

Making 999 calls: A real call

Operator: Emergency Services. Which service do you require?

Caller: Can I have an ambulance please?

Operator: Can you tell me why you need an ambulance?

Caller: My Mummy has fallen down the stairs and she can't get up?

Operator: Okay, you're doing very well, what is your name and how old you?

Caller: My name is Sarah Jones and I am six years old.

Operator: Okay Sarah, you've done the right thing, well done. Now can you tell me if your Mummy is awake or does she look like she is sleeping?

Caller: Yes, I think she has fallen asleep, I'm scared.

Operator: Sarah don't be scared, you're doing very well. Can you tell me your address and I will send some help.

Caller: I live at 10 Seaview, Tenby.

Operator: Well done Sarah, I have sent a message to an ambulance who will be with you very soon. I am sending some police officers to help you, so if you can let them in when they arrive, they will be wearing a uniform. Only let them in if you can see their uniform, okay?

Caller: Yes



Making 999 calls: Unnecessary call

Operator; Emergency Services. Which service do you require?

Caller; Can I have the police please?

Operator; Can you tell me why you need the police?

Caller; I can't find the TV remote control, I had it a minute ago, but it's disappeared.

Operator; This is the emergency services; this does not sound like an emergency to me.

Caller; But 'The Simpsons' are about to start!

Operator; Caller, this is not an emergency call, you are holding up the line for real calls.



Making 999 calls; Hoax Calls

Operator; Emergency Services. Which service do you require?

Caller; Can I have the Fire Brigade please?

Operator; Can you tell me why?

Caller; Because there is a fire! Ha, ha, ha. (Caller hangs up)

The Police, Ambulance and Fire Service must answer all emergency calls, even if the caller abandons the line. There may be a genuine reason why the caller is unable to finish the call, but most calls like this tend to be hoax and keep the emergency services away from real emergencies

