



## Calling 999 Know your address

The number to call for help from the emergency service is 999

This is the script of a 999 call.

Operator "Emergency Services, which service do you require?"

Caller "Fire and Rescue Service please."

Operator "Operator connecting you to the Fire and Rescue Service"

The caller is then connected to the Fire and Rescue Service Control Room operator.

Operator "Fire and Rescue Service, what is the problem?"

Caller "There's a fire."

Operator "What is the address please?"

Caller "10 Daisy Drive, Mytown, Gloucestershire"

Operator "Is there anyone in the house?"

Caller "No, everyone is out"

Operator "The fire engine is on its way. Stay out of the house, do not go back inside for any reason."



Underline the three bits of information the Control Room Operator needs from the caller.

Circle the two things the Control Room Operator tells the caller to do.



If you need to call for help at home, you need to know your address. It is also useful to know your postcode.

My address and postcode