

# Campaign briefing for partners – Devon & Cornwall

May 2021

## Whichever way you choose to contact us, #ItsPersonal

Devon & Cornwall Police are launching a new summer-long campaign to help reduce demand on their 101 non-emergency number.

The new campaign – whichever way you choose to contact us, #ItsPersonal, aims to educate residents and visitors to the area about the different ways to contact the police and explain that every contact the Force receives about a policing issue is answered by a member of our team, whether it's online or by phone.

By reassuring anyone who wants to make contact with the police, be that online or over the phone, that their query is being dealt with by a real person, it is hoped more people will choose to use the online contact options and there will be a reduction in the non-emergency call waiting times.

If more people use our online contact methods, it leaves the phone lines free for those who might not have access to the internet to contact us.

As a partner agency we would like your help to support this campaign. Please can we ask you to distribute the resources below through your channels to help deliver the key messages of the campaign.

If you would like any of the campaign resources in different formats, specifications or printed copies, please request these via email: [Engagementandbrandcommunications@devonandcornwall.pnn.police.uk](mailto:Engagementandbrandcommunications@devonandcornwall.pnn.police.uk) for the attention of Sarah Shervington.

We would be grateful if you could feedback where you have shared these messages. Please email details to: [Engagementandbrandcommunications@devonandcornwall.pnn.police.uk](mailto:Engagementandbrandcommunications@devonandcornwall.pnn.police.uk) for the attention of Sarah Shervington.

Thank you for your support.



Devon & Cornwall  
**POLICE**

### Whichever way you choose to contact us

## #ItsPersonal

Every contact we receive about a policing issue is answered by a member of our team, whether it's through one of our online options or on the phone.

 <b>Non Emergency</b> - <a href="https://dc.police.uk/contact">dc.police.uk/contact</a> <small>If a crime has already happened or to give information about the crime</small>	 <b>Report crime online</b> <a href="https://dc.police.uk/reportcrime">dc.police.uk/reportcrime</a>
 <b>WebChat</b> <a href="https://dc.police.uk/webchat">dc.police.uk/webchat</a>	 <b>Email</b> <a href="mailto:101@dc.police.uk">101@dc.police.uk</a>
 <b>101</b> Non-emergency	 <b>999 Emergency</b> <small>When life is threatened, people are injured, offenders are nearby or immediate action is required</small>

Whichever way you choose to contact us, #ItsPersonal

## Social Media

Please share the message below on your social media channels.

Images are for example only, please do not copy and paste from this document.

To download social media artwork visit: [dc.police.uk/resources](https://dc.police.uk/resources)

### Facebook

There are many ways to contact Devon & Cornwall Police in a non-emergency.  
Choose the right way for you.

- WebChat - [dc.police.uk/webchat](https://dc.police.uk/webchat)
- Report Crime Online - [dc.police.uk/reportcrime](https://dc.police.uk/reportcrime)
- Email 101 - [101@dc.police.uk](mailto:101@dc.police.uk)
- Call 101

Every contact the police receive about a policing issue is answered by a member of their team, whether it's through one of their online options or on the phone.

Whichever way you choose to contact the police, #ItsPersonal.

<https://www.devon-cornwall.police.uk/contact>

### Twitter

There are many ways to contact Devon & Cornwall Police in a non-emergency.  
Every contact the police receive about a policing issue is answered by a member of their team - online or by phone. So whichever way you choose to contact the police, #ItsPersonal.

<https://www.devon-cornwall.police.uk/contact>



Whichever way you choose to contact us  
**#ItsPersonal**

**Non Emergency**  
[dc.police.uk/contact](https://dc.police.uk/contact)  
If a crime has already happened  
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Every contact we receive about a policing issue is answered by a member of our team, whether it's through one of our online options or on the phone.

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### Facebook

This summer, many people will be planning to visit Devon and Cornwall, and this may increase demand on the police's contact centre. If you need to contact the police and it's not an emergency, there are many ways to choose from. Why not use one of their online channels?

#### WebChat - [dc.police.uk/webchat](https://dc.police.uk/webchat)

WebChat allows you to talk online directly with the police contact centre - just the same as calling them. WebChat is available 24 hours a day, 7 days a week.

#### Report Crime Online - [dc.police.uk/reportcrime](https://dc.police.uk/reportcrime)

Report Crime Online is an easy way to report information to us or report an incident or crime. Simply record all the details on the online form then submit via the force's website.

#### Email 101 - [101@dc.police.uk](mailto:101@dc.police.uk)

Email 101 to ask a question, tell the police something or report non-urgent crime. The email service is monitored daily.

Every contact the police receive about a policing issue is answered by a member of their team, whether it's through one of their online options or on the phone. Whichever way you choose to contact the police, #ItsPersonal. <https://www.devon-cornwall.police.uk/contact>

### Twitter

This summer, many people will be visiting Devon & Cornwall. This may increase demand on the police's contact centres. If you need to contact the police & it's not an emergency, there are many ways to choose from. Whichever way you choose, #ItsPersonal.

