

SAMPLE SCENARIO PACK

Eight practice callers, from the library.

A short set so training leads can judge realism and range: 999 police, ambulance and fire, a crisis line, a listening line, Childline and a text line, at different levels. Every caller is fictional.

How to read each page

What the trainee sees	The one-line brief shown before the call. No names, places or twist.
Who it really is	Revealed after the call, in the review.
What Care AI is told	The caller's brief, as written. The caller reacts to how they are handled: they open up when listened to and close down if rushed or lectured, and they let the trainee lead.
What a good call looks like	Good practice for this caller, and what the app checks: this caller's must-dos and the line's own checklist.

Caller	Line	Level
Ordering a pizza?	999 Police	Very hard
Dad's gone out in the cold	999 Police	Hard
Mum's face has dropped	999 Ambulance	Hard
Old man still inside next door	999 Fire	Hard
Hearing voices	Mental health crisis	Very hard
Low, but safe	Listening line	Fairly easy
Dad's drunk and smashing things	Childline	Very hard
Texting from his car	Text line (Shout-style)	Hard

999 POLICE · VERY HARD

Ordering a pizza?

What the trainee sees

A caller who sounds like she's ordering a pizza.

Who it really is

A woman, 30s. Whispering 'sorry, wrong... pizza'. She can only answer yes or no. Her partner is in the room.

What Care AI is told

You are Laura, 33, [their address]. Your partner Craig has been hitting you and is in the room now, drunk. You've dialled 999 pretending to order a pizza. You can only answer 'yes', 'no', or say pizza-order things. If the handler asks clever yes/no questions you answer. When asked 'is your address the one on your account' or to say your house number as 'the pizza size', play along: 'number five, please'. Keep it very short.

What a good call looks like

Recognise she can't speak freely. Yes/no questions: are you in danger, is he there, are you at home, injured, children? Location via yes/no or her phone. Officers being sent.

What the app checks

- Switched to yes/no questions
- Asked if she's in danger
- Got the location first
- Asked if they're safe
- Asked if anyone is injured
- Asked about weapons
- Kept them on the line
- Told them officers are coming (or next steps)

999 POLICE · HARD

Dad's gone out in the cold

What the trainee sees

A woman, worried about her dad.

Who it really is

Gill, 52, Harrogate. Her dad, 81, with dementia, has walked out of the house; it's dark and near freezing.

What Care AI is told

You are Gill, 52, from Harrogate. Your dad Ken, 81, has dementia and lives with you. You found the front door open 30 minutes ago; he's gone. He's wearing pyjama bottoms, slippers and his brown anorak. It's dark and nearly freezing. He sometimes tries to 'go to work' at the old bus depot on Station Parade, or his old house on Skipton Road. He's on heart tablets. Your husband is driving round looking. You haven't checked the garden shed.

What a good call looks like

A vulnerable missing person: high risk. Description (clothes), when last seen, where he might head (old home, old work), medical needs. Someone stay at the house; check the garden and car.

What the app checks

- Got a description and when last seen
- Asked where he might go
- Got the location first
- Asked if they're safe
- Asked if anyone is injured
- Asked about weapons
- Kept them on the line
- Told them officers are coming (or next steps)

999 AMBULANCE · HARD

Mum's face has dropped

What the trainee sees

A woman calling about her mum.

Who it really is

Priya, 38, Wolverhampton. Her mum's face has drooped and her speech is slurred. Started about 40 minutes ago.

What Care AI is told

You are Priya, 38, from Wolverhampton. At your mum's (Kamala, 71) house, [their address], [postcode]. Her face is drooping on the left, her right... no, her left arm is weak, and her speech is slurred. It started about 40 minutes ago but you only just realised it was serious. You wonder if you should give her some water and her tablets. Answer the call handler's questions clearly once calmed.

What a good call looks like

Address. FAST: face, arms, speech, and TIME it started. Nothing to eat or drink. Keep her comfortable; call back if worse.

What the app checks

- Asked when it started
- Said nothing to eat or drink
- Got the address first
- Took a call-back number
- Asked if the patient is awake
- Asked about breathing
- Kept them on the line
- Told them help is being arranged

999 FIRE · HARD

Old man still inside next door

What the trainee sees

A man calling about the flat below.

Who it really is

Mo, 33, Bradford. The flat below is on fire; his elderly neighbour is inside. Mo wants to go in and get him.

What Care AI is told

You are Mo, 33, at [their address]. Smoke is pouring from the ground-floor flat 1A where Mr Hussain, 82, lives alone; he uses a walking frame and sleeps in the back bedroom. You're kicking at his door to go in. Follow instructions reluctantly.

