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Internal Ref:
Email:

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Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

FOI Request

You asked us:

Under the Freedom of Information Act 2000, I am requesting a copy of documents related to specific training for your 999 emergency call operators.

Specifically, I request the following:

- A copy of the current training guides, manuals, or any other instructional materials provided to your 999 emergency call handlers concerning the use of Emergency Location Services (ELS), which may also be referred to as Advanced Mobile Location (AML).**
- This request includes any documentation that details the process for call handlers to access, interpret, and utilise the automated GPS location data that is sent from mobile phones making a 999 call.**

I believe the release of this information is strongly in the public interest. A greater understanding of how your call handlers are trained to use this life-saving technology, that can automatically send GPS location to call handlers, will increase public confidence in the 999 service and help people better understand their role in an emergency.

Formal Response

The Trust confirms it holds the information you have requested.

The below extract is taken from the Trust's Emergency Operations Centre (EOC) Call Handling Procedure, which is published at the following link:

<https://www.secamb.nhs.uk/wp-content/uploads/2024/09/EOC-Call-Handling-Procedure.pdf>



- 3.7. Advance Mobile Location (AML) will automatically send accurate location information from a caller's phone directly to the emergency services using the mobile phone's built-in Global Positioning System (GPS). AML is not a phone application and does not require any action from the caller as it is built into modern smartphones. The location provided to the emergency services will be as accurate as the GPS on the caller's phone. The accuracy is generally between 5 and 30 metres.
- 3.8. When a 999 call is made, the caller's mobile phone will automatically enable location services (using GPS or Wi-Fi) and will send this information to BT. This information is delivered to SECamb within around 25 seconds of the call being delivered. The result will be an approximate radius of 3000 metres, which can close to an approximate radius of 5 metres in around 25 seconds
- 3.9. As the return delay can take up to 25 seconds, Call Handlers are likely to have answered the call before AML is available. The CLI/EISEC detail section on the call screen will start with limited details, then once AML has been delivered, it will present with a road name, town and postcode, as well as Eastings and Northings.
- 3.10. What3Words (W3W) provides a precise location based on a grid of 3m x 3m squares, each area assigned with three unique words. Call Handlers can send a 'Quick SMS' link to the W3W website from the call handling screen if required. Call Handlers must take the three word location from the caller and confirm the three words carefully.
- 3.11. Call Handlers should then click the 'W3W' button above the Incident Location field on the emergency call screen. This will open a CAD pop up to enter the three words. By clicking 'Find W3W Suggestions' this will return five suggestions. Double clicking on the result that seems to be the correct location will return a map of the area and, in a green bar, the nearest gazetteer (geographical index) entry will be presented. Clicking the 'Use Co-Ordinates and Nearest Address' button will move the marker to the actual What3Words location.
- 3.12. In the event of any potential unconfirmed or 'rough' location, the Call Handler must request a secondary address or landmark to verify the location as best as possible from the caller.

The below extract is taken from training which is delivered to management that are responsible for the relevant internal systems.

BT Location accuracy - Mobile Locations (Advanced Mobile Location):

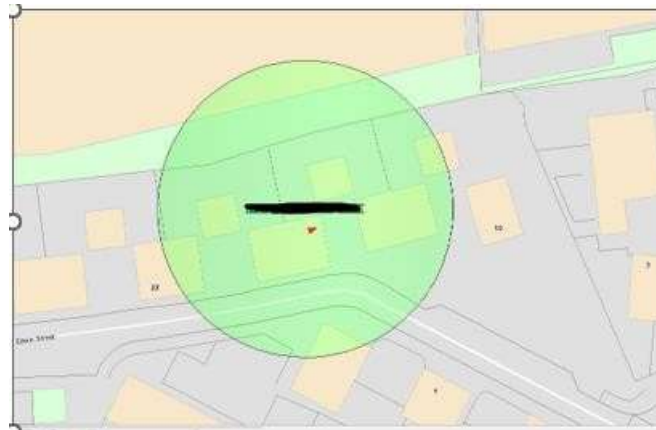
- This is an automated process in which modern mobile phones send accurate location data to a 999 call for the first minute of a call being connected to the 999 service.



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- Any call within the first minute of reaching 999 may not have the most accurate details and this can be confirmed by pressing the map location button.
- A call that has been stacked or reached 999 after the first minute will have the full accurate data provided by the mobile device.
- Location details can only be accessed by BT for an hour following the call being placed to 999 but will not be greater than the initial minute of data provided by the AML system.



Next steps

We publish a variety of information which may assist future enquiries relating to our service on our website – www.secamb.nhs.uk.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer. We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](http://www.ico.org.uk/foicomplaints) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust



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