



# WEST YORKSHIRE POLICE

## WHEN AND HOW TO CONTACT THE POLICE

Contacting the police has been made easier over the years by having two easy numbers to remember: 999 for emergencies and 101 for non-emergencies.

**Ring 999** when there is an emergency and there is a risk to life or property. An example is when you see a person being hurt or in a car accident.

**Ring 101** when you need to report something to the police, but it is not an emergency. An example is when someone has caused damage to your property or when you notice that your bike has gone missing.

There are also a number of other ways to contact the police. These include:

**Live Chat** – Anyone can use Live Chat from their computer, tablet or mobile via the West Yorkshire Police website ([www.westyorkshire.police.uk](http://www.westyorkshire.police.uk)). This is a live chat facility where you can speak to someone in our Customer Contact Centre and they will answer your question or advise you what to do.

**Click before you Call** – This is a feature on our website under Contact Us which allows you to select a variety of different reports such as 'report a crime' or 'leave an officer a message'. This page also includes useful numbers for example Crimestoppers.

## WHEN NOT TO CONTACT THE POLICE

Sometimes people abuse the ways in which you can contact the police. This means people often ring the police when there is no need to and/or it is not a police matter. Some real examples of telephone calls that West Yorkshire Police have received include:-

- “I’m stuck in a swing!”
- “There is a fly in my bedroom!”
- “My pizza has been delivered and it doesn’t look like the picture on the leaflet!”

**Remember the police are there to help and  
keep communities safe**