<https://www.devon-cornwall.police.uk/contact>



Whichever way you choose to contact us  
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**Non Emergency**  
[dc.police.uk/contact](https://dc.police.uk/contact)  
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## Printed Materials

Images are for example only, please do not copy and paste from this document.  
To download artwork for printed materials, visit: [dc.police.uk/resources](https://dc.police.uk/resources)

### A4 posters

**Devon & Cornwall POLICE**

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### A5 leaflets

**Devon & Cornwall POLICE**

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**There are many ways to contact the police, choose the right way for you:**

#### NON-EMERGENCY CONTACT:

**WebChat** - [dc.police.uk/webchat](https://dc.police.uk/webchat)  
WebChat allows you to talk online directly with our contact centres - just the same as calling us. WebChat is available 24 hours a day, 7 days a week.

**Report Crime Online** - [dc.police.uk/crime-reporting](https://dc.police.uk/crime-reporting)  
Report Crime Online is an easy way to report information to us. Simply record all the details on the online form then submit the form via our website and our contact centre staff will provide you with a crime reference number.

**Email** [101-101@dc.police.uk](mailto:101-101@dc.police.uk)  
Email 101 to ask us a question, tell us something or report non-urgent crime. Our email service is monitored daily, and our contact centre staff will respond as soon as possible.

**Call 101 - Non-emergency**  
Our contact centre staff are available to answer your calls day or night, however we often get a high volume of calls so before calling visit our website to check the current call waiting times - [dc.police.uk/contact](https://dc.police.uk/contact)

**Visit us - Police Enquiry Offices**  
Across Devon & Cornwall we have police enquiry offices where you can visit to ask questions, tell us something and report crime. For details of locations and opening times visit our website - [dc.police.uk/police-enquiry-offices](https://dc.police.uk/police-enquiry-offices)

**AskNED - Our Non-Emergency Directory** - [dc.police.uk/AskNED](https://dc.police.uk/AskNED)  
AskNED is our non-emergency directory which helps answer the most commonly asked questions. The online service is simple, easy to use and provides you with the information you need.

When contacting us in a non-emergency, please consider using our online options first and leave the phone lines free for people without internet access.

#### EMERGENCY

In an emergency, when life is threatened, people are injured, offenders are nearby or immediate action is required, always dial 999.

**Whichever way you choose to contact us, #ItsPersonal**

To download and print copies of the posters please visit: [dc.police.uk/resources](https://dc.police.uk/resources)

If you would like copies of the A5 leaflets please email: [Engagementandbrandcommunications@devonandcornwall.pnn.police.uk](mailto:Engagementandbrandcommunications@devonandcornwall.pnn.police.uk) for the attention of Sarah Shervington.

Whichever way you choose to contact us, #ItsPersonal

**Editorial** Please use the text below in your publications and newsletters.

Devon & Cornwall Police have launched a summer-long campaign to help reduce demand on their 101 non-emergency number.

The new campaign – whichever way you choose to contact us, #ItsPersonal, aims to educate residents and visitors to the area about the different ways to contact the police and explain that every contact the Force receives about a policing issue is answered by a member of their team, whether it's online or by phone.

By reassuring anyone who wants to make contact with the police, be that online or over the phone, that their query is being dealt with by a real person, it is hoped more people will choose to use the online contact options and there will be a reduction in the non-emergency call waiting times. If more people use the police online contact methods, it leaves the phone lines free for those who might not have access to the internet to contact the police.

Anyone wishing to contact the police with non-emergency queries or reports can easily access the online options – WebChat, Report Crime Online and Email 101.

**WebChat - [dc.police.uk/webchat](https://dc.police.uk/webchat)**

WebChat allows you to talk online directly with the police contact centre - just the same as calling us. WebChat is available 24 hours a day, 7 days a week and can be used to ask questions, report non-urgent crime, and receive updates on existing crime.

**Report Crime Online - [dc.police.uk/reportcrime](https://dc.police.uk/reportcrime)**

Report Crime Online is an easy way to report information to us or report an incident or crime. Simply record all the details on the online form then submit the form via the website.

**Email 101 - [101@dc.police.uk](mailto:101@dc.police.uk)**

Email 101 to ask a question, tell the police something or report non-urgent crime. The email service is monitored daily.

Alternatively, the Force's contact centre staff are available to answer your calls day or night should you still wish to call. We would recommend before calling the 101 non-emergency number, you visit the force's website to check the current waiting times – [dc.police.uk/contact](https://dc.police.uk/contact)

Every contact the police receive about a policing issue is answered by a member of their team, whether it's through one of their online options or on the phone. Whichever way you choose to contact the police, #ItsPersonal.

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