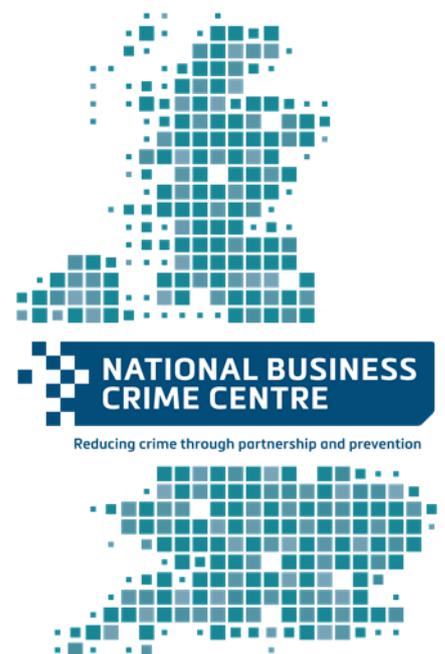




Advice for businesses and private security when phoning police in an emergency



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Advice for businesses and private security when phoning police in an emergency

The purpose of this document is to provide guidance to businesses and private security staff about how to report a crime to police over the telephone in an emergency. It is important that key information is conveyed calmly and accurately to the emergency operator so that they can assess the information and decide on the appropriate response. The information you provide to the operator is important in assessing the threat, harm and risk enabling the police to decide on how to support you and use their resources effectively.

Violence and abuse against staff is never acceptable and should not be tolerated. If you've witnessed, or have been the victim of crime please report it, as it will help police to bring the offender to justice, prevent other crimes and keep people safe.

Try to speak slowly, clearly and be prepared to spell words for the operator. Have a pen and paper to hand to record any information the operator may give you.

Here are the ways to report a crime:

Emergency

Call 999 immediately if:

- it feels like the situation could get heated or violent
- the crime is in progress
- someone is in immediate danger
- you need help right away.

Non-emergency - Report it online or call 101

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

If you want to report a crime anonymously call Crimestoppers on 0800 555 111 or you can report it anonymously online with Crimestoppers: <https://crimestoppers-uk.org/give-information>

To report a fraud contact Action Fraud <https://www.actionfraud.police.uk/> or call 0300 123 2040

Key information required by the call handler when you phone in an emergency:

Give your location; name of business, address and full postcode

Describe what is happening and where is it happening?

- Provide a brief summary of what is happening
- Provide the location of the incident, including the name of the business, address, full postcode and any information which may help the police officers attending to locate you. Information about where you are in the building and if there is a barrier such as a locked door or gate the officers will need to be aware of to reach you, would be helpful
- Is anyone at immediate risk?
- Is the suspect still on scene? If not, where are they?
- Has violence been used or threatened?
- Have any weapons been seen or threatened? If so, describe the type of weapon
- Describe any injuries.
- Provide your name and phone number so that the police can call you back. Try to avoid providing a switchboard number, as this may cause a delay

Description of the person involved:

Tell the operator how many people are involved and where they are, if different to your location. If the suspects have already left the scene, describe the direction of travel and how long ago they left.

Provide a physical description of each suspect including:

- Name (if known)
- Approximate Age
- Gender
- Colour
- Approximate Height
- Build
- Hair style, colour and length
- Description of clothing worn or anything they are carrying.
- Have any weapons been seen? If so, describe them.
- Vehicle details including the vehicle registration mark (VRM), colour, make, model and the direction of travel.

Description of property taken:

Provide a description of any property that has been taken, so it can be identified by officers if the suspect is found

Other information which is useful to police:

Inform police if the suspect is known to you. For example, are they a prolific or repeat offender, do you know their name?

Secure and preserve any CCTV evidence and ensure staff are trained to use the system, as this could delay the investigation.

Consider forensic opportunities, as physical evidence can be tainted or destroyed very quickly. Police may be able to recover forensic evidence from areas where the people have been, or from items that have been damaged, moved or left behind. Has the person left something at the scene, such as clothing, blood, any other bodily fluids, discarded items, obvious fingerprints or footprints?

Do not touch any blood, shoeprints or items handled by the suspect. If any of these items are outside, then cover them over to preserve them for a crime scene examiner.

Obtain the contact details of anyone who has witnessed the crime or may have any other information or evidence which could help the investigation.

Collate unique identifier details of items stolen (e.g. specific marks or colours, a serial number or IMEI number), as these will be required for the crime report and ensure the items can be identified if recovered.

Advice for retail businesses and shop workers on reporting violent crime

You **MUST** report **ALL** incidents of violence and abuse to the Police.

Violence and abuse against staff is **NEVER ACCEPTABLE** and should not be tolerated.

WHEN TO CALL

Call 999 immediately if:

- it feels like the situation could get **heated or violent**
- the crime is in **progress**
- someone is in **immediate danger**
- you need **help right away**.

WHAT TO SAY

Speak **slowly and clearly**:

Give your location; name of business, address & postcode

Describe what is happening and tell the call handler if:

- violence has been used or threatened
- there is an immediate risk
- the suspect is still at the scene
- weapons have been seen or threatened
- there are any injuries.

Non-emergency - Report it online or call 101

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

If you want to report a crime anonymously call CrimeStoppers on 0800 555 111 or you can report it anonymously online with CrimeStoppers:

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