



# Contacting the Police

## Emergencies (999)

If you are reporting an emergency, make sure that you are in a safe place and dial **999** or **112** from you mobile. You will get through to an operator, who will ask you the number of the phone you are calling from. They will ask you what service you require, Police, Fire or Ambulance?

Use common sense and the advice below to decide which service you need. Don't worry if more than one emergency service is required, the service you contact will call any other emergency services that are needed.

## What is a Police emergency?

The kinds of emergencies the Police deal with are where:

- ✚ **Someone's life is in danger** (for example, you've seen a car crash and the people need help, or the crash has made the road dangerous for other road users)
- ✚ **There is a risk that someone could seriously hurt themselves or somebody else** (for example, you see someone being threatened by somebody else with a weapon, like a baseball bat or knife)
- ✚ **A crime is happening or is about to happen** (for example you see a burglar in a neighbour's home or you see somebody being assaulted in the street)
- ✚ **Somebody has committed a crime and they are still there or just left** (for example if you or a mate have been forced to hand over your mobile phone or other property including money and the offender has run away)

If you have called 999 and asked for the Police they will get an officer to you as soon as they possibly can.

If you do see anything you consider an emergency situation, dial 999 and inform the emergency services. Don't leave it for somebody else to

do, because it may be too late, it is better to have several calls than no call at all.

### **What the emergency services will ask you?**

When you are put through to the Police, you will talk to a Police operator. You will be asked:

- ✚ What is your name and address?
- ✚ What telephone number are you calling from?
- ✚ What number you can be contacted on? This could be your mobile and or your home number)
- ✚ Where is the incident( be as exact as you can)
- ✚ What is it you are actually calling about?
- ✚ Did you see what happened or did someone ask you to call the Police?

If you are still witnessing the thing you called about, you may be asked to stay on the line and tell the operator what is happening as it happens, but you must not put yourself in any danger by doing so.

### **If you are reporting a road traffic accident, the operator may ask:**

- ✚ How many vehicles involved, and what kind of vehicles are they i.e. car, lorry, bus or bicycle etc?
- ✚ Is anybody hurt, if so how many?
- ✚ Is the road blocked?

Again do not put yourself in any danger at the scene of the accident and in particular other traffic still passing by.

Always remain calm and speak clearly as you can when speaking to the operator.

## **Non-Emergencies (0845 090 1234) Gloucestershire only**

If you are reporting an incident which is not an emergency and you are in the county of Gloucestershire you can phone the Gloucestershire Police non emergency number **0845 090 1234**. The operators will either deal with your call themselves or put you through to the relevant department or person you need.

A non-emergency is a situation where the Police may not attend straight away and even in lesser incidents may not attend at all.

There are other ways you can contact the Police to report non-emergencies these are:

- ✚ Online reporting via the Gloucestershire Police website
- ✚ Visiting a Police Station
- ✚ Crimestoppers 0800 555 111

## **Crimestoppers**

If you want to tell the Police about a crime or any criminal activity but you don't want them to know who you are you can contact Crimestoppers, you do not have to leave your name or contact details.

## **Hoax and prank calls to the emergency services**

The Police, Fire and Ambulance services sometimes get calls from children and young people pretending that there is an emergency when there isn't.

Making hoax, prank or malicious calls can be a crime with very serious consequences for anyone who makes the call and for others.

Every false call takes up valuable time and resources, it means that someone who actually needs the help of the emergency services may have to wait longer than is necessary to receive vital and often life saving treatment or assistance.

**Remember one day it may be you, a friend or a member of your family that needs assistance.**

**The emergency services can track calls whether hoax, prank or malicious as well as genuine ones**