

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

On Friday 4 November, South Yorkshire Police's non-emergency number changed 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)