is an emergency and you require immediate police assistance. An emergency is where life is in danger; a serious offence is in progress; a suspect is at a scene; an alleged offender is identified at any location; there is an imminent likelihood of violence/damage to a person's property or there is a serious road traffic collision.