



STAFFORDSHIRE
POLICE



999 What's your emergency?

Aims:

- To understand what 999 calls are and under what circumstance they should be made.
- To have awareness of the abandoned 999 process.
- To understand subscriber checks and 'Check me plus'
- To have awareness of the different kinds of 999 calls we receive and how to deal with them.

What are 999 calls?

Crime's in
progress

On average in Staffordshire
we receive the following:

- 568 – Emergency 999 calls per day
- 100 - Priority calls per day

Life in
danger

Less than 10% of those would be
classed as genuine 999 calls

Examples of 999 calls



High risk
misper



Domestic



Water rescue



Sudden
Death



RTC / Suspected
drink driver

999 call process

- 999 Calls are initially connected to a BT call center anywhere in the UK.
- BT operator then asks which service is required and connects the caller as appropriate.
- If the caller states more than one service or does not respond they will be connected to Police.
- If the same telephone number makes more than 3 999 calls within a 30 minute period this will be connected to Police.
- For abandoned calls, BT operators can provide an Enhanced Information Service for Emergency Calls (EISEC) to establish a location. This may be an address or kiosk location for a landline, or an approximate location for a mobile handset.
- The BT operator can also provide the playback of the call, which is what was heard before the call was connected to the police call taker.
- Abandoned calls can be validated on STORM using the code !G96.



Not a 999?

When you have determined using **THRIVE** that the circumstances are not an emergency please:

- Advise the caller that their call does not meet the criteria for a 999-emergency call and refer them to the 101 line, or to report online via the website.
- If the caller becomes argumentative advise them you will be transferring them to a recorded message to advise them how to contact us
- Select the '999 misuse' (ext. **2022**) from the directory on Netcall and transfer the call



THRIVE highlights a need for a 999

THRIVE Highlights a need for a 999 call but call type doesn't

- **Threat**
- **Harm**
- **Risk**
- **Vulnerability**

Take it!

Abandoned 999 calls



[Redacted]		YS	HQ	0	[?]
!G96		URBAN		0	
!G96					
STAFFS POLICE DEFAULT CITY					
ABANDONED PHONE CALLS	G96/A	APPOINTMENT			
G96	SP				
Contact Details		Media Consent	NPT Priority	ETA given	
Caller Info					
[Redacted]					
ABANDONED CALLS, ABANDONED CALLS					
STAFFS POLICE DEFAULT CITY					
[Redacted]					
999					
☐ Contact		Vulnerable [N]			
GUARDIAN	GIS	Haz. Mat.	Prev.(0,**)	External	
Comments	Firearms	Contacts	S.O.P.	Resource Act.	
CCTV	O. Sets	RFU	RFU	RFU	RFU
C+C Log	Person	Alarm	Vehicle	PDALog	Risks
Relation	Tag	Add Text	Suppl. Data		Action Plans

Silent 999 calls- Question set

Due to the number of silent 999 calls received where there is no concern, the following question set was devised in order to provide clarity to all call handlers:

- ✓ Has there been any direct request for the police either to you or the BT operator?
 - ✓ Has there been any sound of a disturbance on the call which may highlight possibilities of threat, harm, risk and vulnerability?
 - ✓ If the line is open, does the caller respond to pressing keys when requested?
 - ✓ Does any previous history exist relating to the mobile phone number which would suggest that further action is necessary?
 - ✓ If the answer is '**no**' to all of these then the action is to record this call on a STORM incident with the classification of abandoned call. Complete the question set and close the incident as no further action necessary.
-

Subscriber Checks

- Phone networks can assist with subscriber details (registered mobile phone contract user).
- This must be justified ie. Life or limb at risk, serious concern for the caller.
- Obtaining subscriber details without justification is contrary to the Regulation of Investigatory Powers Act (RIPA) 2000 and is a criminal offence.
- All networks except O2 require a supervisor (CRM) to obtain these details. If it is an O2 number the call taker is able to complete the "check me plus" process to obtain any details



