

**Question: 101 Number**

**Steve O'Connell**

*Since the launch of the 101 non-emergency number last week, how many people have used this number instead of the 0300 or 999 numbers?*

**Response**

- There has been a steady increase in the use of the 101 number since its launch.
- Between 4th July (date of unofficial launch) and 21 July there have been 43,776 calls to the MPS using the 101 number
- During the same period there have been 107,167 emergency calls and 66,572 calls to the 0300 number
- The number of calls via 101 has risen steadily from 910 on 4 July to 3858 on 21 July
- The number of calls via 0300 has fallen over the same period from 6917 to 2847.
- As at 21 July 41% of all non emergency calls were received via 101 and there had been a 53% reduction in 0300 usage compared with the same day last year
- Between 4th July and 21 July there has been a 3.9% (4,281 calls) reduction in the number of 999 calls received compared with the same period last year.
- Early indications are that 101 is reducing use of 999. An independent Home Office evaluation will be conducted once the 101 number has been rolled out nationally.

**Key messages:**

- We are looking to enhance the service we provide through making the Met as accessible as possible.
- 101 has replaced the Met's non-emergency number - the public will be able to continue to report crime that has happened, get advice or raise local policing issues through 101.
- Using 101 will help us to prioritise emergency calls by reducing the amount of non-emergency calls to 999.

- 101 is not a profit making telephone number - the 15p call charge has been negotiated by the Home Office replacing previous higher charges in many force areas.