



You and your family are in the garden watching a bonfire. It starts to get very windy and the bonfire is getting bigger. The flames set fire to a nearby fence; the fire is now out of control. It is you who has to call 999. Fill in the information you would give. You could practice it with a friend or a grown-up.

You: (dial 999)

Operator: Emergency. Which service?

You: _____

Operator: Connecting you to the Fire Service.

Fire Control: Fire Service here. Can I help you?

You: (Explain what is happening) _____

Control: What's the address?

You: (give the address including postcode)

Fire Control: Do you know any landmarks nearby?

You: (think about where you live and say if there is a church, school, park etc nearby)

Fire Control: Is anyone with you?

You: _____

Fire Control: Stay calm and make sure you're all standing somewhere safely away from the fire.

The Fire Service is on its way.

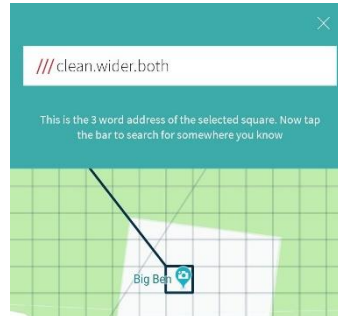
Answer any questions you are asked. Always be truthful and give as much detail as possible.

Don't be frightened and try to stay calm.

The person on the other end will stay with you and help you.

What other questions do you think you could be asked?

To help the emergency service know where you are, you can use an app called **What3words** to help give your location. Ask people you know to load it on to their phone and you can add it yours. It's free.



Stand in your garden and press the App.
What three words appear on your screen?

These are the three words you would give to Fire Control, the Ambulance Service or the Police if you called in an emergency and they would be able to find you really easily.

Try the App in other places and make a note of the three words that appear.

Location/place	What 3 Words

