

Very Important News regarding a New Non-Emergency Number for Thames Valley Police: **101**

The 101 number is being rolled out across England & Wales during 2011 as the new national single non-emergency number. The new 101 number for Thames Valley will go live on 14th November, which replaces the 0845 8 505 505, but both the numbers will run side by side until March 2012.

101 is the new number to call when you want to contact your local police station. This number is available 24 hours a day, 7 days a week.

When to call 101:

You should call 101 to report less urgent crime and disorder or to speak to your local officers.

Some examples below:

- your car has been stolen
- your property has been damaged
- your suspect drug use or dealing in your neighbourhood
- to report a minor traffic collision
- give the police information about a crime in your area
- speak to the police about a general enquiry

101 is being introduced as part of the governments' wider work to improve access to the police, ease pressure on 999 and help to efficiently and effectively tackle crime and disorder.

What is the difference between 101 and 999?

You should continue to call 999 when it is an emergency, such as when a crime is in progress, when there is danger to life or when violence is being used or threatened.

What does it cost to call 101?

Calls to 101 (from both landlines and mobiles networks) cost 15 pence per call, no matter what time of day you call, or how long you are on the phone.

Who will answer my call?

Police call handlers in the control room of the local police force answer calls to 101. This ensures that staff with local knowledge can answer and deal with the calls and respond appropriately. You will NOT be put through to a large call centre.

When you call 101, the system will determine your location and connect you to the police force covering that area. You will hear a recorded message announcing the police force you are being connected to. If you are on a boundary between two or more forces, the recorded message will give you a choice of which force to be contacted to.

I am deaf, hard of hearing or speech impaired, can I call 101?

Yes, you can textphone 18001 101.

For reporting general nuisance or environmental issues - You should still call Wokingham Borough Council for things like:

- reporting graffiti
- dog fouling
- abandoned vehicles
- dumping and fly tipping
- vandalism.

Also important message regarding burglary: Please be aware that there has been an increase whereby items such as laptops, cameras, ipods, ipads and mobile phones have been stolen. With Christmas only weeks away burglars are stealing items that are very easily sold on. Remember to put these items away when not in use.

Thank you



If you have any information in relation to this message, please contact Thames Valley Police on **08458 505 505**

To find out more about Thames Valley Police in your area - please go to our website at www.thamesvalley.police.uk.

If you have information about crime but do not want to speak to the police, call [Crimestoppers](http://www.thamesvalley.police.uk) anonymously on **0800 555 111**.



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