When an emergency call comes in:

Your call will be answered by our Sussex Control Centre. We will ask you basic details such as where the emergency is and what is happening.

The Control Centre staff will decide which fire engines to send to help and send a mobilising message to the right stations. They will also decide if other emergency services such as the police or ambulance are needed.

At the station, an alarm sounds and lights will flash. A recorded tannoy message will say which fire engine is being mobilised.

Firefighters stop whatever they are doing and make their way to the fire engine to respond to the call.

On the way to the fire engine, they will collect information which has been sent to a teleprinter by the Sussex Control Centre. It is also sent electronically.

Crews then head out the door to deal with the emergency.