

HOW SHOULD YOU CONTACT CUMBRIA POLICE?



IN AN EMERGENCY

If someone's life is at risk, always call **999**



FOR NON EMERGENCY PARTNER AGENCY CONTACT

The preferred method of contact for partner agencies is our online reporting service via our website:

www.cumbria.police.uk/report-it
or **101emails@cumbria.police.uk**

- Usually responded to within 1 hour
- No need to wait in a phone queue
- Helps keep phone lines available for urgent calls



NON EMERGENCY CALLS - 101

Please consider only using 101 outside core hours **10:00 - 16:00**, where possible. Call volumes are significantly higher during these times, which can increase waiting times.



CORE HOURS
10:00 - 16:00



HOW QUICKLY WILL MY CALL BE ANSWERED?

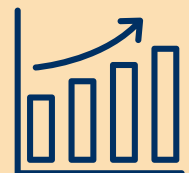
Most 101 calls are answered within 5 minutes, however waits may be significantly longer during busy periods, especially weekdays between **10:00 - 16:00**.



PLEASE DON'T HANG UP

If you are waiting in the 101 queue, please **do not hang up**.

Police forces are monitored on their abandonment rate. This measures callers who leave the queue before the call is answered.



Staying on the line helps us manage demand more accurately and improve service levels



WORKING TOGETHER FOR A SAFER CUMBRIA

Thank you for your support in helping us provide the best possible service.