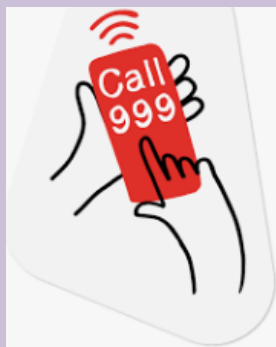




Topic: Making a call to your Emergency Services

What do you need to do?



Dos and don'ts for making an emergency call:

- Don't be afraid to dial the fire service in an emergency, even if you're not sure if there is a fire. It's better to be safe than sorry.
- Don't attempt to contact your local fire station or the numbers listed in the telephone directory. Call 999 and you will be transferred to the fire service control room. Fire engines are only dispatched from the fire control.
- Don't think that someone else must have already rung for the fire service. We would rather receive several calls to a fire than none at all.
- Do dial 999, and ask for the fire service, no matter how small the fire is because small fires can quickly spread into larger fires.

What Happens?

What happens when you dial 999

You will be answered by a telephone exchange operator who will ask you which emergency service you require.

Stay on the line and you will then be connected to the fire control room, NOT your local fire station.

Even if you have barred the 'calling line identity' facility, your telephone number will be displayed to the telephone exchange operator. This is a safety feature to enable us to ascertain an approximate location of the emergency.

As you are being connected to the fire service, you may hear the telephone exchange operator passing your telephone number to the Fire Control Operator, do not interrupt, it is vital that your number is recorded by fire control.

The Fire Control Operator will then ask you a number of questions:

1. What is the full address? (It is at this stage that fire engines may be mobilised)
2. What is your Fire?
3. Is there anybody trapped?
4. Are there any nearby landmarks?
5. What telephone number are you dialling from?
6. You may be asked for your name and address.

Help describing your location

What3words

If you don't know the postcode, or can't spot any local landmarks, the what3words app can be used to pinpoint your exact location.

The app divides the world into 57 trillion squares, each measuring 3m by 3m, with each square having a unique, randomly assigned three-word address.

The app is free to download and available on [Apple](#) and [Android](#) devices. Download it now to save time in an emergency.

**Sheltered Scheme / Residential Care Managers****Scheme Managers**

Where practicably possible a layout of the scheme is available on arrival of the emergency services

Where applicable room / flat numbers remain clearly legible at all times

Any works being carried out by contractors should not affect the access to emergency services.

Throughout the period of any Contractors works, the room/flat numbers need to remain legible at all times.

Communal areas to be kept clear so

The risk of fire is minimised
Fire exits are not obstructed
Trip hazards are removed

Where possible Residents to be encouraged to

Keep the landing outside their home clear of items at all times
Keep their balcony free of flammable items, such as gas bottles
Not to store items in electrical & meter cupboards
Not to leave unwanted household items, such as furniture, appliances, carpets, in bin areas

Where there is no specific provision nor storage area for Items such as wheelchairs, mobility scooters, rubbish bags, recycling, should all be stored inside there flat ensuring any internal doors (front door) are not blocked.

Any items, such as these, in communal areas could make it difficult to get out in the event of an emergency and as such, landings and corridors must remain clear at all times.

Please ensure that all your residents are aware of any procedures that you may have in place in the event of an emergency.

Please do not attempt to tackle any fire yourself, in the event of a Fire please call 999 and ask for the Fire Service.

Contact your Local prevent Team

For further fire safety advice please contact your local Prevent Team on 01785 898719 or via email: -
WSDGPreventTeam@staffordshirefire.gov.uk.