



South Yorkshire

POLICE

Supporting victims

This leaflet provides information about what happens when South Yorkshire Police are dealing with a victim, the support you are entitled to, and useful contact details of other supporting agencies you can access.

There is also some helpful advice you can follow to prevent being a victim in the future.

Initial contact with us

Name and collar number of our officer:

Police station details:

Phone number /contact details:

Officer dealing with the case (if different from above)

Name and collar number of our officer:

Police station details:

Phone number /contact details:

Case details

Date incident reported to us:

Date of incident (if different from above):

Your incident / crime reference number:

Description of the incident:

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What happens next?

An officer will normally contact you within five days of a development in the investigation of your case and in some cases, if you are eligible, within one day; other updates will be provided at regular intervals following discussion between you and the officer in your case.

Investigating your crime

We are dedicated to placing you at the centre of our service. We will conduct a thorough investigation and do our best to bring criminals to justice.

Our aim is to keep you and your community safe from harm. Even if our efforts do not lead us to a suspect straight away, we often link current suspects to old investigations. If this happens, your case may be reviewed and the suspect interviewed. You will be kept informed of all developments should they arise.

Know your entitlements

The Victims' Code of Practice sets out the services you can expect from us and other criminal justice agencies from the moment you report a crime to the end of a trial in court.

The code explains your entitlements and includes details about the extra support available for some victims in special circumstances, such as children or victims of the most serious crimes.

To read the Victims' Code, visit
southyorks.police.uk/content/help-victims-crime

Vulnerable victims

Our role is not only about responding to crime; it's also about protecting vulnerable people within communities. A vulnerable adult is an adult who has needs for care and support and is experiencing, or is at risk of, abuse or neglect and is unable to protect him or herself.

Along with our partner agencies, we give an enhanced service to vulnerable people who have been a victim of more than one crime or incident within a twelve-month period.

This multi-agency approach will ensure that if you are identified as a vulnerable victim, you will receive the correct care and support.

If you feel you are a vulnerable victim or know someone who is vulnerable, and you believe they are a victim of crime or antisocial behaviour, report it to us.

Hate crime

“Hate” can be any incident or crime motivated by prejudice or hostility (or perceived to be so) against a person’s race, religion, sexual orientation, transgender identity or disability. It includes:

- A criminal offence, which is where the law is broken
- An incident that occurs that is not a criminal offence

We can only refer a case for prosecution when the law is broken, but we also want to know about other hate incidents. These can often feel like a crime to those affected and can sometimes escalate to a crime. We work with partner agencies to try to prevent this from happening.

Anyone can be a victim of hate. Hate crimes or incidents can take place anywhere, at home, in the street, online, at work or at school. No one should have to live with fear, anxiety or the consequences of hate. If you are a victim or a witness of hate, reporting it will help us to deal with it and may prevent these incidents from happening to someone else or escalating into a criminal offence.

How to report a hate crime or hate incident, or concerns for a vulnerable person?

- Call **101 for non-emergencies** or **999 in an emergency**
- If you are deaf, hard of hearing or speech impaired **textphone 18001 101** or **SMS 07786 220 022**
- Visit or contact a local **Hate Crime Reporting Centre**, a full list is available on our website
- You can also report hate crime online through our website or True Vision (**report-it.org.uk**)
- For more information, visit **southyorks.police.uk/hatehurts**

By reporting these types of incidents and crimes, you will also help us to understand the extent of incidents in your local area so that we can better respond to them.

The criminal justice process

If someone is arrested and goes to court

You will be given the name of a witness care officer to contact if you have any questions or concerns, and they can introduce you to the Witness Service to help prepare you for attending court.

The Witness Service is independent of the police and courts, and works with your witness care officer to find out what support you may need to attend court and help ensure it is put in place, including arranging a visit to look around before you attend on the day.

For further information, visit citizensadvice.org.uk/witness

Restorative Justice

As a victim of crime, you may be able to take part in Restorative Justice. This is when you have contact with the offender, either directly or indirectly. Both you and the offender need to agree for the contact to take place.

It gives you the chance to tell the offender what the impact of their crime has been, seek an apology and get answers to any questions.

You may also be asked about what type of action you would like to see an offender undertake to help repair some of the damage done by their crime.

Any interaction that you agree to take part in with the offender will be overseen by a trained Restorative Justice Practitioner.

Restorative Justice is always voluntary – you do not have to take part, and offenders must agree to enter in to the process for the right reasons.

