



INFORMATION SHEET

What to do in an emergency

When to dial 999 or 112 ?

Dialling 999 or 112 takes you to the same place. There is no difference in how your call will be monitored or handled. 112 is the emergency contact number for the European Union. It has call centres in every country, and allocation is the same as the 999 service. 112 operates on a different frequency band, so if you cannot get a signal on your mobile, you may be able to call 112, but you probably won't be able to call 999

If you dial from a landline or public telephone box, the location of the phone will be displayed, if you dial from a mobile the phone number will always be displayed regardless of whether you hide caller ID, but the location will be the nearest signal reception point will be displayed.

Using the Emergency Services

You should dial the Emergency Services (ES) when you or someone else requires immediate medical attention, when you or others are in immediate danger or about to be in immediate danger, when a crime is being committed or about to be committed, there is a fire in progress or when people are trapped in buildings or vehicles.

When you dial ES the operator will pick up the phone and speak in English, asking you which service you require. You should state either Police, Ambulance, Fire or Coastguard

Your location will be sent to the operator and the phone number will be displayed. You may be asked to confirm the location especially if calling from a mobile where the specific location will not be known. Usually a postcode is required, so its a good idea to find this out in advance of calling.

You will then be passed to the control room for the services you have asked for and within the location you are dialling from

The operator will want information from you, make sure you have this ready and are able to pass this information over precisely, clearly and calmly. Take a breath and think about the information you will need, or will need to tell someone else if you allocate a bystander to help you :

Remember – L I O N E L

L - Location : I - Incident Detail : O - Other relevant information : N - Number hurt or injured : E Extra detail descriptions (nature of fire, ailments, offender names) L - Location of incident (repeated)

The location is very important as it helps emergency crews get there quickly. Location comes first so crews can be dispatched while you are still talking, make sure you provide lastly details of how the crew may need to access the area, get through locked doors, whereabouts on site you are etc.

If you have an incident requiring more than one ES, put the medical services first.

REMEMBER that 999/112 calls are NOT for reporting your cat is stuck up a tree, or you have a bat flying around the house. Misuse of 999/112 calls cost lives.