

GUIDELINES for CONTACTING the POLICE for ASSISTANCE

The Police have asked that we make it clear to NHW Coordinators and Members and in response to queries from the general public, that any reporting of Incidents and any requests for Police assistance where you expect the police to attend an incident, or to be visited by, or to speak to an officer within the next few hours should NOT be made to the personal emails and / or 📞 nos of your NPT.

To be certain of getting the right and timely assistance you are seeking, it is essential that you use the 📞999 or 📞0345 456 4564 nos, for as we have indicated above, the NPT police officer you happen to choose may well be on a rest day, holiday, away on training, or other abstraction and your message could be very seriously delayed and may not therefore receive the response it deserves. Direct contact to NPT officers is for administrative use only and is not for passing on any urgent information.

What is the right 📞 call to make when seeking Police Assistance ?

Call 📞999 for serious emergencies in which human life and limb are deemed to be at risk, or when a crime is in progress or has just happened, and those responsible are believed to still be in the vicinity. It is appreciated that many occurrences can fall into this description and situations may change very quickly. But if in your opinion the definition fits, then call 📞999. The police Operations Centre will assess your call using any other information received about the incident and decide the appropriate response to meet the emergency. Sometimes it is necessary, when many calls for assistance are received at the same time, for them to decide which call must take priority - so it is important to make clear in your call exactly what the dangers are as the situation is developing.

Call 📞0345 456 4564 for any other form of police assistance - usually described as being 'Non-Emergency'. That means incidents **NOT** involving life or limb risks or where a crime has happened and those responsible are **NOT** present in the area. However even simple ASB can sometimes qualify to be upgraded by the police when other aggravating factors are present.