**Emergency Services Script for 999 phone call**

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| Scenario: You are on the beach at Skegness with a friend and your family. You and your friend have gone rock pooling near the cliffs on the left hand side of the beach. When you look up, you notice your friend is stuck on a rock and the tide is coming in. The water is too deep for your friend to get back. You can see a hotel called ‘The Royal’ on the cliffs above your friend.  |

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| Emergency Services Switchboard: | Hello, emergency service operator, which service do you require? Fire, police, or ambulance?  |
| Your response: | My friend is stuck on some rocks. |
| Emergency Services Switchboard: | Thank you. I’ll connect you now. |
| Emergency Services: | Hello, where are you calling from, which town please? |
| Your response: | (Give your location place or any other distinctive features around you?) |
| Emergency Services: | Tell me exactly what has happened. |
| Your response: | (Explain briefly what has happened) |
| Emergency Services: | Tell me exactly where the emergency is happening. |
| Your response: | (Give the location of where the incident is happening using place or distinctive features) |
| Emergency Services: | Is anyone injured? If so, are they breathing? |
| Your response: |  |
| Emergency Services: | Help is on its way. Please stay on the phone. What is your name, address and your phone number?  |
| Your response: |  |
| Emergency Services: | Thank you. |

