



Escape

If there's a fire – get out, stay out and call 999

How to make a 999 call

999 calls are free. Don't call your local Fire and Rescue Service's number – it could take longer to be answered.

The more information the Fire and Rescue Service has, the quicker firefighters can get to you and do their job.

Speak slowly and clearly

- Give the full address of your home, including the town.
- Say what is on fire (for example, a two-storey house or a flat in a high-rise block).
- Explain if anyone is trapped and if so, what room they are in.