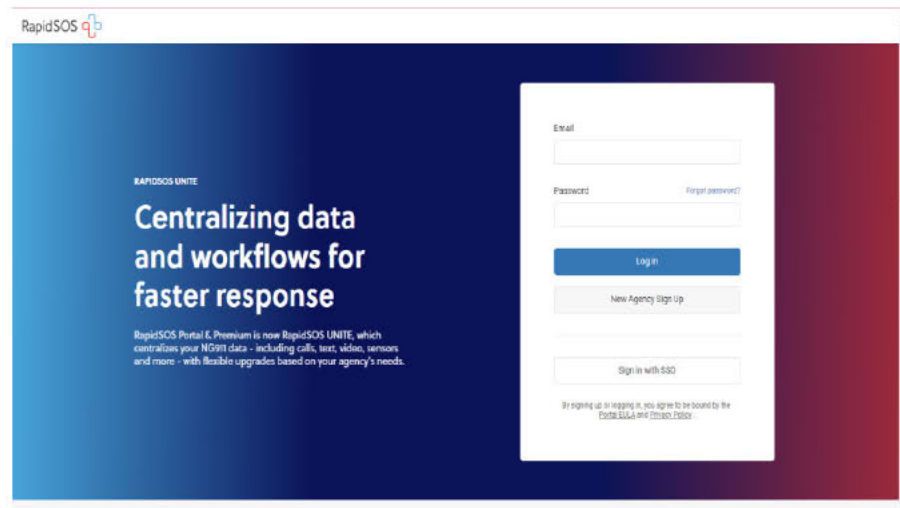
Silent 999 calls

- If the caller is unable to speak out of injury or fear, they need to make some sort of noise so the operator knows it is a real call.
- If the call is connected to Police the caller should press 55 or tap the handset if they require Police action as per the automated message.
- In addition BT operators will pass the call to Police if anything suspicious is heard during the above process.

