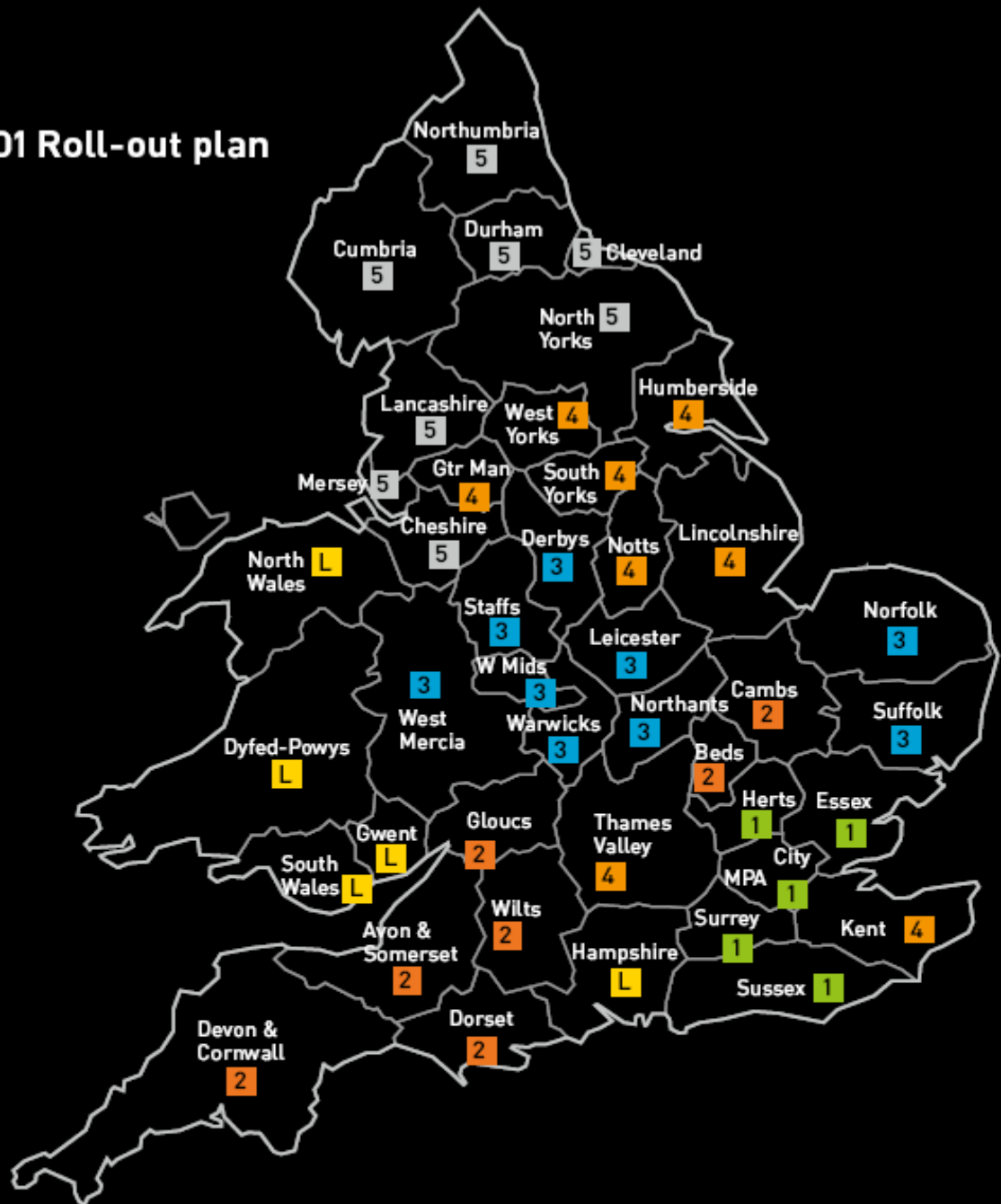


National Non-Emergency Number 101

1. The 101 number has been rolled out across England and Wales from July 2011, the Cleveland force area combined with Durham and Northumbria are in the final phase of the roll out. (Appendix 1) Our launch will be 7th December 2011.
2. There is a regional communication strategy in place with Durham taking the lead however Cleveland Police are proposing a 'soft' launch on this date promoting the use of the number as a replacement for 326326 only. They will retain 326326 for a period until 101 becomes established.
3. Home Office advice taken from www.police.uk/101 is that you should call 101 if:
 - Your car has been stolen
 - Your property has been damaged
 - You suspect drug use or dealing in your neighbourhood
 - Report a minor traffic collision
 - Give the police information about a crime in your area
 - Speak to the police about a general enquiryCalls to 101 (from both landlines and mobiles) cost 15 pence per call irrespective of the time of day or duration of the call and will be answered by police call handlers in the same way as 326326 currently is.
4. The Home Office cite that the aim of 101 is to improve access to the police, ease pressure on 999, and to help to efficiently and effectively tackle crime and disorder. When the 101 number is called the system determines your location and you will be connected to the police force covering the area from where you have made the call. When the call is answered callers will hear a message advising them that they are being connected to a particular police force. For those who are hearing or speech impaired a text service is available on 101.
5. The website advises that callers should continue to call the local council to:
 - Report graffiti
 - Dog fouling
 - Abandoned vehicles
 - Dumping and fly tipping
 - Vandalism
6. The contact for Cleveland Police is Steve Jermy who is based at Cleveland Police HQ.

Marilyn Davies
Community Safety Manager
18th October 2011

2011 101 Roll-out plan

**1 July**

- Metropolitan / City of London
- Hertfordshire
- Surrey
- Essex
- Sussex

2 September

- Wiltshire
- Dorset
- Avon & Somerset
- Gloucestershire
- Bedfordshire
- Cambridgeshire
- Devon and Cornwall

3 October

- Suffolk
- Norfolk
- Warwickshire
- Northamptonshire
- West Midlands
- West Mercia
- Leicestershire
- Staffordshire
- Derbyshire

4 November

- South Yorkshire
- Nottinghamshire
- Lincolnshire
- Thames Valley
- Kent
- Humberside
- Greater Manchester
- West Yorkshire

5 December

- Cheshire
- Merseyside
- Lancashire
- North Yorkshire
- Durham
- Northumbria
- Cleveland
- Cumbria

L Existing Live areas