

**Safety Awareness and Fire Education – Gloucestershire
Lesson Plan – Calling 999**

Class	Key Stage 3	
Topic	Calling 999	
Lesson Outcomes	To know when it's appropriate to call 999 and the cost of inappropriate 999 calls.	
Safety Objectives	To outline the 999 emergency service. To consider when it's appropriate to call 999 and when its not. The cost of inappropriate 999 calls (financial and other). To consider the motivation of hoax callers and the impact it has on others.	
National Curriculum Links	Citizenship	1.1b, 1.2a&b, 2.1b&c, 2.3a, 3g, 4c,g,h,i,j
	Geography	1.1a, 1.2a&b, 1.4a, 2.1a,b,d,e,g, 2.3a&b, 2.4a, 3a,b,c,d, 4b,d,i
	Maths	1.1a&c, 1.3b&d, 2.1a&d, 2.2a&l, 2.3a&d, 3.1g, 3.3a, 4b,d,i
	PSHE (PW)	1.3a&b, 1.4b, 2.2d,e,f
	PSHE (EW)	1.4b, 3j, 4j

Summary of activities		Associated resources
1	999 Quiz	Powerpoint or quiz sheet
2	To call or not to call?	Cards
3	Cost of calling 999	Worksheet – Maths activity: The cost of calling 999
4	Code 6 – Another Hoax Call	Resource compiled by BT DVD – Code 6 Hoax Call (click here to order) only posting and packaging needs to be paid for. Optional accompanying worksheets (Another Hoax Call – worksheet 1)
5	Map activity	Brief – Map activity & colour pencil (1 for each student)
6	Assertive action	PowerPoint

Activity 1	999 Quiz
999 Quiz	Using either the powerpoint or quiz sheet students start to gain an understanding about the 999 service.

Activity 2	To call or not to call?
Cards	<p>This activity can be undertaken in a few ways. Possible options include: Give one card to a group of students to discuss and feedback to the class. Or set aside one side of the class for appropriate and the other inappropriate – students have to vote with their feet by going to one or other. Or the teacher holds up cards at the front and students feed back individually as to whether it's appropriate to call or not. Or invite students up to affix cards to the wall under the headings appropriate and not appropriate.</p> <p>a) Is it appropriate to call 999 if your cat is stuck up a tree? b) Is it appropriate to call 999 if you see there has been a fire in a bin but it's nearly gone out? c) Is it appropriate to call 999 if you see a road traffic collision, and someone else is already on their mobile making a call? d) Is it appropriate to call 999 if you're bored? e) Is it appropriate to call 999 if you see someone starting a fire? f) Is it appropriate to call 999 if you're lost and don't know how to get to the shop?</p> <p>Answers and points to highlight:</p> <p>a) NO - Cat stuck up a tree – this is a job for the RSPCA and not the Fire and Rescue Service b) YES - Fire in a bin – This may not have fully extinguished and could cause harm to people and still damage property. c) YES – RTC, you cannot be sure that the person is definitely calling the emergency services. It is better for the emergency services to get 5 calls about an incident rather than none at all. d) NO – This is a hoax call and wastes millions of pounds each year as well as putting lives at risk. If you make a hoax call and half way through you realise what a silly thing it is you're doing – tell the controller this is a hoax call or "I was messing around" before the Fire and Rescue equipment has been dispatched. e) YES – The quicker the Fire and Rescue Service can get there, the less damage and potential loss of life/injury caused. f) NO – Learn to read a map or ask for directions</p>

Activity 3		Cost of calling 999
3.31	Worksheet	<p>How many millions of pounds do hoax calls cost the fire brigade? Students use the information in the newspaper article and their financial skills to find out.</p> <p>In school, information is often pre-processed to make it easy for students to use, but in real situations relevant information needs to be found and extracted. This activity requires students to identify the numerical information in the article and use it to make their own estimate for the total financial cost of hoax calls in England and Wales.</p>
3.32	What other costs or consequences could there be from a hoax 999 call?	<p>This gives those who finish quickly something to discuss. Other costs could include the “opportunity cost” i.e. there are a limited number of fire and rescue crews and if one is occupied with a hoax call it will not be available for a real emergency.</p> <p>N.B. If you’re planning to use Code 6 these issues will also be highlighted there.</p>

Activity 4		Code 6 – Another Hoax Call
DVD and worksheet		<p>This is a BT resource that consists of 3 short scenes in a drama story. A member of the fire service introduces the drama and ends each scene with the questions on the worksheet.</p> <ul style="list-style-type: none"> • Worksheet 1 contains a series of questions for each drama segment. • Worksheet 2 is a multiple choice quiz which can be used to measure understanding before and after viewing the film – similar to opening quiz so you may opt out.

Activity 5		Map activity
Worksheet & Colour pencil		<p>Students are given the following brief to work within:</p> <p>Imagine you’re working for the Police force and you’ve been assigned to a project that aims to save lives by looking at people using the fire and rescue services inappropriately. The Inspector wants to know which area to send you to first. She will ask for your suggestions as to why the number of malicious calls may be high in that area.</p>

Activity 6		Plenary - Assertive action
PowerPoint scenarios		<p>Students are told to imagine they’re in the following situations and what would be the most assertive action to take?</p> <ol style="list-style-type: none"> Your mate dares you to make a hoax 999 call. Your mate sets a bin on fire and runs away. You see a car crash into another car, one of the drivers is trapped. <p>Students discuss in pairs and feed back to the class.</p>