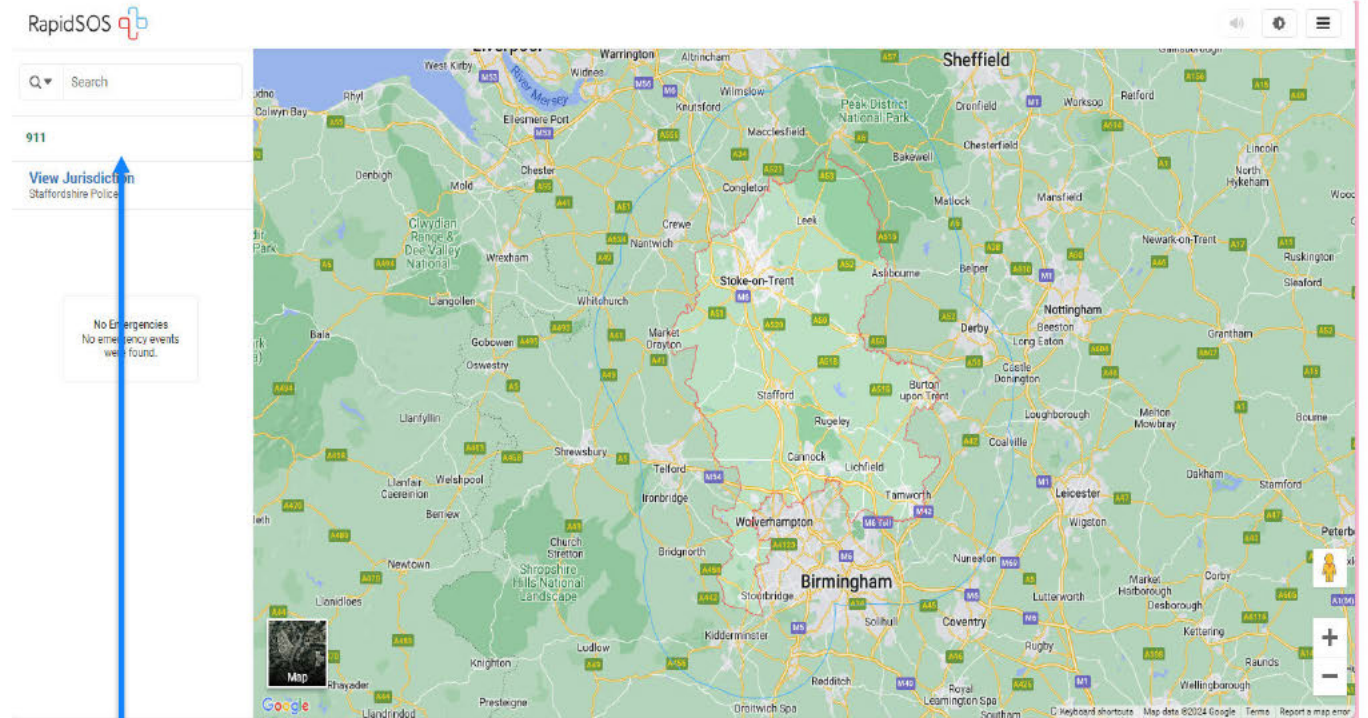


Rapid SOS

RapidSOS application is accessed via a web portal which provides a link to real time location data of a mobile device location if that device has dialled 999 within the last 15 minutes.



Login screen



Insert number: you must add 44 then the phone number minus the 0 at the start

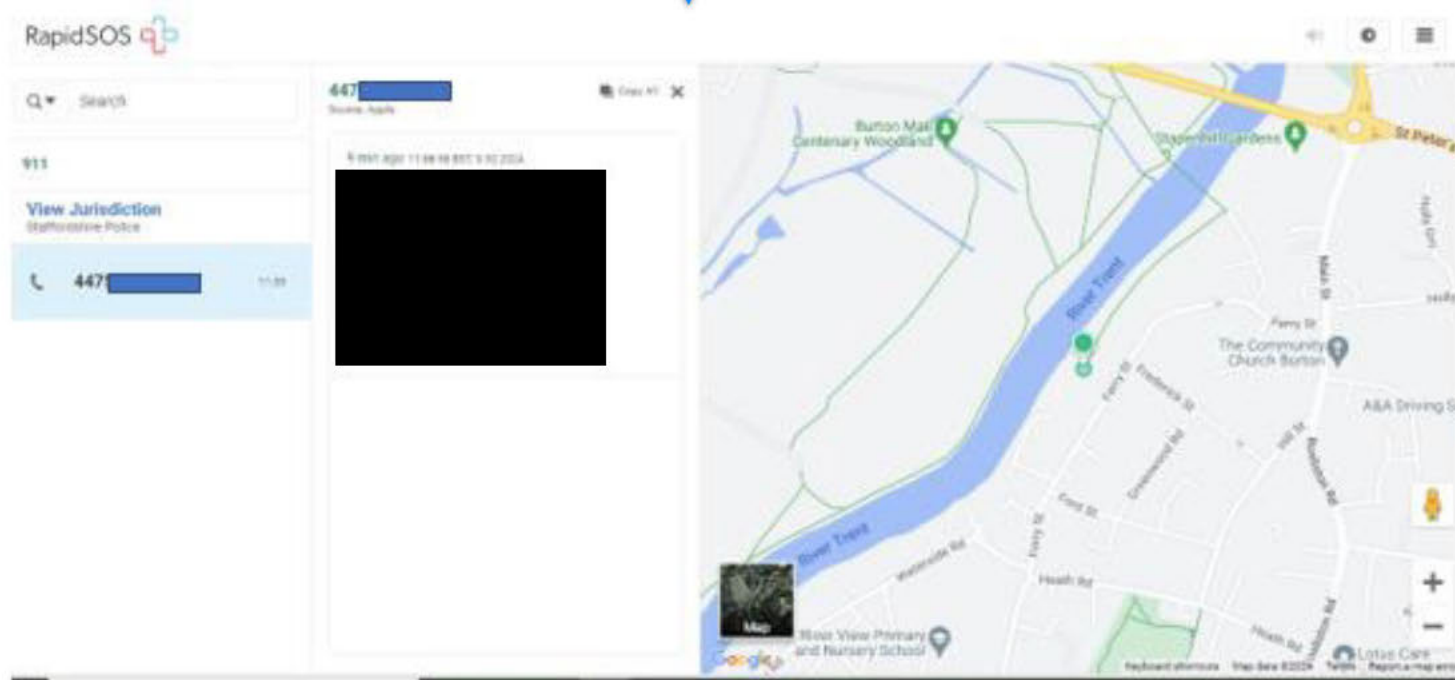
Rapid SOS

If the number is not
linked to an iPhone



No Emergencies
No emergency events
were found.