For more information about Restorative Justice or to ask about the possibility of taking part, you can visit restorativesouthyorkshire.co.uk, call free on **0800 561 1000**, or **text SYRJ to 82055**.

Victim Personal Statement

Making a Victim Personal Statement (VPS) gives you a voice in the criminal justice process.

While a witness statement allows you to explain what happened to you, a VPS lets you say in your own words how a crime has affected you physically, emotionally or in any other way. However, you cannot say what sentence or punishment you think the suspect should receive. This is for the court to decide.

We will ask you if you would like to make a VPS. This is your decision. You don't have to make a VPS if you don't want to.

If you do choose to make a VPS you can do this in writing, or have it recorded if facilities are available.

If you choose not to make a VPS when first offered, you can still make one later as long as it is before the case goes to court. However, you should be aware that some cases go to court very quickly.

Once you have completed and signed your VPS, it cannot be changed or withdrawn if you change your mind about what it says. However, you can provide another one to the police to add more information.

If your case reaches court, your VPS will be shown to the defence and you may be questioned on it in court. If you make a VPS and it is discussed in court, details could be reported in the media.

You will be asked if you would like your VPS to be read out or played (if recorded) in court, if the suspect is found guilty. It will be read out after the verdict is given, but before the judge decides the sentence. You can ask to read out the VPS yourself, or ask for somebody else to read it out for you if you prefer. This will usually be done by a prosecutor from the CPS.

If you do not want your VPS to be read out in court, you do not have to choose this option. The court will still consider your VPS before deciding what sentence to give.

For more information on Victim Personal Statements, visit [gov.uk/government/publications/victim-personal-statement](https://www.gov.uk/government/publications/victim-personal-statement)

Impact Statement for Business

If your business has been targeted by criminals and you report this to us, you can make an Impact Statement for Business (ISB).

The ISB gives you the opportunity to set out the impact that a crime has had on your business, such as direct financial loss and wider impacts e.g. operational disruption or reputational damage. The court will take the statement into account when determining sentence.

All businesses and enterprises (including charities but excluding public sector bodies), of any size, may make an ISB through a nominated representative.

You should be informed about the opportunity to make an ISB by us at the same time as we take statements about the alleged offence.

Right of Review scheme – Police

The police Victims Right of Review (VRR) scheme came into effect on 1 April 2015 and applies to all recorded crime offences.

The intention of the scheme is to give you a way to appeal a decision not to prosecute. The police VRR will only apply to cases in which a suspect has been identified and interviewed under caution, either following an arrest or by voluntarily attending a police station.

An ‘interview’ in this context is intended to cover situations where a suspect has an allegation put to them in some detail, as opposed to limited questioning that might take place when an incident has just happened, for instance during a stop and search.

The right of a victim to request a review happens where the police:

1. Make a decision not to bring proceedings in cases where the police are able to charge or
2. Make a decision that the case does not meet the relevant threshold for referral to the CPS for a charging decision.

You are allowed to request a review within three months of being notified of the case being filed, as this is the period during which you can request a judicial review.

The scheme only applies to decisions made on or after 1 April 2015, it does not apply retrospectively.

Who can apply?

Any victim in a qualifying case where a decision is made not to prosecute (as identified in 1 and 2 above) is entitled to seek a review of that decision.

A victim is defined in the Code of Practice for Victims of Crime 2015 (Victims' Code) as a person who has suffered harm, including physical, mental or emotional harm or economic loss, which was directly caused by criminal conduct, which includes:

- Close relatives of a person whose death was directly caused by criminal conduct
- Parents or guardians where the main victim is a child or youth under 18
- Police officers who are victims of crime
- Family spokesperson of victims with a disability or who are so badly injured that they cannot communicate; and
- Businesses providing they give a named point of contact.

What is the process?

Where you feel that you meet the above criteria, you can apply via email to **Police_VRRS@southyorks.pnn.police.uk** or in writing to **Performance & Governance, Business Support Unit, Carbrook House, 5 Carbrook Hall Road, Sheffield, S9 2DB.**

Requests will then be reviewed to ensure they meet with the qualifying criteria and confirmation of receipt, progression or otherwise, will be sent to you.

Any requests will be dealt with in a timely manner and within 30 working days (i.e. six weeks from receipt of your request). For those cases that are of a more complex or sensitive nature, it may not be possible to complete the review within the identified timescales and therefore, you will be informed of this and regular updates on progress provided.

