fair telecoms campaign **news release**

Making calls to 101 free-to-caller -
comment on newly reported material and developments

This release is further to our earlier release – We support calls to make 101 free-to-caller – and briefing - Background to the need for calls to 101 to be made free-to-caller.

We develop our thoughts on, and provide detail to support, the latest **Daily Telegraph** article - More people to escape charges for reporting crimes on 101 (11 May 19).

Notwithstanding waivers of the charge and the availability of alternative numbers -
we continue to campaign for the government to fund calls to 101, as it does for 111.

Waiving the charge

We must celebrate decisions by a number of operators to waive the 15p charge for calling 101.

This welcome relates primarily to the predicament of PAYG mobile customers, who need to purchase a £5 or £10 top-up specifically to call "non-standard" numbers, e.g. premium rate services, in order to make a call to 101, whilst the current charging regime applies.

We hold with the view that calls to access important public services must be funded out of progressive taxation (i.e. by the government), rather than out of the revenue collected by telephone companies. Nobody should be misled by the idea that services for which there is no charge are funded only out of the profits of commercial operations.

Alternatives to 101

It is also important that the Police services maintain alternative geographic-rate numbers for non-emergency telephone contact. As with all interactions, there are many that are most conveniently conducted on-line, however there will always be situations in which a direct voice conversation is the best, or the only effective, way of achieving the desired result.

Whilst the 15p charge remains, PAYG mobile customers must not be forced to have to pay £5 or £10 to contact the Police and there are many who strongly object to paying 15p, on a point of principle. The need for alternative numbers will always exist for those who need a direct contact number when away from their home area or need to make telephone contact when overseas.

The list of alternatives to 101 previously published by the Home Office – see this archive - has now been withdrawn.

Research of individual Police websites has identified that some such numbers exist.

The Telegraph reports that research we undertook for it shows that "***half the forces do not have alternative numbers on their websites.***". The detailed results of this research follow, overleaf.

Notes

We celebrate the campaign mounted by **The Daily Telegraph**, as found in these earlier articles:

- 'Why must we pay to report crime?' – Baroness Newlove queries 101 service
- Government accused of profiting from victims' reporting crime by collecting VAT on 101 calls
- Fees for 101 Police calls may be scrapped
- 101 calls should be free for everyone (Editorial)

David Hickson

Saturday, 11 May 2019

fair telecoms campaign **briefing**

Published non-emergency Police contact numbers as alternatives to 101

The list of alternatives to 101 previously published by the Home Office – see this archive - has now been withdrawn.

Research of individual Police websites has identified that many such numbers exist.

Some are given in "international format", as a primary requirement is to enable contact from overseas. The number can however be called from within the UK by subsituting "+44" with "0".

A researched list – current at date of issue

The following list has links to the web page reviewed and advises the alternative number given.

Where none is found, it may be that the number previously published is still available.

Police Service	Alternative to 101	Police Service	Alternative to 101
Avon & Somerset Constabulary	None	Norfolk Constabulary	None
Bedfordshire Police	None	North Yorkshire Police	01904 618691
Cambridgeshire Constabulary	+44 1480 456111	Northamptonshire Police	None
Cheshire Constabulary	+44 1244 350000	Northumbria Police	+44 1661 872 555
City of London Police	None	Nottinghamshire Police	None
Cleveland Police	None	South Yorkshire Police	None
Cumbria Constabulary	+44 300 124 0111	Staffordshire Police	+44 1785 236211
Derbyshire Constabulary	+44 1773 730 215	Suffolk Constabulary	None
Devon & Cornwall Police	+44 1392 420320	Surrey Police	+44 1483 571 212
Dorset Police	01202 222 222	Sussex Police	+44 1273 470 101
Durham Constabulary	0345 6060365	Thames Valley Police	+44 1865 841 148
Essex Police	01245 491491	Warwickshire Police	None
Gloucestershire Constabulary	01452 726 920	West Mercia Police	None
Greater Manchester Police	+44 161 872 5050	West Midlands Police	+44 121 626 5000
Hampshire Constabulary	+44 1962 841 534	West Yorkshire Police	None
Hertfordshire Constabulary	None	Wiltshire Police	+44 1380 826614
Humberside Police	Nothing at all	Dyfed Powys Police	None
Kent Police	+44 1622 690690	Gwent Police	None
Lancashire Constabulary	None	North Wales Police	0300 330 0101
Leicestershire Police	None	South Wales Police	None
Lincolnshire Police	None	Police Scotland	+44 1786 289 070
Merseyside Police	+44 151 709 6010	Police Service of Northern Ireland	+44 2890 650 222
Metropolitan Police Service	+44 20 7230 1212		

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