If the number is linked to an iPhone



Rapid SOS -

RapidSOS 

X



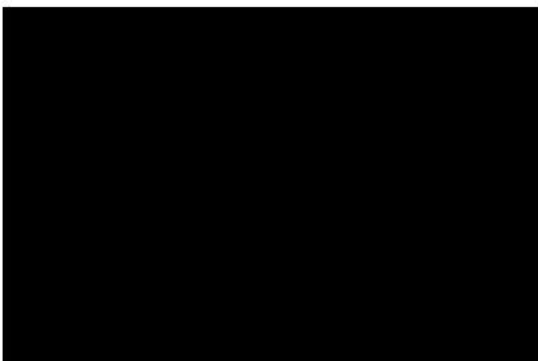
View Jurisdiction
Staffordshire Police

13:27

Source: Apple

 Copy All X

57 sec ago 13:28:13 GMT, 1.19.2024



 ▼

Check for Additional Apple Data

Emergency roamer

- In the event that a mobile caller dials 999 in a poor signal area or an area outside of their network coverage this will come through to Police as an 'emergency roamer'.
 - As a mobile phone provider in the UK it is required that they allow a mobile phone handset, (regardless of which network the user is registered to) to connect with 999.
 - Because of the way these calls piggyback, the telephone number of the original caller cannot be traced. **It has been agreed for BT to us a valid mobile number which will display as '07399666666'.**
 - There will also be no EISEC data attached to the call. **It is therefore important on receiving one of these calls to obtain their location and correct telephone number as soon as possible in case the line should be cleared.**
 - In some instances when a roamer is presented it is possible to get an IMSI (International Mobile Subscriber Identity). **Vodafone** can trace the calls by searching the **exact time of call and duration of the call**, they search for non-Vodafone IMSI's making emergency calls and **link this to the zone code**. Should you get a IMSI number and a Zone code from the BT operator from an emergency roamer call, please create an incident log and tag for the managers to review, please remember that this needs to be completed within the Golden hour for subscriber details to be obtained.
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Emergency roamer continued...

- In the event of one of these calls being received where clear **threat**, **harm** and **risk** has been identified, there may be a limited possibility to obtain further details but this will not be a rapid process due to the cross referencing of networks which could take up to 2 days.
- If we request a network provider to disconnect a mobile phone number, please be mindful that this will not prevent further calls from this mobile number as it will locate another network. With the new network it uses, we will not have details of the actual mobile phone number calling which can make the matter worse.

- [illegible]

Alternative 999 calls

- **Relay:** Deaf/speech impaired callers can subscribe to this service so that they can send text messages to 999. BT will introduce the caller and then relay text messages to the Police call handler in a three way conversation. Responses should be short questions to speed up the process.
- **Interpreter Calls:** Foreign language callers can be called back by Police via our contracted interpreter (Cintra) for both 999 and 101 calls. You will have to obtain the callers language and explain as best you can that we will call them back with an interpreter.
- **Telematics Calls:** Some motor vehicles now call Police automatically via an inbuilt system. This can be triggered by heavy impact or emergency button dependent upon manufacturer.
Calls may be connected from a manufacturers call centre or an automatic message with the GPS co-ordinates of the activation and the chassis number/VRM. On some telematics calls you can communicate with the driver through their car, but on others it will be an automatic message being repeated. **If the call comes via a Call Centre please ensure contact numbers for the call centres are included on STORM and any email address to allow for requests for audio call and telematics data. Most Call Centre data is deleted after 24 hours. Without contact numbers or emails to request the data we are missing key investigative opportunities**
- **VOIP Calls:** (Voice Over Internet Protocol) Calls originate from phones or computers connected to an IP address. Consider the IP address may not be the location of the caller.

