



STAFFORDSHIRE
POLICE

Abandoned 999 Calls

Obtain the following information...

- Telephone number
- Service provider
- Easting & Northings
- Semi-Major & Semi-Minor
- Confidence
- Address if not a mobile

Ask the operator to playback the tape if necessary, remember this will then be recorded on our call and can be used as evidence if required.

Complete the following...

- **Record your actions on STORM**
- Try calling back, leave voice mail if no answer
- Check F7 for any previous calls from number
- Search number on Niche
- Rapid SOS check
- Tag for I24 to complete GB check
- If no address located, check SPOC in SOP
- Contact provider for subscriber check

Remember, only the manager can get the subscriber information from many of the networks. The exception to this is 02, in which the call taker can complete a 'check me plus' to obtain the subscriber information.

Remember to **THRIVE**

Follow the abandoned 9's question set if required

!G96 is a quick way to validate an abandoned 9's call, however you **MUST** remember to add the telephone number into the call card as soon as possible.