Right to Review Scheme – CPS

The Crown Prosecution Service (CPS) also operates a process called the Victims' Right to Review Scheme, which makes it easier for you to seek a review of a CPS decision not to bring charges against a suspect or to terminate proceedings. This scheme applies where the CPS makes any of the following qualifying decisions:

- Not to charge (at the pre-charge stage)
- To discontinue a case or withdraw in the Magistrates' Court all charges involving you, thereby entirely ending all proceedings relating to you or asks the court to leave all charges to lie on file and the court grants the request
- To offer no evidence in relation to all charges involving you, thereby entirely ending all proceedings relating to you.

Our officers when notifying you that a decision 'not to charge' has been made by the CPS will:

- Notify you that you have a right to have this decision reviewed
- Provide you with contact details on how to contact the CPS where the decision was made should you wish to receive a more detailed explanation of the decision not to prosecute and/or for further information on the right to review.

Victim Contact Scheme

The National Probation Service runs the Victim Contact Scheme. You'll be invited to join the scheme if the offender in your case has committed a violent or sexual crime and been sentenced to 12 months or more in prison. This could include receiving a hospital order under the Mental Health Act.

If you join the scheme, you'll be given a victim liaison officer (VLO) who'll keep you up to date with what's happening with the offender. This could include:

- Important changes in their sentence e.g. if they're moved to an open prison
- How and when they'll be released.

Please note that you won't be told where the offender is being held. Your VLO can also represent you at the offender's Parole Board hearing. They can put forward your views about the rules, called 'licence conditions', that the offender must follow, like not contacting you and your family.

For further information about the scheme, visit [victimsinformationsservice.org.uk](https://www.victimsinformationsservice.org.uk)

Support organisations available



Victim Support is a national charity that provides emotional and practical help to both victims and witnesses of crime. It is an independent organisation and is not part of the police, courts or any other criminal justice agency.

We will automatically pass your details to Victim Support but you are entitled to ask us not to pass on your details. If you change your mind, you are entitled to request support from Victim Support at any time either by asking us to do this or by contacting Victim Support direct. The service is free, confidential and available to everyone, regardless of when the crime happened, and whether or not it has been formally reported.

How can Victim Support help?

- Someone to talk to in confidence
- Information on police and court procedures
- Help in dealing with other organisations
- Information about criminal injury compensation and insurance
- Information about support services in your local area

To contact the service:

- Call **0300 3031976**. Lines are open 9am to 8pm on weekdays and from 9am to 1pm on Saturdays.
- If you need support outside of opening hours, call their support line free on **0808 1689111** or request support on the Victim Support website **victimsupport.org.uk**
- You can also chat online or make a referral via their local website **humbersouthyorks.victimsupport.org.uk**
- Or email **humbersouthyorks.vs@victimsupport.org.uk**

SAMARITANS

Samaritans provide confidential and non-judgemental emotional support, 24 hours a day, for people who are experiencing feelings of distress or despair. To access the service, call **08457 909090** or email **jo@samaritans.org**

FRANK

If you are concerned about or affected by drugs, FRANK offers free information 24 hours a day, 365 days a year. To access the confidential service, call **0300 123 6600**, text **82111** or visit **talktofrank.com**



Childline is a free and confidential advice service for young people. To access the service, call **0800 1111** or visit **childline.org.uk**



Paladin is a national service established to assist high-risk victims of stalking in England and Wales.

Stalking is a pattern of repeated and persistent unwanted behaviour that is intrusive and engenders fear; it is when one person becomes fixated or obsessed with another and the attention is unwanted. Threats may not be made but you may still feel scared. Importantly, threats are not required for the criminal offence of stalking to be prosecuted.

For more information, call **020 3866 4107** or visit **paladinservice.co.uk**



The Citizens Advice Witness Service provides free and independent support for victims and witnesses giving evidence in a criminal trial. To access support in preparing to give evidence, call **0300 3321000** or visit **citizensadvice.org.uk/witness**

Local drug and alcohol advisory services

Barnsley Drug & Alcohol Services	01226 779066
Doncaster Drug & Alcohol Services	01302 730956
Rotherham - Change Grow Learn (CGL)	01709 917660
Sheffield Drugs Service	0114 2721481
Sheffield Alcohol Service	0114 2263000



South Yorkshire
Sexual Violence Partnership

Sexual violence and abuse is any behaviour of a sexual nature, which is unwanted and takes place without consent or understanding. It can happen to anyone regardless of age, race, class, culture, disability, sexuality or lifestyle.