Alternative 999 calls

- **Misrouted Calls:** Calls to the 999 system are connected to the appropriate force either by the area code for a landline or the location of the mast for mobile calls. Naturally there is a margin of error with this system so we occasionally receive calls destined for surrounding forces.

Call handlers should commence an incident and take basic details so the information can be forwarded onto the relevant force:

External transfer on STORM: Cheshire, West midlands, Derbyshire, BTP.

By phone:

Calling extension [REDACTED] for non- emergency response

Misrouted/priority line in the police [directory](#) for emergency responses.

- **TecSafe:** Calls from special handsets issued by Police to vulnerable victims as part of safeguarding. Devices can only make a 999 call which connects to BT and Police in the usual way. However, they will be announced as a 'vulnerable caller'.

If the caller cannot speak to the operator we can accurately trace the handset using the TecSafe mapping system.

Alternative 999 calls

- **APPLE Watch** Fall Detection. If this feature is enabled, and the wearer has what Apple describes as a 'significant, hard fall', the watch will trigger an alert. If the wearer remains immobile and does not cancel the alert, the watch will make an emergency call. The BT emergency advisor will hear the message; "The owner of this Apple Watch has taken a hard fall and is not responding to their watch. Usual EISEC can be given.
- **APPLE iPhone 14** Crash Detection. If this feature is enabled and the user handset detects what Apple describes as a 'serious car crash', the handset will trigger an alert. If the user does not cancel the alert, the handset will make an emergency call. A recorded message is played advising that the user has been involved in a car crash and provides the location in latitude and longitude, message is repeated. Usual EISEC can be given

EISEC Data- What is it?

- EISEC stands for Enhanced Information Service for Emergency Calls. It is the location information which accompanies a 999 call in the UK.
- It is designed to provide an approximate location for the callers handset at the time of the 999 call and can potentially be extremely accurate.
- Even if not accurate, the information provided accompanied with other intelligence can help us narrow down the location of the caller

- EISEC Information comes in in the following format if it has come through electronically:

Origin	Answer	Address	Town	City	Surname	Tel	Name	Check
15:39:4	15:39:49						*MOB* 02	☐

Has been modified

Agency Not Ack ☐
Action High ☐
Control Medium ☐
Closed Low ☐
Tel 1 System ☐

- When you double-click on the dark-grey bar it will paste the EISEC info onto whichever serial you currently have open. (This will be in the same format as it is above).
- This data will not always be produced via storm. You have to ensure to record the EISEC data that will be read to you by the BT operator.

19/06/2023	17:09:35	27487	*
19/06/2023	17:09:38	27487	EE
19/06/2023	17:09:39	27487	EL
19/06/2023	17:09:42	27487	80 EL
19/06/2023	17:09:48	27487	
19/06/2023	17:09:54	27487	686 METRES
19/06/2023	17:09:57	27487	0 DEGREES
19/06/2023	17:09:58	27487	*

- The information can also be plotted onto the mapping system. To do this simply click on the EISEC data (dark grey bar) and drag the information onto the magnifying glass on the Incident filter bar (labelled).

GUARDIAN	Comments	Incidents	Haz. Mat.	Contacts	Prev.	S.O.P.	External	Resource Act.	C+C Log	Relation	Person	Tag	Alarm	Add Text	Vehicle	Supply Data	PDA Log	Risks	Action Plans
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TUTOR BANK TAG

