



## Guidance for 999eye - 2019 Update

Seeing is believing



Since being adopted in May 2017, the 999eye service has now become a major staple of emergency call handling in Staffordshire and West Midlands Fire Control. The benefits of 'emergency streaming' have been numerous in the short time we have had access to the service, with its main contribution

being the intelligence provided for control room staff to dynamically change the levels of response to an incident.

In an age of social and streaming media it makes sense that we capitalise on advances in technology to give us further confidence in our operational decision making and nearly two years on from the go live date, it's clear that 999eye is rightfully taking its place as the main go-to tool for a call handling standard in the 21st century.

## Unique insight



We've all likely heard the idiom "a picture paints a thousand words" and its never been truer, for Fire Control at least. We have received footage of large scale incidents, people heading into burning buildings, the aftermath of cars colliding with houses, the list goes on. Each picture has provided the control room with valuable insight and experience. Whether the footage allowed for a dynamic mobilisation or simply confirmed the attendance already sent was ideal, the unique insight provided by 999eye has had a definite impact.

999eye's primary usage since its inception has been to give Fire Control 'on-scene eyes' and the way in which we as control room staff use this information will always be just as dynamic as we are. We never know how an incident will unfold and by the same token we can never truly know what we will see when the portal link shows us a picture or video live from a potentially soon to be incident ground. Obviously we can never get footage from every emergency call, but our collective experience using 999eye has shown that if we have the opportunity to request it, we should send that link wherever possible.

Public safety first, footage second...



As control room staff, our first priority is always to protect lives, properties and businesses. Riding on the success of 999eye we now need to think about how we safeguard our callers in the future. There is no doubt that the usage of 999eye by control room staff has almost universally been with the safety of the caller in mind but as a way of continuing in the spirit of safeguarding our communities we would like to take this opportunity to consolidate our learning thus far and share the following points for staff consideration when using 999eye:

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*The 'Get out, Stay Out' advice trumps all others*

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If your caller is inside any form structure along with a fire - your first responsibility is to get them out and to a place of safety. Only when this is complete and you are certain they are safe should you consider asking to send them the link. In these instances it will almost certainly be prudent to remind them that the 'Stay out' part of the advice still stands and they should remain at a distance of safety

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*What is the nature of the incident?*

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Are there any hazards you may not yet of considered?

Consider:

- Smoke plumes/weather conditions
- Risk of fire spread
- Geographical risks

- Incident size - is there potential for the incident to grow rapidly?
- Non-fire related risks - electricity, water, falling debris
- Slips/trips/falls

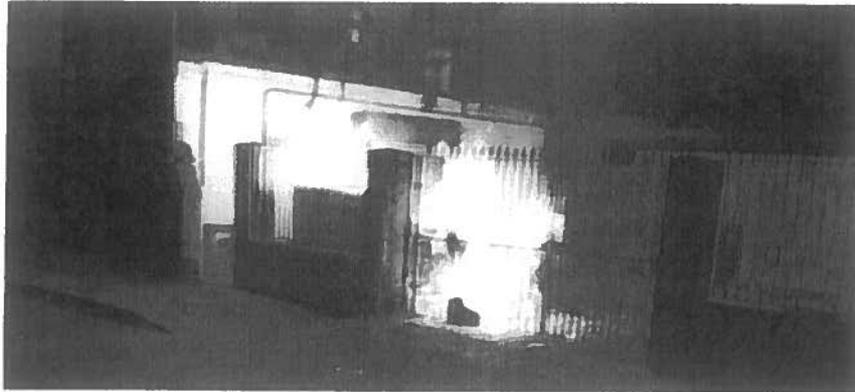
(bear in mind, this list is not exhaustive)

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*Caller vulnerability*

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Its not always obvious that a caller reporting an incident may be vulnerable in some way. While caller age may sometimes be obvious operators are urged to take factors such as age, sobriety, mental health and learning deficits into account when requesting them to take action on our behalf.



We will not be producing a script for general use but we ask Fire Control staff, as ever, to be mindful when requesting callers to record incidents on their phones. 999eye is just one of many tools at an operators disposal and we understand that there will be occasions where it may not be the tool to achieve the best outcome.

Should you have any queries regarding any of the above information, please contact a member of the Fire Control Support Team: