

Helpful tips on how to report crimes

Non-emergency calls:-

If you want to report a minor crime, such as a stolen mobile phone, you should go to your nearest police station to report it, or call your local police in England, Scotland, Wales and Northern Ireland by dialling 101.

You should call 101 to report crime and other concerns that do not require an emergency response. For example, if:

- Your car has been stolen
- Your property has been damaged
- You suspect drug use or dealing in your neighbourhood

Or to:

- Report a minor traffic collision
- Give the police information about crime in your area
- Speak to the police about a general enquiry

EMERGENCY CALLS

In an emergency always dial 999

- If you've been mugged, badly hurt, or attacked in any way, or if you've just seen a serious crime being committed, then you should ring 999 as soon as possible.
- Your call should be answered within ten seconds. A trained staff member will ask you to describe what has happened and where you are. They may ask if you need any other emergency services, such as an ambulance.
- If the situation is an emergency, a police officer will come to the scene to talk to you. They'll ask you to explain what happened, and they can help you decide what to do next.

IMPORTANT: When using 101 or 999 to report crime, please make sure that you ask for an INCIDENT NUMBER, and make sure that the call taker provides you with this information. Write it down for safe-keeping and future reference.

REPORTING FRAUD

Action Fraud is the UK's national reporting centre for fraud and internet crime where you should report fraud if you have been scammed, defrauded or experienced cyber crime.

You can report fraud or internet crime to Action Fraud any time of the day or night using [their online fraud reporting tool](#):-

<http://www.actionfraud.police.uk/contact-us>

You can also report and get advice about fraud or internet crime by calling **0300 123 2040 (textphone: 0300 123 2050)**.

Specialist advisers are available during the following times:

- Monday to Friday between 8am to 9pm
- Saturday between 9am to 5pm
- Sunday between 9am to 5pm

Action Fraud will not call you unless you have requested us to, and will never ask for your bank details. If you are unsure whether a call is genuine, call the Action Fraud team on **0300 123 2040**. Please note this number will be charged at your normal network rate.

If you have inclusive minutes within your mobile tariff then calls to our number are included at no cost. If you have used all of your inclusive minutes then the call will typically cost 35p per minute depending on your network provider.

HOW TO DESCRIBE A SUSPECT

Very important: It is of the utmost importance for the police to promptly obtain an accurate description. Here are some of the most important identifiers the police need, to apprehend criminal suspects. Keep this information in mind so that you can give the police an accurate description of any criminal or criminal incident you may observe.

Location information is critical:

- Observe where you are and the exact location of the crime. Try to remember if you have ever seen the suspect in the area before.
- Note the time as precisely as possible.
- Observe if the suspect is carrying a weapon and, if so, what type-revolver, handgun, shotgun, knife, etc.
- If the suspect leaves the scene, note the direction of flight.
- If the suspect is in a vehicle, note as much of the following information as possible: vehicle type (auto, truck, van, etc.); colour; make and model; condition (dirty, damaged, etc.); and license plate numbers.
- Note also if the vehicle has no license plates.
- Watch for decoys or accomplices.

A variety of general description information about the suspect should be noted:

- Sex
- Race or national origin (The ethnicity IC guide used by the Police is printed below).
- Age (estimated)
- Height-use comparisons with your own height, a door, or some other standard measure
- Weight (estimated)
- Build-obese, husky, slim, muscular, etc.

Facial information is also important:

- Hair-note the colour, texture, hairline, style; also possible dyes or wigs
- Forehead-note forehead height, and whether the skin is smooth, creased or wrinkled
- Eyes-note the colour, shape (round, slanted), whether clear or bloodshot, and the heaviness of eyelashes and eyebrows
- Nose-overall shape (long, wide, flat, etc.) and nostrils (wide, narrow, flared) are important
- Cheeks-is the flesh sunken, filled out, dried or oily? Are there wrinkles around nose or mouth? Are cheek bones high or low, wide or narrow?
- Ears-note size and prominence (protruding or flat against head)
- Mouth-are lips thin, medium, full? Do corners turn up, turn down, or level?
- Chin-what is the shape (round, oval, pointed, square)? Double chin, dimpled, cleft?
- Neck-note protruding Adam's apple or hanging jowls

You will never be able to remember all of these details about any one suspect you may see, but, remembering as many as possible can be particularly helpful to the police and to your community.

Phonetic alphabet used to clarify letters and words, especially when giving the index numbers of vehicles:-

A ALPHA	F FOXTROT	K KILO	P PAPA	U UNIFORM	Z ZULU
B BRAVO	G GOLF	L LIMA	Q QUEBEC	V VICTOR	
C CHARLIE	H HOTEL	M MIKE	R ROMEO	W WHISKY	
D DELTA	I INDIA	N NOVEMBER	S SIERRA	X X-RAY	
E ECHO	J JULIET	O OSCAR	T TANGO	Y YANKEE	