1

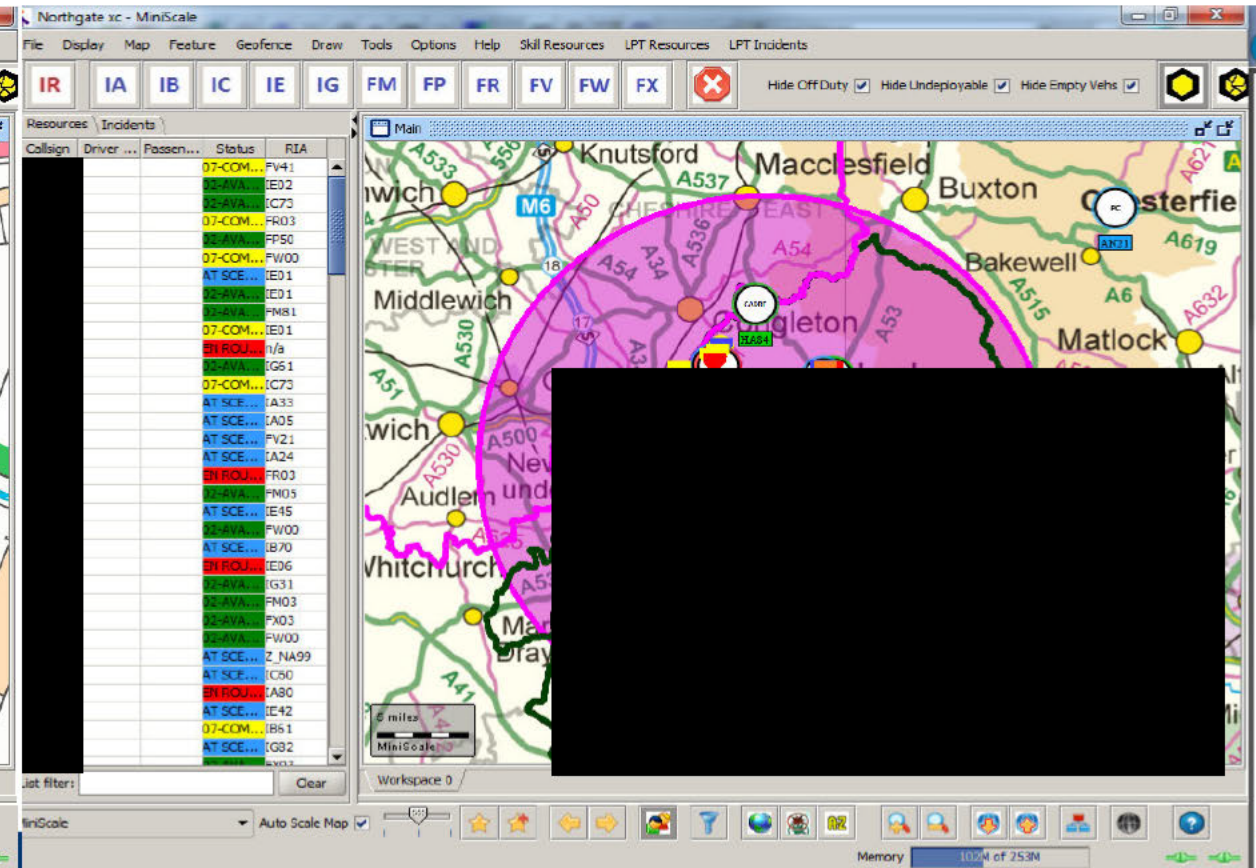
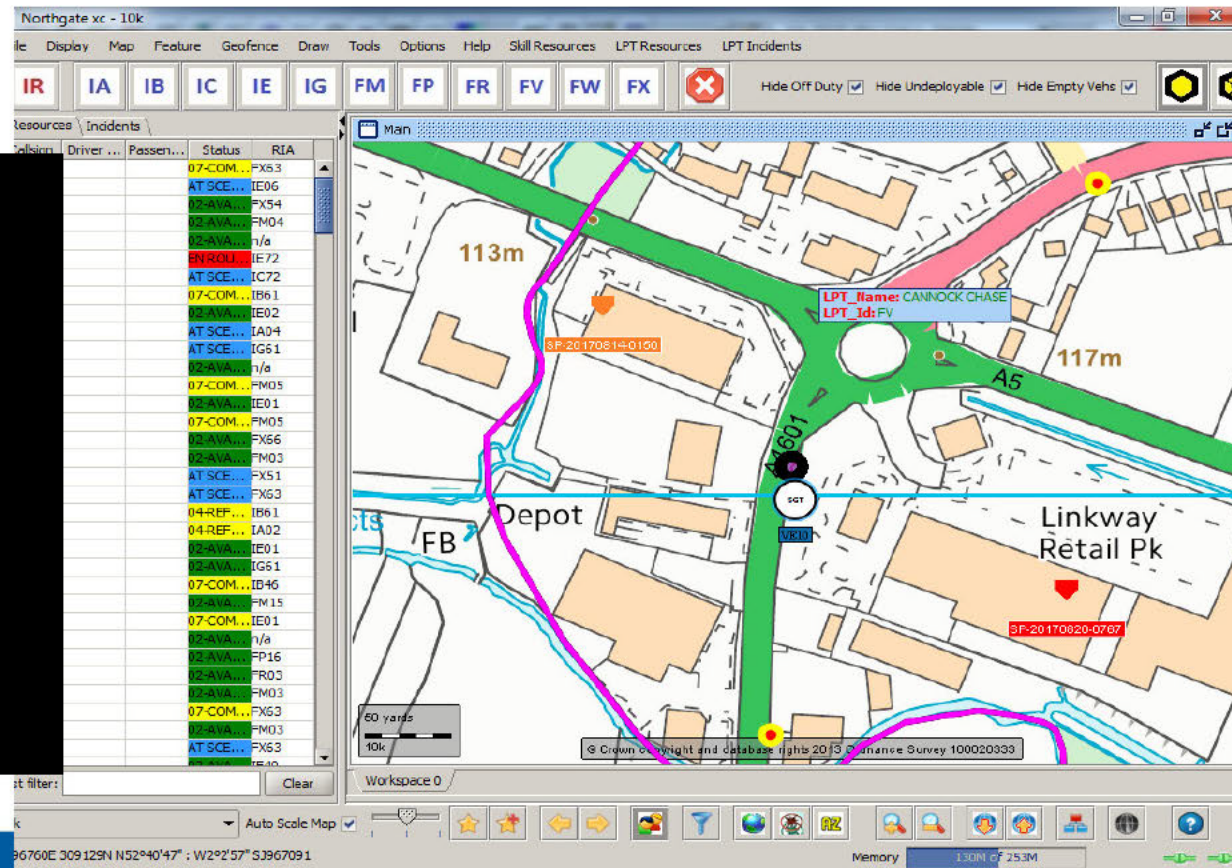
Incident	Prior	C	V	T	Location of Inc.	Comments/Notes	RIA	Inc.Ty	Reso	Res./	Status	Caller 1st	Caller Last	Caller Tel.
	GRA		?			CO39 UPDATE /	IC80	C39 -	CO39	09:40:	AT			

Origin	Answer	Address	Town	City	Surname	Tel	Name	Check
15:39:4	15:39:49		90.0	OSGB36			*MOB* O2	☒

Has been modified

Agency ☐ Not Ack ☐
Action ☐ High ☐
Control ☐ Medium ☐
Closed ☐ Low ☐
Tel System ☐

- The information is then presented on the map with a possible area the phone/ caller is within. This can vary from 2 meters (very helpful) to 35km (not so helpful).
- For example the left hand map shows an officer at the scene of an IR mapping in almost exactly the same place as the phone call, while the right hand area covers the north of the county.



Successful outcomes using EISEC

- Young male on the phone saying he lives at [redacted] [muffled] possibly - [redacted] E&N covered approximately 500m but near to the edge was [redacted], this was the address the male located.
- Informant states a fight taking place in [redacted]. E&N in the [redacted] area but did not cover [redacted]. It did however cover [redacted] which it then transpired was the correct location of the incident.
- Abandoned call from mobile, disturbance heard- sounded indoors. From previous calls there were 2 [redacted] and 1 (more recent) [redacted] address recently linked to the mobile number. E&N came back to [redacted] with a range over 10km. This area covered one of the [redacted] addresses and was the correct location for the informant.

Any questions?



DOCUMENT CONTROL					
Document Title	999 Calls		Version Number		
Date Created					
Created By	FCC		Job Title	FCC Trainer	
Date Amended					
Amended By			Job Title		
Amendment					
Date Approved					
Approved By			Job Title		
Review Date					
Date Reviewed	Reviewed By	Job Title	Amendment	Previous Version	Current Version