

Ask the Police - Empowering the public

The police receive thousands of calls each week from members of the public. Although important, these calls are, inevitably, time consuming. Many of the questions focus on routine aspects of criminal law or police procedures and are repeated time and time again.

More people are searching for answers online, at a time to suit them, Ask the Police has responded to this need, making a significant change in the way police information and advice can be obtained.

www.askthe.police.uk

Ask the Police contains nationally consistent answers to over 850 of the most frequently asked questions posed to the police. The site has proved so successful that a version for Police Scotland has been created and can be found at:

www.askthe.scottish.police.uk

By accessing this free website, the public can quickly and easily find the answers they need; they are then empowered to decide what course of action they should take.

Ask the Police features a wide range of topics, from what to do after a road accident, to advice on identity theft.

Visitors to the website can also ask a question by email. This facility has been adopted with great enthusiasm and our legal team aim to respond to all queries within 48 hours, where possible.

New questions and answers are continuously being added to the website that reflect legislative amendments and the changing concerns of the public.

Answers to the legal questions we receive by email help contribute to the development and expansion of the site.



Twitter and Facebook are updated with relevant posts and popular questions driving traffic back to the websites.

Serving the community



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www.askthe.police.uk | www.pnld.co.uk

The Ask the Police website is a valuable public resource of police information.

The answers provided are legally consistent nationwide and police forces have a direct link to the website for ease of access.

In order to more closely meet the needs of the community, the content can be enhanced by police forces, to include information such as council contacts or local police practices. To see local information if available, please enter your postcode on the website.

On average our websites collectively see 1 million page views annually.



Ask Charlie the Chatbot
a question!

Our highly qualified legal team now receive and answer around 500 emails per month.

This increase has contributed towards a corresponding reduction in non-emergency calls to the police. Allowing staff to be more effectively redeployed, thus promoting a more efficient use of budgets and resources.

The potential savings for the police in respect of cost, time and resources is huge, especially in comparison to the overall cost of an average non-emergency telephone call taken.

Available as an app



You've asked...
we've answered!

Your Policing
questions answered,
the official police
resource for England
and Wales

Q: What are the drivers responsibilities when involved in an accident?

A: If, as a driver, your vehicle is involved in a road-traffic accident on a road or public place....

Nationally consistent,
locally focused



A national organisation governed by West Yorkshire Police



askthe.police.uk