



HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date:02/07/2025

2025/702 - ELS/AML Training Guidelines ELS/AML Training Guidelines

In response to your recent request for information regarding;

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 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.

Please find attached the document used to demonstrate to new call handlers how to use the Advanced Mobile location function within ICAD, this is instructed during the 999 lesson place, then reaffirmed during the mentoring process.

This is also available to existing call handlers within FCC via the teams channel Training and Guidance.

Please also find below the relevant section of the Training plan:

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

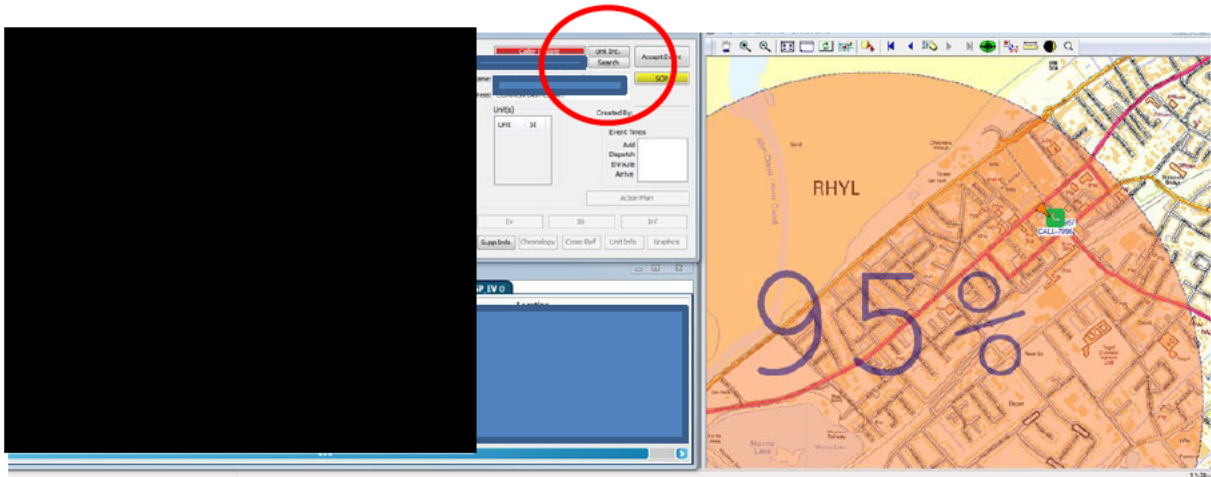
Yn gwneud Gogledd Cymru'r lle mwyaf diogel i fyw, gweithio ac ymweld yn y DU
Making North Wales the safest place to live, work and visit in the UK

8min	(Slide 14) Introduction to <u>MOBILE CALLS</u> Present class with a screenshot of how their CAD screen will appear once a 999 call is made via a mobile, <u>inc</u> telephone number, and eastings and northings of where call was generated from. Explain how the Advanced Mobile Location function in CAD works Present class with a scenario to test their knowledge so <u>far, and</u> embed learning following this <u>mornings</u> session. SCENARIO – The operator introduces the call by advising you that there was no request made, however lots of shouting and swearing heard in the background, and the line has since cleared. WHAT WOULD YOU DO NEXT? Open question up to <u>class, or</u> select an individual to answer. (prompt class to refer to their handout)	Listening, engaging, suggesting, making notes, participating	Handouts x2 <u>Powerpoint</u> Voice recording system	3	Formative assessment Learner engagement Full class participation will be encouraged (quieter individuals will be prompted to answer) <u>Ebedded</u> learning
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THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 01/07/2025

Use of the Caller Update Button in CAD with Emergency Calls

When you take a 999 call and you see a little red button above the phone number in ICAD, you can click it and it will give you a more accurate location for the caller.



When calls come through the BT exchange they give us a triangulation and a rough idea of where the call is coming from, this is the **Mobile Ellipse**. When you click the red button it then sends a message back from ICAD through the exchange to the mobile phone (smart phone) which then pin points to almost an exact location. Only certain phones have this functionality so you won't see it all the time, but when you do, use it! This will then become an **AML Ellipse**.

See example below. Very close indeed.

