Abandoned Call - 300 Updated : May '16

Full NSIR Definition Grading/Response Definitions Immediate Significant Extended Referred

Is there a response?

Pass for deployment based on call circumstances taking into account any relevant Possible Matches/LBC guidance for Grading and Officer Safety.

No

Yes

CHS SMF Index

T300 Abandoned Call (Landline) To Consider MetCC Operators should only phone back Landlines if the Attendance Location of the Caller is not known or there are no known risks identified (i.e., no relevant LBCs or Possible Matches). Homepage Mobile **Child Caller on** Have You or BT-Exchange heard:-999 Landline A request for Police? Sounds of distress/disturbance? 55 detected by Silent Solution? **TecSOS Phones RIPA Request** Yes **EISEC** No Information Is the caller's line still open? No **Silent Solution** Yes **Emergency** Roamers Challenge the line twice. Type Talk/Text Is there a response? No Relay and ESMS Telematics or **GPS Calls** Confirm with BT-Exchange:-**VOIP Calls** Yes Phone Number Subscriber Name / Address Call back the number, at least twice:-

Deal and Grade as

 $http://lbchs03.sov.mps/decision\%20 support/sops/Public_safety_Welfare/type300/Type300 land line.htm [06/09/2018~14:20:23]$

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