

What happens when I dial 999?

When you dial 999 you will be asked which service you require ambulance, fire, police or coastguard. Once you've asked for the Fire Service you will be connected to the Fire Service.

You may be asked for the following when phoning 999 and asking for the Fire Service:

- What is the address of the incident?
- What is the nearest main road?
- What is your postcode?
- What is the problem?
- Do you have a fire?
- What is on fire?
- Can everyone get out?
- Can you give me directions from...?

All of your answers are used to help us know what's needed.



What if I'm trapped in a fire?

- If you think that you are unable to leave your home, even using your escape plan, you will not be alone. The fire service operator will stay on the line and support you until you are helped to safety.
- They will ask questions about the type of property that you live in before asking what room the fire is in and what room you are in.
- Next they will ask questions about what is on fire, who else is in the property and why you think you can't leave.
- The fire service operator may then make some suggestions about how you may be able to leave the property or suggest that you move to another room if it is further away from the fire.
- If the decision is made that it is safer to stay in the property, the fire service operator will give you some advice that will help to protect you from fire and smoke.
- This advice includes shutting as many doors between the fire and yourself as possible, blocking gaps in doors or even opening a window to let smoke out.
- The fire service operator will tell you how long a fire engine is going to take to get you and what to expect when they arrive.
- They will also tell the fire crews about what type of property you are in, what room you are in and why you can't get out.