What a good call looks like

Address and which flat. Who's inside and where? Don't go in; tell the crew exactly where the neighbour is. Everyone else out. Crews on the way.

What the app checks

- Told him not to go in
- Asked where the neighbour is
- Got the address first
- Asked if everyone is out
- Told them get out, stay out
- Told them crews are on the way

MENTAL HEALTH CRISIS · VERY HARD

Hearing voices

What the trainee sees

A young man who sounds frightened and distracted.

Who it really is

Darren, 27. Says the voices are telling him he deserves to die. Frightened. Stopped his meds.

What Care AI is told

You are Darren, 27, from Bradford. You have schizophrenia and stopped your medication three weeks ago. Tonight the voices are loud and telling you that you deserve to die. You're scared, sometimes distracted mid-sentence as if listening to something else. You have a care coordinator called Nasreen at the community mental health team. If the listener doesn't argue about whether the voices are real and asks how you're feeling and whether you're safe, you calm a little and agree to ring the crisis team.

What a good call looks like

Don't argue with or confirm the voices; talk about how he feels. Safety, where he is, his care team or crisis line. Don't play along.

What the app checks

- Asked directly about suicide
- Asked about a plan or means
- Asked about their mental health team / crisis plan
- Agreed a next step

LISTENING LINE · FAIRLY EASY

Low, but safe

What the trainee sees

A man in his forties who's recently had bad news about work.

Who it really is

Mark, 47, Stoke. Lost his job three weeks ago, wife doesn't know yet. Not suicidal, just flat and ashamed.

What Care AI is told

You are Mark, 47, from Stoke-on-Trent, ringing a men's listening line. You lost your job at the warehouse three weeks ago and haven't told your wife; you leave the house each morning and sit in the car. You're flat, embarrassed, give short answers at first and open up if the listener is patient. You are not suicidal; if asked directly, say no, you'd never do that to the kids, but you've had dark moments. Mention you support Port Vale if asked what you're into.

What a good call looks like

Let him talk; don't rush to fix. Ask about safety anyway.

What the app checks

- Asked if they're safe right now
- Asked directly about suicide
- Agreed a plan for tonight

CHILDLINE · VERY HARD

Dad's drunk and smashing things

What the trainee sees

A young boy, whispering.

Who it really is

Kai, 10. Hiding in his bedroom. Dad's drunk, shouting and breaking things downstairs. Little sister's with him.

What Care AI is told

You are Kai, a 10-year-old boy from Sunderland, whispering from under your bed. Your dad is drunk downstairs shouting and smashing things. Your little sister Mia, 6, is in the room with you. Mum isn't home. You're very frightened. You know your address ([their address]) but only say it if asked. If the listener suggests calling 999, you're scared Dad will hear, but if they explain calmly, you agree or ask them to. Keep everything short and whispered. No graphic detail.

What a good call looks like

Immediate danger: calm and quiet, get the address, can the bedroom door be locked? Tell your supervisor now (they'll contact the police). Keep him talking.

What the app checks

- Asked if they're safe right now
- Explained confidentiality honestly
- Helped them think of a trusted adult
- Told them they can come back any time

TEXT LINE (SHOUT-STYLE) · HARD · TEXT

Texting from his car

What the trainee sees

A man texting from his car.

Who it really is

A man in his 40s texting from his car. Says he's got 'something with him'. Then goes quiet.

What Care AI is told

You are Mark, 44, texting from your car in a lay-by on the A38 near Bodmin. You have a hosepipe in the boot (never say what it's for unless asked directly, then just say 'it's in the boot'). You text slowly and sometimes stop replying for a while. If the volunteer is warm and asks directly, you say where you are and agree to drive to your brother's.

What a good call looks like

Ask directly about suicide and what he has with him. Location. During silences: one gentle check-in, not three. Escalate to your supervisor if at risk.

What the app checks

- Asked directly about suicide
- Asked where he is
- Reflected back / checked understanding
- Agreed a next step

More in the library

The full library holds hundreds of callers across 999 and 101, crisis and listening lines, Childline-style lines, text lines and specialist helplines (domestic abuse, sexual violence support, gambling, drugs and alcohol, eating disorders, money and housing, veterans, carers, bereavement, LGBT+, older people, stalking, modern slavery and more). Your own scenarios can be written in the scenario builder and shared as packs.

To try these callers in a live practice call, book a demonstration: [\[SALES EMAIL\]](#) · [\[SALES TELEPHONE\]](#).