

Video – Escape to safety – Emergency Call

Control: Fire and Rescue...

Caller: My house is on fire!

Katie: Quick test – what number do you call in an emergency?

111, 123, 999 or 666?

Jack: The number you must dial if there is a fire and emergency is 999.

The first thing you will be asked is what service do you require?

You should answer the fire and rescue service.

Caller: Fire and Rescue Service please!

Jack: You will then be put through to a fire and rescue service operator.

Operator: Fire and Rescue...

Caller: My house is on fire.

Operator: It's a house fire and what's your address?

Jack: You must give your name, the full address of your home and your phone number.

Operator: 26 Acacia Avenue, Winsford.

Jack: You must explain the type of emergency and say what is on fire.

Caller: It's the living room.

Jack: Explain if anyone is trapped.

Operator: Is there anybody in the house?

Caller: Everybody's out now.

Jack: The more information the fire and rescue service has the quicker firefighters can get to you.

Operator: Ok if everybody stays out and we'll be with you straight away.

Caller: Ok thanks.

Operator: Thank you, bye.