An ISVA (Independent Sexual Violence Advocate) or CHISVA (Child Independent Sexual Violence Advocate) is an independent professional who will listen to you to find out what your needs are.

ISVAs are specially trained in the criminal justice system, your rights as a complainant and how to access a range of specialist services that offer support to people who have been victims of sexual violence. An ISVA can help you access support from specialist services:

- Health services
- Sexual health
- Housing / homelessness
- Benefits
- Counselling

They will not judge you or force you to do anything that you don't want to. An ISVA will give you information to help you decide whether you want to report the incident(s) to us.

If you do decide to report the matter, your ISVA will help you through the whole process, including working with us and the rest of the criminal justice system. Examples of the type of support your ISVA will provide:

- Liaising with the police, courts, Crown Prosecution Service (CPS) and other agencies
- Keeping you informed of developments in your case
- Advocating on your behalf with statutory services
- Supporting you before and during any court case, ensuring special measures are in place.

Wherever you live in South Yorkshire, if you have suffered sexual violence or abuse, you can report it to us or if you need advice, information, or simply someone to listen, there is free help and support available from local and national helplines – see the numbers below.

South Yorkshire Sexual Violence Partnership **01302 369825**

County and national helplines

South Yorkshire Sexual Assault Referral Centre (SARC).....	0330 223 0938
National Rape Crisis Support.....	0808 802 9999
Barnsley Sexual Abuse and Rape Counselling Service (BSARCS)	01226 320140
Doncaster Rape and Sexual Abuse Counselling Service (DRASACS)	01302 360421
Rotherham Abuse Counselling Service (ROTHACS).....	01709 835482
Sheffield Rape and Sexual Abuse Counselling Centre (SRASAC)	0808 802 0013 / 0114 241 2766

Domestic violence and abuse

Domestic violence and abuse against anyone is unacceptable and you have the right to live your life free from fear, violence and abuse. It can happen to anyone regardless of age, race, class, culture, disability, sexuality or lifestyle. Domestic abuse is about power and control and can involve physical, emotional, sexual and financial abuse, as well as ‘forced marriage’ and ‘honour based’ violence’.

There is free help and support available from local and national helplines (see page 20), which can refer you to a local domestic abuse service.

If you want help from a domestic abuse service, they will arrange to visit you. If it’s not safe to visit you at home, they will arrange to meet you somewhere else. When you meet they will assess all of your circumstances, in particular the risk of further abuse, and work with you to draw up a safety plan, to ensure you and your children

are safe. The plan will focus on reducing the risk and giving you the support you need to stay safe, and live your life free from fear of violence and abuse.

Services will also support you with any other issues such as housing, financial, health or legal matters, concerns about your children, or your employment.

Your support worker will help you through the whole process, including working with us and the rest of the criminal justice system. Examples of the type of support your support worker will provide:

- Liaising with the police, courts, Crown Prosecution Service (CPS) and other agencies
- Keeping you informed of developments in your case
- Advocating on your behalf with other services
- Supporting you before and during any court case, ensuring special measures are in place
- Helping you with your housing options.

If you are assessed as a high-risk victim, you will be referred to an IDVA (Independent Domestic Violence Advocate). An IDVA works on your behalf, liaising with a wide range of agencies to reduce the risk of further abuse, and increase your safety. Their role is to provide support and advocacy to people whose lives are at risk from domestic abuse or who are at risk of serious physical or psychological harm.

Wherever you live in South Yorkshire, if you are a victim of domestic abuse, you can report it to us or if you need advice, information, somewhere safe to stay or simply someone to listen, you can contact these services:

County and national helplines

National Domestic Violence Helpline	0808 200 0247
National LGBT Domestic Abuse Helpline.....	0800 999 5428
Men's Advice Line	0808 8010327
South Yorkshire Sexual Violence Partnership	01302 369 825
Age UK (open 8am to 7pm).....	0800 678 1174

Sheffield

Sheffield Domestic Abuse helpline.....	0808 808 2241
Independent Domestic Violence Advocacy Service.....	0114 249 3920
Sheffield Domestic Abuse Outreach Service	0114 270 6999
Sheffield Women's Counselling and Therapy Service	0800 999 5428

Barnsley

Independent Domestic Abuse Services (IDAS) 24-hour helpline	03000 110110
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Doncaster

Doncaster Domestic Abuse helpline	0800 4701505
Doncaster Independent Domestic Violence Advocates.....	01302 737080

Rotherham

Rotherham Rise.....	0330 2020571
Independent Domestic Violence Advocacy	01709 823196

Dealing with antisocial behaviour

Antisocial behaviour (ASB) covers a wide range of unacceptable activity that causes harm to you, your community or your environment. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance.

