

Hoax/Malicious 999 calls

Starter: 999 Quiz

- **1. What telephone numbers can you dial to contact the emergency services in the UK?**

a) 999 only

b) 999 or 911

c) 999 or 112

d) 999, 911 or 112



999 Quiz

- **2. How many different emergency services could be contacted on 999?**

a) 3

b) 4

c) 5

d) 6



999 Quiz

- **3. Approximately how many “999” calls are made each day in the UK?**
 - a) 8,000
 - b) 80,000
 - c) 800
 - d) 800,000



999 Quiz

- **4. Making a hoax 999 call is illegal. What are the penalties?**
 - a) £5,000 fine
 - b) 6 months in prison
 - c) police caution
 - d) mobile phone disconnected



999 Quiz

- **5. What percentage of “999” calls are made from mobile phones?**

a) under 10%

b) 20 – 30%

c) over 50%

d) about 80%



999 Quiz

- **6. What percentage of “999” calls go to the fire service?**
 - a) under 10%
 - b) 20 – 30%
 - c) over 50%
 - d) about 80%



999 Quiz

- **7. What is the most important thing to give to the operator when calling 999?**
 - a) The location of the emergency (e.g.fire) – address, street name or description
 - b) Your name
 - c) Your telephone number
 - d) How old you are?



What actually happens when you call 999 or 112

1. You will be put through to an operator, your number will appear automatically on the screen and you will be asked which service you require. E.g. Fire
2. You will then be connected to the Fire and Rescue operator, there will be a pause. Wait - the operator is passing on your number to the controller.
3. When you hear a voice, tell the controller where you are. Be specific if you can, rather than just saying Bath Road tell them Bath Road in which town, a number on Bath Road or landmark (the Post Office).
4. Describe what the problem is (fire, road traffic collision, trapped person etc).
5. Tell them your name and answer any questions they have.



To call or not to call?

- You shall be shown a series of cards. Consider when it's appropriate to call 999 and when it's not.
- Unless it is a life or death emergency, people are injured, or the crime is in progress, people should call the non-emergency number: 08458 505 505.

Plenary

- Imagine you're in the following situations. What would be the most assertive action to take?

a) Your mate dares you to make a hoax 999 call.

b) Your mate sets a bin on fire and runs away.

c) You see a car crash into another car. One of the drivers is trapped.