

999 & Other Calls- Abandoned, Accidental, Nuisance & Silent

BT Openreach
'Do not disturb process
override'
SEE LINK

Call Received
 Number obtained/
 details obtained from
 EISEC

999 SILENT SOLUTIONS BY
DIALLING '55'

SEE LINK

Consider
 immediate
 subscriber
 check
 through CCR
 Supervisor &
 'Golden Hour'
 checks.

NSIR
 Always Consider a
 Crime

Create a CAD
 Call Type- PS26 or other
 appropriate code
 Copy details into CAD

If nuisance mobile phone calls:

Consult CCR Supervisor
 regarding termination through
 Service provider protocol.

Confirm location using EISEC check
STORM ATHENA & CIS for
 previous calls & comments

NO SPEECH?

SPEECH?

Call back (Min 3 times)

Success

No success

Consider BT
 playback of
 original call

Do Circumstances
 require a Police
 Response i.e.
 Domestic/Crime in
 Progress

Is Emergency
 response required?

Any cause for concern? –
 background noise,
 screaming etc? Check
 previous calls.

YES

NO

YES

NO

Yes

No

Grade CAD
 appropriate to
 circumstances

Continue call
 backs & send to
 control for
 response
 attendance

Grade CAD
 appropriate to
 circumstances

Grade A
 response

Dispose of
 CAD
 using
 appropriate
 closure code.

Grade A
 response

Dispose of CAD
 If child consider a
 call to parents or
 letter (copy of CAD
 to Support Insp)

Dispose of CAD
 using
 appropriate
 closure code.