

## Violent crime or emergencies – call 999

### You **MUST** report ALL incidents of violence and abuse to the police

#### Call 999 Immediately if:

- A serious or violent incident is in progress.
- You think an incident of this nature could happen.
- You need help immediately.

#### What to say:

##### Speak slowly and clearly:

- State whether there has been violence, or it has been threatened.
- State whether there is a weapon.
- State whether the suspect is at the scene.

#### Describe the incident further:

- State whether the offender is prolific and whether they have used or threatened violence before.
- State whether there are any injuries.
- Describe the environment – are there children or vulnerable people present?

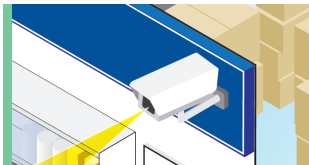


## Non-emergencies – report it online or call 101

To report a crime that does not require an emergency response **call 101** or go to the website of your local police force.

When you **call 101** the call handler will encourage you to describe what has happened and provide as much information as possible.

The most important information you can provide to support further action from the police is;



- That you have evidence to prove a crime has taken place (CCTV footage or a witness)



- That you are willing to support a prosecution and detail the impact of the crime on you or your business (the cost and/or emotional/physical harm)



- The offender is known to you or your business (you know their name and/or pattern of criminal behaviour)

### Need more help?

If you are not getting the response you need from your local police force you should consider:

- Finding out more information and contacting your Neighborhood policing team by entering your postcode here: [police.uk](https://www.police.uk)
- Making contact with your Police and Crime Commissioner by entering your store postcode here: [apccs.police.uk/findyourpcc](https://apccs.police.uk/findyourpcc)