



**Gloucestershire  
Constabulary**

[www.gloucestershire.police.uk](http://www.gloucestershire.police.uk)

# Think for a while before you dial.

Many people call the police about problems that need to be referred on to other organisations - which means you may have to make more than one call.

We do value your call, but we would ask you to consider if your query could be dealt with more effectively by the following:

Childline **0800 1111**  
The Samaritans **08457 909090**

Gloucestershire County Council **01452 425000**  
(out of hours) **0345 581715**  
Gloucestershire Health Authority **01452 300222**  
Environment Agency **08459 333111**  
24 Hour Floodline **08459 881188**  
Post Office Counters **08457 223344**  
RailTrack Helpline **08457 114141**  
(including emergencies 24 hours)

However, if you are in doubt, please call us on **0845 090 1234**

**Remember for non-emergency calls dial:  
0845 090 1234**

Our busiest times for receiving calls are between:  
8.00am and 10.00am - 5.00pm and 7.00pm  
particularly on Mondays and Thursdays

Calling outside these times should help you to get your enquiry dealt with more quickly.

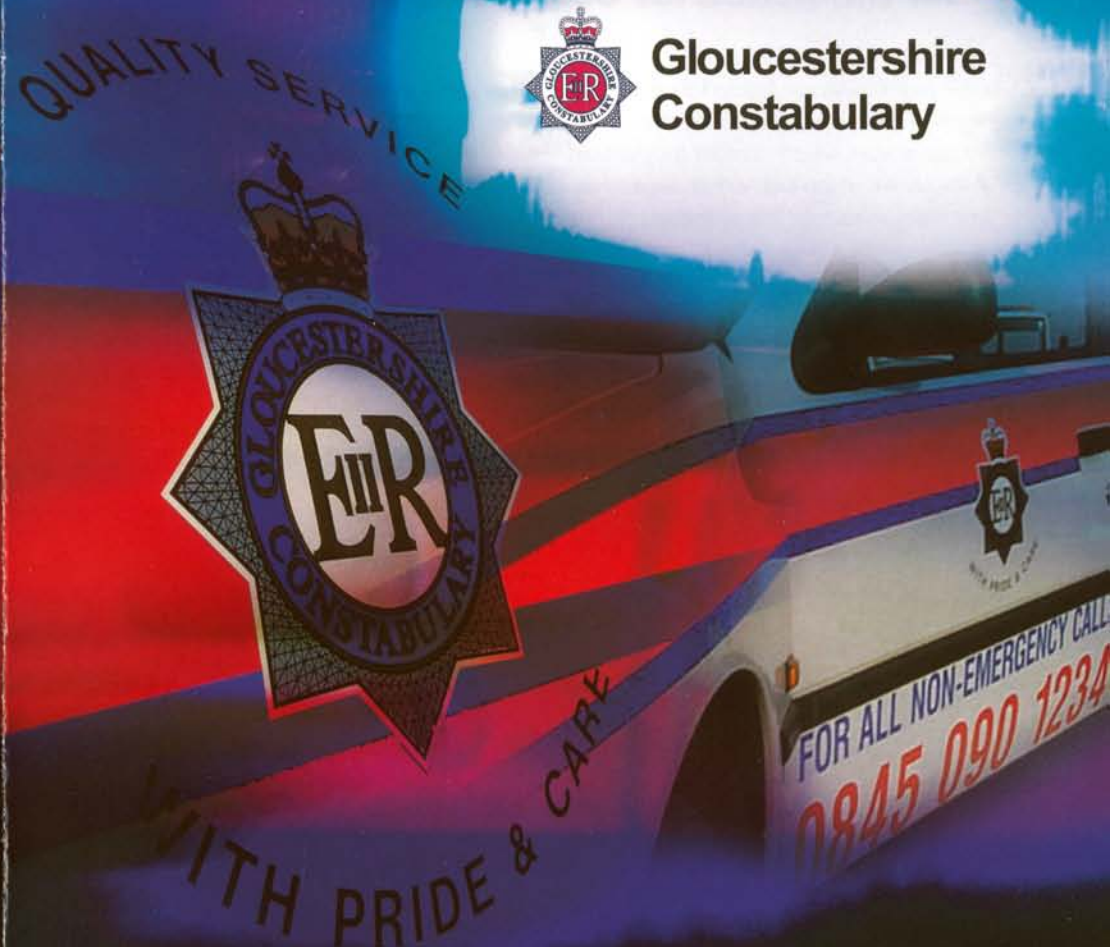
The information printed in this leaflet is correct at the time of going to press.

**Police Headquarters, Lansdown Road, Cheltenham, Gloucestershire GL51 6QH**

# How to contact the police in Gloucestershire



**Gloucestershire  
Constabulary**



# Think for a while before you dial.

**Most people know that in an emergency they should call 999. But occasionally you may need to call the police for other reasons.**

Over the past few years, consultation with members of the public has proved that people are unsure which number they should call in situations which are non-emergencies but which still require police attention.

That is why we have decided to replace all the different numbers with a single number for police non-emergency calls.

**The new number is:**

**0845 090 1234**

The way we answer your calls is also changing so that we can deal more effectively with your enquiries. A call to 0845 090 1234 is answered centrally, where it will either be resolved immediately or passed to the most appropriate department or station for action.

## Not all accidents are emergencies...

**Non-emergencies:**

**0845  
090  
1234**



At the moment some people in Gloucestershire have to pay more to call us, depending on where they live. We think it is important for everyone in the county to pay the same. Now it will only cost you the price of a local call, no matter where you are in the UK.

### **Can I continue using the old numbers?**

The old switchboard numbers will still be available for some time, but they will now re-route to the same central facility instead.

### **Can I still speak to officers at my local police station?**

You can still call your local police station directly: however, officers are often out on

patrol and that is why it is useful for you to come through to our central facility first. The police operators will be able to put you through to the person you wish to speak to - or, if that person is unavailable, you will have the option to either leave a message or speak to another department.

### **When should I call 999?**

Just over half of all the '999' calls we receive are non-emergencies. This is a waste of valuable resources - research shows that many people call 999 when they do not really need to because they cannot find or remember the alternative numbers.

### **You should only call 999 when:**

- You or someone else is injured or there is a threat to life
- You suspect a crime is being committed
- You see something suspicious
- You are under threat

**If you need to call us for any other reason please use 0845 090 1234.**

### **Using the Internet**

Our website contains a wide range of detailed information about our police force and you can contact us there by email.

**[www.gloucestershire.police.uk](http://www.gloucestershire.police.uk)**

**If you have information on crime and wish to remain anonymous, call Crimestoppers FREE on 0800 555111**

Cash rewards may be paid if your call leads to an arrest and charge of the offender. Crimestoppers is the only charity that helps to solve crime.