

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**

Minicom: **0845 6049010**

Email:
deafsms@derbyshire.pnn.police.uk

Telephone
Police 24hr: **0345 123 3333**

www.derbyshire.police.uk

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

Designed by Derbyshire Constabulary DC-smstext-02-10



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.