

## IMPORTANT NOTE

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

You can only be certain that your message has been received if your receive an acknowledgement.

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

If your message is passed to other services such as fire or ambulance, Cumbria Constabulary cannot be held responsible for any acts or omissions arising once your message has been forwarded.

Misuse of the 999 SMS Text service by non authorised users maybe liable for prosecution under the COMMUNICATIONS Act 2003 and the Malicious Communications Act 1988.

Contact us via typetalk call:

**18001** followed by:  
**0845 33 00 247**



## Cumbria Deaf Association

[www.cumbriadeaf.co.uk](http://www.cumbriadeaf.co.uk)

Any feedback or comments on this leaflet should be made to your local Police Station.

Cumbria Constabulary make every effort to comply with the Disability Discrimination Act 1995. Should this information be required in a different format please contact Cumbria Constabulary Diversity Unit on 01768 217230.



Cumbria  
Constabulary



North West  
Ambulance  
Service



Cumbria Fire  
and Rescue  
Service

999 Emergency  
Text Messaging  
Services for Hearing  
and Speech Impaired



CUMBRIA  
CONSTABULARY

This leaflet gives details of a new Short Messaging Service introduced by Cumbria Constabulary to enable people who are deaf, hearing impaired or speech impaired to contact the Emergency Services

The service **ONLY** applies if the emergency occurs in the Cumbria area.

### Why have the police introduced a text messaging service?

At present it is not possible for Deaf, hearing impaired or speech impaired people to contact the emergency services direct. To get round this problem, Cumbria Constabulary in partnership with the Cumbria Fire and Rescue Service and the North West Ambulance Service have created a new special number specifically for emergency contact to the '999' service using a text message.

There is always a delay in sending text messages. If you do not get a response within 2 minutes, you should try again or use alternative methods of contacting the police. **ONLY** use text messaging as a last resort.

### Who can use this service?

The service is **ONLY** available to deaf, hearing impaired or speech impaired people of all age groups. The service is **NOT** available to anyone else.

## HOW TO SEND A TEXT MESSAGE

### WHAT sort of information will the police need?

The quality of the text message you send is crucial if we are to provide the proper response. To enable us to respond adequately, it is crucial that you provide the following information:

### WHERE?

Where are you?

Try to be as accurate as possible. For example, is there a street name? Recognised place, feature nearby such as a cinema, church, library, shop or company name etc which will help us pinpoint your location? Include the post code if it is known.

The location of any incident which has taken place;

### WHY?

Why do you need this service?

Give brief details of what has happened.

This service is **ONLY** to be used to report an emergency.

An emergency is an incident which requires an **IMMEDIATE** police response eg:

- A serious injury has been caused or there is a threat of serious injury;
- A crime is in progress and the suspects are at or near the scene;
- A road traffic collision involving injury.
- A building is on fire.

Please use an alternative method to contact us if your call is not an emergency.

Send this message to our emergency SMS text messaging service on:

**07786 208 999**

### EMERGENCY TEXT MESSAGING FOR DEAF, HEARING AND SPEECH IMPAIRED PEOPLE

**07786 208 999**

WE NEED TO KNOW:

- **WHERE** are you?

Give as much detail as possible, eg, street name, postcode if known, nearby cinema, church, shop or company.

- **WHY** do you need this service?

Give brief details of what has happened or is happening  
Remember - This service **ONLY** applies if the emergency occurs within the Cumbria area.