

When sending a text message we need to know:

What?

What is the problem?
What is happening crime/trouble,
is someone injured or being
threatened?

Where?

Give details of the name of the town,
road, house number plus any extra
details such as, are you near to shops,
post office, petrol station etc.

Important

The success of this service depends
on the accuracy and details of the
information you provide. It is extremely
important that you follow the
instructions detailed in this leaflet,
especially in relation to giving your
exact location.

Unfortunately, we cannot guarantee
that your message will be received
immediately, but we will endeavour to
make the service as effective as
possible.



Contact numbers

Text: 07800 002414

Fax: 01773 571102

**If you are calling from
a minicom or Textphone use
Text Relay 18001 101**

**Email:
deafsms@derbyshire.pnn.police.uk**

Telephone Police 24hr: 101

In an **emergency** always **dial 999**.
Even consider the assistance
of a passer by to do this.

www.derbyshire.police.uk

Designed by Derbyshire Constabulary DC-smstext-3-12



Short Message Service

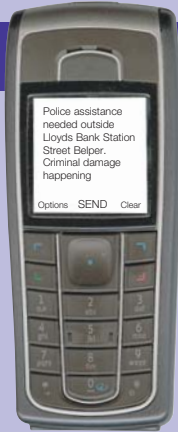
SMS text scheme is to enable
equality of access for deaf,
hard-of-hearing or speech
impaired people to contact the
Derbyshire Constabulary

Text: 07800 002414

Stage 1

Create a new text message.

Enter the details of the problem and the location.



Stage 2

Choose to send the message.

Insert the telephone number 07800 002414



Stage 3

The message will be forwarded to the Police Control, via the service provider who will deal with the request.



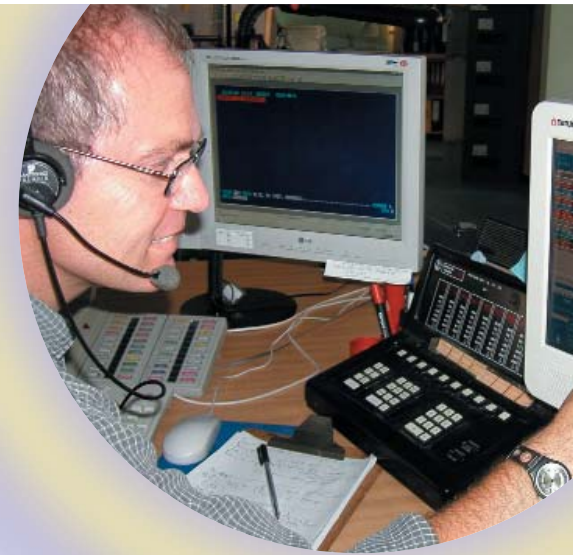
Stage 4

The service provider will reply with confirmation of the message being sent.



Stage 5

Police Control will reply with confirmation of receiving the message. They may ask for further information.



Important

Also try other ways to contact the police as no text messages are guaranteed to arrive quickly. We rely on the mobile phone companies and the network.

Derbyshire Constabulary cannot be held responsible for delays in receiving messages.

You will know your message has been received only when you get a reply.