

## 101 – A new non-emergency number for South Yorkshire Police

On Friday 4 November, South Yorkshire Police's non-emergency number will change to 101, replacing the existing 0114 2202020 number which will be gradually phased out. All forces in England and Wales will be using 101 as their non-emergency number by early 2012, as mandated by the Home Office. Every call to 101 will be charged at a 15p flat rate.

The introduction of 101 nationally has been agreed to relieve pressure on the 999 service and will enable forces to better prioritise calls.

In an emergency – when a crime is in progress or life is at risk – always call 999.

### When should you call 101?

When it is less urgent than 999; for general enquiries, to contact local police or to report a crime that has already happened the public should always call 101. Crimes such as the following should always be reported by calling 101:

- Stolen car
- Vandalised property or criminal damage
- Suspicion of someone selling stolen goods
- Suspicion of local drug dealing
- Theft such as stolen mobile phones
- Drunken or rowdy behaviour

### What are the benefits of 101?

- A single, easy to remember number wherever you are in the county
- Flat rate cost, regardless of the duration, provider or whether you are calling from a mobile
- Same 24-hour service as 0114 2202020
- Reduced burden on the 999 service
- Better prioritisation of calls, making the police service more efficient and effective

For more information, including answers to frequently asked questions visit [www.southyorks.pnn.police.uk/101](http://www.southyorks.pnn.police.uk/101)