



## Callers Guide



### When to call NYP and which number to use

#### **Calling 999 (you will be asked which emergency service you require)**

This is the emergency number for all the services and this should be called when:

- Someone's life is in danger (for example a car crash)
- A crime is happening or you believe one is about to happen (theft, burglary, damage)
- There is serious risk to a person or to others (someone threatened with a knife)

#### **Calling 101 (please press option 1 to report a crime or provide information)**

This is a non-emergency number for the police, this should be called when the incident has already occurred and is not on going at the time of the call for example:

- A burglary or damage has occurred over night and is not ongoing when you arrive at the premises.
- A theft has occurred but unsure of when it may have happened
- To report any Anti-Social Behaviour

During the call please remember to state that you are calling from or for a Heritage site

When you are transferred to a Force Control Room call handler these are some questions you will be asked:

- Your Name:
- Your location:
- Your address or business:
- Your Contact No:

If your call is an emergency the call taker needs something very brief to start to log the incident. Eg. "I have just seen someone putting spray paint onto Clifford's Tower and they are still there now. This is a heritage crime."

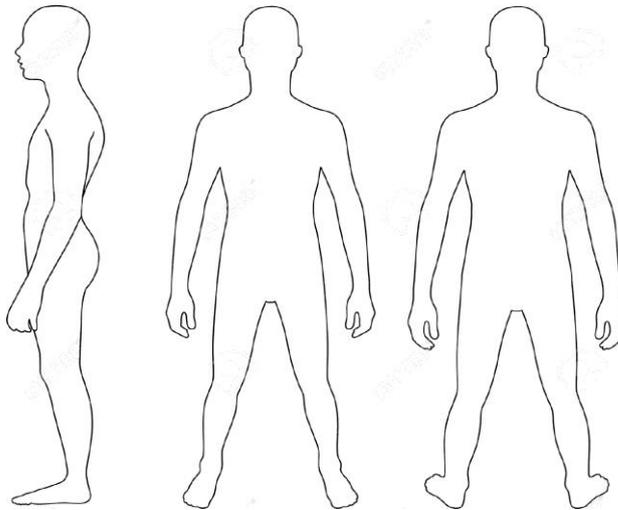
This enables the location to be identified and the log to be graded for priority. Stating that it is a heritage crime will assist the call taker in considering the grade. Once they have that information recorded the job can be dispatched as the call taker fills in the other details. Next they will need a description and a vehicle if relevant and a direction of travel. The administrative part of the log can be done more slowly. The call taker may want to keep you on the line to enable live updates to the attending officers.

**What has occurred or exact description of what you have seen: for example**

1. Have you been broken into?
2. Has something been stolen, If so what? Did you see the offender? When was the item last seen?
3. Has something been damaged? If so what has been damaged? When was it damaged?
4. There is an issue of ASB? What exactly? Who is causing this? Youths, adults, street drinkers? Do you have any descriptions? Time of day it is occurring?

**If you have any descriptions of any persons then you will be asked a number of questions:**

1. Male/Female
2. Age
3. Height
4. Hair (colour and length/style)
5. Build (Tall, Stocky, Slim)
6. Clothing (trainers, shoes, hooded top, t-shirt, tracksuit bottoms, jeans, shirt)
7. Other distinguishing features (shaved or unshaven, wearing glasses, carrying anything, scars, tattoos)
8. Direction of travel (names of streets if you know them)



**If you have seen a vehicle in the area or used in any incidents then you will also be asked:**

1. Make and Model
2. Colour
3. Type (estate car, van)
4. Registration Number (even a part number can help)
5. Direction of travel

