

### Community Messages

**24/12/18 - Can you #MakeTheRightCall?**

#### **Can you #MakeTheRightCall?**

Can you make decisions under pressure? Do you know what is and isn't a police matter? Try our new game to put yourself in our control room.

The game has been launched today on social media to give you an idea of the daily pressures on our control room and encourage our communities to #MakeTheRightCall

The [game](#) uses examples of genuine 999 and 101 calls received by police which players must decide how to respond to against the clock. The options are to deploy officers, resolve over the phone, refer to a partner agency or take no action.

To make it as realistic as possible, players have a limited number of officers to deploy but can 'win' more time by making the right decisions. Some of the real life examples used are also not an emergency or a police matter - including asking for a lift, complaining about a banana-stealing housemate and a restaurant bill being too high.

Chief Inspector Gareth Morgan, who is head of the force's control room, said: "We hope this game will be an interactive way for people to get an appreciation of how fast-paced our control room is and the daily pressures our staff and officers are under.

"The choices we make are not always easy but we make decisions based on the risk to the public. Every unnecessary call we receive places significant pressure on our resources and could lead to someone not getting the help they genuinely need.

"We hope people will enjoy playing the game and at the same time recognise when it's appropriate to dial 999, what is and isn't a police matter and which issues should be directed to our partners."

To help people contact the right service first time, there are a number of pages and downloadable leaflets on our website which advise who the best agency is to speak to on issues including fly-tipping, noise complaints and parking.

You can find more information here: [www.westmercia.police.uk/maketherightcall](http://www.westmercia.police.uk/maketherightcall)

Call 999 if you are in immediate danger or need to report a crime or incident that requires an emergency response.

Call 101 to report a crime that has already happened, talk with police about an ongoing case or let us know about policing issues in your local area.

<https://www.westmercia.police.uk/article/55529/Can-you-MakeTheRightCall>

### Contact Details

Malinsgate Police Station  
Malinsgate  
Telford  
TF3 4HW  
101 (In an emergency always call 999)

