

Parents' guide to reporting to the police

Is it an emergency?

Does it feel like the situation could get heated or violent very soon? Is someone in immediate danger? Do you need support right away? If so, please call 999 now.

Call 999 if:

- A crime is happening or has just happened
- Someone suspected of crime is nearby
- Someone is injured, being threatened or in danger
- Property is in danger of being damaged
- A serious disruption to the public

When do I call 101 or visit our website for advice?

We have lots of ways you can get in contact if you want to report a non-emergency. You can call 101, chat to us online with Live Chat, or visit our website at www.west-midlands.police.uk

- Your child is a victim of bullying and hate crime where no urgent support is needed.
- Theft of Possessions
- Criminal Damage
- Your child has been approached to sell or hold drugs
- If you have concerns your child is being groomed or criminally exploited
- If your child has been assaulted and no urgent support is needed

Reporting terrorist activity

Call 999 or the police anti-terrorist hotline on 0800 789 321 to report an immediate terrorist threat.



Working in partnership, making communities safer
west-midlands.police.uk



Hearing or speech impairments

If you have a hearing or speech impairment, use our textphone service **18000** or text us on **999** if you've pre-registered with the emergency SMS service. Search 'Relay UK app' for more information.

Silent 999 calls

If you're in danger but you can't talk on the phone, you should still call **999** and whisper if you can. You may be asked to cough or tap the keys on your phone to answer questions.

On a mobile: if you don't speak or answer questions, press **55** when prompted and your call will be transferred to the police.

On a landline: if you don't speak or answer questions and the operator can only hear background noise, they'll transfer your call to the police.

Other ways to report crime

If you or someone else is in immediate danger or risk of harm dial 999 now.



To report issues around rowdy neighbours, noise problems, animal problems, street drinking, vandalism, abandoned vehicles, environmental issues, and for waste disposal contact your local council. Search 'my local council' online.

CrimeStoppers.

0800 555 111

100% anonymous. Always.

To report crime anonymously call **0800 555 111** or search 'Crimestoppers'. The service is 100% anonymous and can help provide information to the police.

ActionFraud

National Fraud & Cyber Crime Reporting Centre
[actionfraud.police.uk](https://www.actionfraud.police.uk)

For issues such as online scams, viruses (cybercrime), fraud or attempted fraud (including identity fraud) please report this to ActionFraud online or by calling **0300 123 2040**



**West Midlands
Safer Travel
Partnership**

If crime is happening or you see anti-social behaviour while on public transport text **81018**, or call **999** in an emergency.



**BRITISH
TRANSPORT
POLICE**

When travelling on public transport and you witness a crime or anti-social behaviour text 61016 or call **0800 40 50 40** to contact British Transport Police discreetly and directly.