



Calling **999** means your call gets priority and allows the most appropriate action to be taken immediately. Always call 999 if:

- Someone is injured, being threatened or is in danger.
- There is a risk of injury to someone or a risk of serious damage to property.
- A crime is in progress or you suspect a crime is in progress.
- There is a serious incident, which needs immediate police attendance.
- Someone suspected of a crime is nearby.

How to make a **silent 999** Call

- If you're in danger, call 999 and try to speak to the operator if you can, even by whispering. You may also be asked to cough or tap the keys on your phone to answer questions.

- **Call 999 from a mobile**

- If you do not speak or answer questions, press **55 when prompted** and your call will be transferred to the police.
- Pressing **55** only works on mobiles and doesn't allow the police to track your location.
- **If you don't press 55 your call will be ended.**

- **Call 999 from a landline**

- If you do not speak or answer questions and the operator can only hear background noise, they will transfer your call to the police.
- If you replace the handset, the landline may remain connected for 45 seconds in case you pick it up again.
- Calling 999 from a landline automatically gives the police information about your location.



Typical examples of when people should call **101** include:

- If you want to give police information about a crime that is not currently in progress.
- To contact a local police officer, such as someone from your Safer Neighbourhood team.
- If your property has been stolen or damaged but it is not a crime in progress.
- If you suspect drug dealing or use in your area.



REPORT A CRIME ONLINE - [Report a crime | Thames Valley Police](#)