



## **Heysham South, Middleton & Overton.**

**December 2011**

**\*\*\*\*\*EXTRA\*\*\*\*\***



### **101 – the new non-emergency number to contact Lancashire Constabulary**

From **Monday 12 December**, members of the public will be able to call Lancashire Police for non-urgent issues by dialling 101. The number is available 24 hours a day, seven days a week.

All 101 calls to Lancashire Police will be handled by our Contact Centres in the same way that our 0845 calls are.

#### **How much does it cost to call 101?**

Each call to 101 will never cost more than 15 pence - no matter what time of day you call, how long your call lasts or even if you call from a mobile. We do not receive any of the call cost.

#### **Why is 101 being introduced?**

The British Crime Survey in 2010 found that just over half of the public knew how to contact their local force. The introduction of the 101 number offers the public an easy way to contact their local police force.

By December 2011, 101 will have been rolled out to all police forces in England and Wales and means people only have two numbers to remember to call the police – 999 in an emergency, 101 when it's not urgent.

101 also costs a lot less than asking some customers to call 0845 1 253545 or to ring a normal landline. Some customers with pre-pay mobile phones have to pay up to £1.20 per minute to call us – but with 101 they will never pay more than 15p.

### **When should members of the public call 101?**

We are asking the public to call 101 to report crime that has already happened and other incidents or concerns that do not require an emergency response.

For example:

- If their car has been stolen
- If their property has been damaged
- If they suspect drug use or dealing
- If they want to report a minor traffic collision
- If they want to report any other incident that doesn't require an immediate response
- If they want to give us information about crime or criminals in their local area
- If they want to talk to their local policing team

### **How does 101 work?**

A person's mobile phone signal or landline area code determines which police force they will be directed to. If they are calling from within one mile of a police force boundary they will be given options of nearby police forces so they can choose.

### **Is 101 going to replace 999?**

No, 101 is the national non-emergency number. 999 will continue to be the number to dial when customers need to report an emergency.

### **Is 101 available everywhere?**

101 is being rolled out across England and Wales. However there are some situations when customers might not be able to call 101:

- It is not available in Scotland
- If someone works in a large organisation (such as a council, a hospital or a business) 101 may be blocked. The person who runs that organisations phone system may have to unblock 101 calls.
- It is not available outside England and Wales. Customers may need to call Lancashire Police on +44 1772 614444 or 0845 1 253545
- If they are using Skype or another internet phone, they may not be able to call us on 101. If this is the case, they may need to call Lancashire Police on +44 1772 614444 or 0845 1 253545

### **What will happen to 0845 1 253545?**

Our current non-emergency number 0845 1 253545 will continue to be used for the time being. Over the next 6 months we will review this.

At the moment there are some restrictions on 101 which mean we always need a back up number. We would encourage Lancashire staff to give out 101 as our preferred non-emergency number because it is easier to remember than any other 11 digit number. Our website will set out how customers can contact us if they cannot dial 101.

### **NHS 111 – the new non-emergency number for the NHS**

The NHS have also launched a new free non-emergency number to simplify how people get help and advice on healthcare.

Launched on 29 November, 111 is an easy to remember telephone number for the public, and is to provide advice on appropriate NHS services for minor injuries and illness that need medical attention, but is not an emergency.

The telephone number is free and the key message is 'Call 111 when it's less urgent than 999'.

### **Next PACT meeting, Monday 9<sup>th</sup> January 2012 at Heysham Library commencing at 7pm.**

Car parking is available. If you arrive after the library closes at 7pm please use the side door from the car park.

### **Middleton Police Surgery**

3<sup>rd</sup> Monday of month.

Venue Middleton Village Hall 2-3pm

### **Overton Police Surgery**

1<sup>st</sup> Friday of month. Overton Memorial Hall. 2:30-3:30

Come and talk to a member of **your** neighbourhood policing team.



**e-mail.**

[Heyshamandwestened.npt@lancashire.pnn.police.uk](mailto:Heyshamandwestened.npt@lancashire.pnn.police.uk) Or  
[Crimeline@lancashire.pnn.police.uk](mailto:Crimeline@lancashire.pnn.police.uk)

The police anti-social behaviour vehicle is in operation during the following times:

Sun-Thurs 6pm – 10pm

Fri-Sat 6pm-midnight.

Tel 07958 788566

**Heysham South Community Police Team.**

PC 2338 Andy Taylor, Heysham Community Beat Manager can be contacted on 01524 596985

[Andrew.Taylor2@lancashire.pnn.police.uk](mailto:Andrew.Taylor2@lancashire.pnn.police.uk)

We welcome Andy back to Heysham after some time in Carnforth and as part of a response team.

PC 3966 Jude Knowles

[Jude.Knowles@lancashire.pnn.police.uk](mailto:Jude.Knowles@lancashire.pnn.police.uk)

Police Community Support Officer  
7791 Linda Willis 01524 596985

[Linda.willis@lancashire.pnn.police.uk](mailto:Linda.willis@lancashire.pnn.police.uk)

Police Community Support Officer  
7147 Chris Dyson 01524 596985

[Chris.Dyson@lancashire.pnn.police.uk](mailto:Chris.Dyson@lancashire.pnn.police.uk)

Police Community Support Officer  
7733 Emma Bond 01524 596985

[Emma.Bond@lancashire.pnn.police.uk](mailto:Emma.Bond@lancashire.pnn.police.uk)

Police Community Volunteer

13781 Graeme Austin

[Graeme.Austin@lancashire.pnn.police.uk](mailto:Graeme.Austin@lancashire.pnn.police.uk)

Thanks to Inspector Steven Wade and his team from the Civil Nuclear Constabulary for their presence in our area.