Examples of antisocial behaviour include:

- Nuisance, rowdy or inconsiderate neighbours
- Vandalism, graffiti and fly-posting
- Street drinking
- Environmental damage including littering, dumping of rubbish and abandoned cars
- Prostitution-related activity
- Begging and vagrancy
- Fireworks misuse
- Inconsiderate or inappropriate use of vehicles

Together with local authorities and other community safety partner agencies, such as South Yorkshire Fire & Rescue and social housing landlords, we all have a responsibility to deal with antisocial behaviour and to help people who are suffering from it.

If you are experiencing problems with antisocial behaviour, or have any concerns about it, or other community safety issues, you should contact your local council or report it to us.

Local council contact details

Rotherham:

Visit rotherham.gov.uk/contactus or call **01709 382121** (opening hours 8.30am to 5.30pm Monday to Friday)

Sheffield:

Visit sheffield.gov.uk or call **0114 2734567** (opening hours 8am to 6pm Monday to Friday)

Barnsley:

Visit barnsley.gov.uk/contact-us for online forms to apply, report or pay for something, or for a list of phone numbers for specific enquiries

Doncaster:

Email customer.services@doncaster.gov.uk or call **01302 736000** (opening hours 8.30am to 5pm Monday to Friday)

What is the Community Trigger?

The Community Trigger allows you or your community to request a review of your case if you feel agencies have not taken action in respect of your ASB complaints.

We give an enhanced service to any repeat victim who suffers three or more instances of antisocial behaviour in a six-month period.

For the purpose of the Community Trigger, antisocial behaviour is defined from the Antisocial Behaviour, Crime and Policing Act 2014 as:

- Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person
- Conduct capable of causing nuisance or annoyance etc. to a person in relation to that person's occupation or residential premises
- Or conduct capable of causing housing-related nuisance or annoyance to any person.

The Community Trigger is intended to encourage a collaborative problem-solving approach among police, councils and other relevant bodies when dealing with serious and persistent cases of antisocial behaviour, to identify whether further action can be taken to resolve the problem.

For more information, and how to activate the Community Trigger, visit southyorks.police.uk/antisocialbehaviour

Recovering your vehicle if stolen

If you have reported your vehicle as stolen and we then find it, we will arrange for a local recovery agent to collect and store the vehicle. This helps to protect your vehicle and reduce the risk to road users if the vehicle has become dangerous to drive.

A forensic examination of your vehicle may also take place, in an effort to identify offenders.

You will be advised of your vehicle's location. It is then your responsibility to arrange to collect it. The agent will charge a recovery fee. This fee does not go to us; it covers the agent's costs for recovering and storing the vehicle safely.

We appreciate that this process can be frustrating for you, but it is important for everyone's protection. The use of a recovery agent is a nationally agreed process, followed by all police forces in the country. If we did not arrange recovery of the vehicle, we could be liable for anything that happened to it, or other road users, while awaiting collection.

You can make your own arrangements for payment of the agent's fee, but your insurers may deal with this on your behalf, so you may wish to inform them. If you do not collect your vehicle when advised to do so, you will be liable for any storage fees that accrue on a daily basis for each day the vehicle remains in the agent's yard.

If you locate your vehicle and decide to move it yourself, without involving us, please remember:

- You do so at your own risk
- We accept no responsibility if your vehicle is damaged or stolen while you are arranging recovery
- You must inform us (by calling 101) that you have recovered your vehicle, so that the vehicle is no longer registered as stolen on the Police National Computer
- You are advised to have your vehicle checked by a mechanic once recovered, to ensure that it is roadworthy.

Crime prevention tips and advice

Simple steps you can take to avoid becoming a victim of crime in the future

Home security

Ensure your house is as secure as possible. Install good quality locks on doors and windows and make sure you use them, even if you are only in the garden. For further advice on lock standards, visit **[securedbydesign.com](https://www.securedbydesign.com)**

Use a burglar alarm installed by an approved contractor. More information can be provided by your insurance company.

Be aware of unknown callers at your door. Always ask for identification. If unsure, close your door politely and call the company involved to check the person is genuine or, if necessary, call us.

Replace exposed door hinge screws on sheds and garages with security screws and a coach bolt.

