

## 999 Emergency Services - Fire, Police, Ambulance and Coast Guard

If somebody's life is in danger or a crime is taking place, phone 999.

You will speak to a telephone operator who will ask you questions, including your location so they can dispatch an emergency service to help. This could be <u>Police</u>, <u>Fire</u>, <u>Ambulance</u>, <u>Coast Guard</u> or a combination of services depending on the emergency. Calling from a landline gives the call handler some information about your location.

If you're in an emergency situation and need police help, but can't speak, <u>Make Yourself Heard</u> <u>using the Silent Police Solution</u> to let the <u>999</u> operator know your call is genuine. Cough or tap the phone to make a noise if you can. Press 55 when prompted by the call operator. Listen to their questions.

If you need an interpreter: say the language you need when you call

**British Sign Language (BSL)** speakers can make video calls to emergency services using SignLive Download their app to connect to a qualified British Sign Language Interpreter.

<u>RelayUK</u> is the emergency text (SMS) message service for deaf, hard of hearing and speechimpaired people in the UK. Download the app to be able to the police, ambulance, fire rescue, or coastguard by text message.

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Telephone: 999

Website: https://www.gov.uk/guidance/999-and-112-the-uks-national-emergency-numbers

Opening Hours: 24 hours a day, 7 days a week

Cost: Free

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