**WHEN TO USE 999, 101 AND 111**

**999 - Emergencies only**

Through this one number, you can contact Police, Ambulance, Fire Service and lots of other emergency services but it should only be used when

* there is an immediate danger to life
* someone is using violence or is threatening to be violent
* a crime is happening right now, like a house burglary or a theft

**101 - Non-emergency number for the Police**

You can use this number when immediate action is not required:

* A home or business has been burgled
* A car has been stolen
* Property has been damaged.
* Drug use or other crime is taking place in your neighbourhood

Instead of phoning you can report non-urgent crimes by using the Metropolitan Police [**online form**](https://www.met.police.uk/ro/report/). This includes a report about ongoing [**domestic abuse**](https://www.met.police.uk/ro/report/domestic-abuse/a1/report-domestic-abuse/).

The Council's [**web site**](https://www.hillingdon.gov.uk/article/13133/What-is-domestic-abuse) has useful information on where to get help if you are suffering domestic abuse.

You can also report crime without giving your name by using [**Crimestoppers**](https://crimestoppers-uk.org/give-information/forms/give-information-anonymously?gad_source=1&gclid=Cj0KCQjw7dm-BhCoARIsALFk4v-9rn6D_FX_DrRWmCV_c8PX3XArFx1h7ayxrXZZRmPj1ygi4JXG424aAiU8EALw_wcB) who are independent of the Police. Call **0800 555 111** or send an [**email**](mailto:Crimestoppers-uk.org)

**111 - Non-emergency number for the NHS.**

This number is for use when you have an urgent medical problem that is not an emergency and you are not sure what to do. They can always transfer you to the **999** operator if necessary.

To avoid long waits on the phone you can also use [**111 online**](https://111.nhs.uk/)

Very often your local pharmacy is a good place to get help and advice without having to wait for GP appointments.