

**Freedom of Information request:** Reference number FOI2024/00176

**Date of request:** 31st December

**Request:**

*- Can you give me the category and final disposition of every single 999 call made on the 31st of December? 2024 plus calls received from other sources such as VHF radio*  
*- Can you supply me a copy of the survival guidance sop?*  
*- Ideally, also provide me a copy of a call handling script and how you categorize calls?*  
*- Is there any way that I can listen to your dispatchers live?*  
*- Can you also provide details of any plan to fix the Tetra exploits? Have you got a plan to fix the airwave tetra radio burst exploits that exist at the moment and, what I would like to know is have you got any plans to fix the airwave tetra burst exploits which are essentially slipping away the encryption on your radio's.*

**Response:**

Please find our responses below:

**Can you give me the category and final disposition of every single 999 call made on the 31st of December 2024, plus calls received from other sources such as VHF radio?**

We received a total of 680 calls between 00:00 and 23:59 on 31 December 2024, categorized as follows:

- 294: Calls only
- 161: False alarms
- 139: Special services
- 69: Fires
- 17: Other incidents

There were no calls received via other sources, such as VHF radio.

**Can you supply me a copy of the survival guidance SOP?**

Survival guidance is covered in various documents and National Operational Guidance. You can access "Policy Number 790 – Fire Survival Guidance," at the following link:

[Policy Number 790 – Fire Survival Guidance](#).

If you require more specific information about survival guidance, please clarify your request.

**Ideally, also provide me a copy of a call handling script and how you categorize calls.**

We do not use standardised scripts for call handling. Operators are trained to the highest standards to extract and analyse information provided by callers. The training equips them to categorise and prioritise incidents based on the caller's input.

**Is there any way that I can listen to your dispatchers live?**

We cannot provide live access to dispatcher communications due to confidentiality and data

protection concerns. This information is exempt under [Section 40\(2\) \(Personal information\)](#) and [Section 31 \(Law enforcement\)](#) of the FOIA.

You may find this video on our website informative: [What to Expect When You Call 999](#).

**Can you also provide details of any plan to fix the Tetra exploits?**

The Home Office leads on matters related to Airwave communications, including Tetra radio. This information falls under [Section 21 \(Information accessible by other means\)](#), as updates on Airwave are available online.

You can access the latest updates on this topic here:

[Home Office Major Programmes – Emergency Services Mobile Communications Programme](#)

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website. <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>