



## 101 or 999 – which one should you call?

The public are being reminded of when to call the non-emergency 101 number and when to dial 999.

Calling 999 means your call gets priority and allows the most appropriate action to be taken immediately. Always call 999 if:

- Someone is injured, being threatened or is in danger.
- There is a risk of injury to someone or a risk of serious damage to property.
- A crime is in progress or you suspect a crime is in progress.
- There is a serious incident which needs immediate police attendance.
- Someone suspected of a crime is nearby.
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Typical examples of when people should call 101 include:

- If you want to give police information about a crime that is not currently in progress.
- To contact a local police officer, such as someone from your Safer Neighbourhood team.
- If your property has been stolen or damaged but it is not a crime in progress.
- If you suspect drug dealing or use in your area.

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## Hertfordshire School Nursing Service

The School Nursing Service is provided by Hertfordshire Community NHS Trust, for children and young people aged 5 to 19 in mainstream schools.

The service provides confidential support and advice on a range of health and wellbeing topics. Some of these include:

- Emotional health
- Lifestyle issues including weight management and healthy eating
- Keeping safe.
- Health conditions requiring support in schools.

The service also manages a local Health for Kids website, designed to deliver topical health messages and advice for children, parents and carers, through interactive tools and creative marketing materials.

Health for Kids – aimed at those aged four to 11 – can be seen, via [www.healthforkids.co.uk/hertfordshire](http://www.healthforkids.co.uk/hertfordshire)

The website is kept updated with local information and events.



Dear school administrators

Please could you put a paragraph in your next school newsletter highlighting this change in the law.

**Law change for using your mobile phone while driving**

It is illegal to use a hand-held phone or similar device while driving, or riding a motorcycle - this is still the case stopped at traffic lights or queuing in traffic.

Did you know? It is also illegal to use a hand-held mobile when supervising a learner driver or rider.

New penalties now mean that motorists and motorcyclists caught using a phone while driving and riding will receive six penalty points on their licence and a £200 fine. This means that new drivers, within two years of passing their test, run the risk of losing their licence for a single offence.

[Keep safe](#) – put your phone away in the glove compartment.

Many thanks for your help with this.

**Hertfordshire Road Safety Partnership**

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