



T/Chief Inspector POTTS  
Daventry and South Northants  
District Commander

Tel: 101 ext 776702  
E-mail: [Julia.potts@northants.pcc.police.uk](mailto:Julia.potts@northants.pcc.police.uk)

Date 6<sup>th</sup> October

Parish, District and Ward Councillors,

I am writing to inform you about steps we have taken to make it easier for the public to contact their local police force. From 17 October 2011 communities across Northamptonshire will have access to 101, the national non-emergency telephone number for the police service in England and Wales.

While 999 is a well-recognised number used to report emergencies, the 2010 British Crime Survey found that only 54 per cent of the public know how to contact their local police if they want to talk to them about general policing issues, or report non-urgent crime or anti-social behaviour. The introduction of the national 101 number will help communities to keep their neighbourhoods safe by giving them a single, easy to remember number to contact their local police to report non-emergency incidents or to speak to their local officers.

The number is already in use in a number of police force areas and is being rolled out to the remaining areas on a phased basis during 2011. We know from the experience of these initial areas that 101 is well received by the public and has led to improvements in public satisfaction and confidence when calling the police. Further information can be obtained by visiting [www.northants.police.uk](http://www.northants.police.uk) or [www.police.uk/101](http://www.police.uk/101).

Our current non-emergency number 03000 111 222 will continue to be available for the time being, specifically for callers outside Northamptonshire where 101 is not yet live, and for those calling from outside England and Wales.

Calls to 101 will cost 15 pence per call, no matter how long you are on the phone – this applies to both landlines and mobile phones. For the first time, everyone calling the police for non-emergency matters will know exactly how much the call will cost them and will be assured of equal access whether they are on a pay-as-you-go mobile or a home landline.

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

I would be very grateful if you could assist in promoting the new 101 police non-emergency number to [members of the public in your area/your colleagues/your customers] (*delete/amend as appropriate*). As always, your support is very much appreciated.

Yours sincerely

T/Chief Inspector Julia POTTS