Lock away ladders, garden tools and other items that burglars could use to enter your home.

Don't leave garage and shed doors open when you aren't inside them.

Install good quality exterior lighting above external doors and in secluded areas. Use timers on interior lamps and radios when out so it looks like somebody is at home.

Fit a good quality safe. Use this to store expensive items such as jewellery and important documents.

Keep your doors and windows locked at all times, even when you are at home. Never leave valuables, such as your car keys or wallet, on view or in reach of doors and windows.

Vehicle security

Never leave anything on display when you leave your vehicle. This includes sat navs, sunglasses and even loose change. If you do, thieves may view your vehicle as an easy target. When you remove your sat nav, do not forget to wipe away any marks it leaves behind on your windscreen.

Electronic engine immobilisers prevent your vehicle from starting and are the best way to stop thieves. You should only buy security devices or services that are approved by either Thatcham (The Motor Insurance Repair Research Centre on 0870 550 2006) or by Sold Secure (01327 264 687). They should be professionally fitted, either by your car dealer or by an installer approved by the Vehicle Systems Installation Board.

An alarm can deter thieves, not only from stealing your vehicle, but also from taking items in it. You can get more information about alarms, immobilisers and other security devices by phoning the Vehicle Security National Helpline or the Sold Secure Helpline on the above numbers.

Always lock your vehicle. Double check your vehicle is locked before you go to bed.

Consider using a steering wheel lock every time you leave your vehicle, even if it is only for five minutes.

Locking wheel nuts are cheap, easy to fit and stop thieves from taking your wheels.

Etch your vehicle registration number or the last seven digits of your Vehicle Identification Number (VIN) onto all windows, both

windcreens, wing mirrors and your headlamps. Making parts identifiable makes them easier to trace back to you.

Mark sat navs, removable stereos and other valuable equipment with your vehicle registration number by using a marker or UV pen.

Make a note of all serial numbers for sat navs and stereos. If they are then found on another person we can quickly identify them as stolen.

Personal belongings

If you love it, log it! Register the serial numbers of your valuables free of charge with the national property database **immobilise.com**. Registration means that if your belongings are lost or stolen, we will be able to return them to you if they are recovered.

Alternatively, mark all your valuable property and electrical items with your postcode and house number using an ultra violet (UV) marker or a unique liquid called property marking solution. If your property is then lost or stolen and found, we can identify it as yours and return it to you. This can also act as a deterrent to thieves if the marking is visible.

Consider using a permanent marker pen to put your postcode and house number on items such as hedge trimmers, lawn mowers and other garage/shed equipment.

Keep a list of serial numbers for electrical items. This should be kept somewhere safe and passed to us if the goods are stolen.

Photograph your jewellery, ornaments, paintings or any other items that cannot be security marked. For a modest charge, you can register photographs of your valuables on the national property database **immobilise.com**

For more information on home, vehicle or personal security, visit southyorks.police.uk/landing-page/crimepreventionadvice

Fire safety



South Yorkshire FIRE & RESCUE

Smoke alarms are one of the best ways of preventing deaths and injuries in house fires. If a fire does start, smoke alarms can give you an early warning, giving you the vital extra seconds needed to escape.

For further details on smoke alarms, you can call South Yorkshire Fire & Rescue (SYFR) on **0114 253 2314**.

For general enquiries and comments, call SYFR on **0114 272 7202** or email **comments@syfire.gov.uk**

How to contact us

In an emergency:

 **999** If life is at risk or a crime is in progress

Important: you will only be able to use this service if you have registered first.

To register, text 'register' to 999. You will receive a reply - then follow the instructions you are sent.

 **999** **Only** if you are deaf, hard of hearing or speech impaired. Anyone misusing this emergency SMS facility will have their phone disabled.

Non-emergencies:

 **101** or **reportingcrime.uk** For general enquiries or to report a crime that is no longer happening

(text phone) **18001 101** If you are deaf, hard of hearing or speech impaired

 **07786 220 022** If you are deaf, hard of hearing or speech impaired

 **0800 555 111** or **crimestoppers-uk.org** To give information to Crimestoppers anonymously

 **0800 789 321** To contact the anti-terrorist hotline, if you have suspicions about somebody's activities or behaviour

southyorks.police.uk To find out more about local services delivered by the police in your area

sypalerts.co.uk To receive information by email, text or voice message about policing issues that matter to you

write to: South Yorkshire Police Headquarters, Carbroom House, Carbroom Sheffield, S9 2DB For all other general enquiries



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