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here

West Midlands Police
Force Communications Centre
Bournville Lane Police Station
Bournville
Birmingham
B30 1QZ



In association with



HOW TO SEND A TEXT MESSAGE

The quality of the text message you send is crucial if we are to provide the proper response.

WE NEED TO KNOW:

WHICH

Which service do you require? The police, fire or ambulance?

WHERE

Where are you?

Try to be as accurate as possible. For example, is there a street name? Is there a feature nearby such as a cinema, church, library etc which will help us pinpoint your location?

Are you near a shop or can you give us the name of a local company which may help us to locate you?

WHY

Why do you need this service?

Give brief details of what has happened

Remember - ALL messages must start with '999'

What is an emergency?

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

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

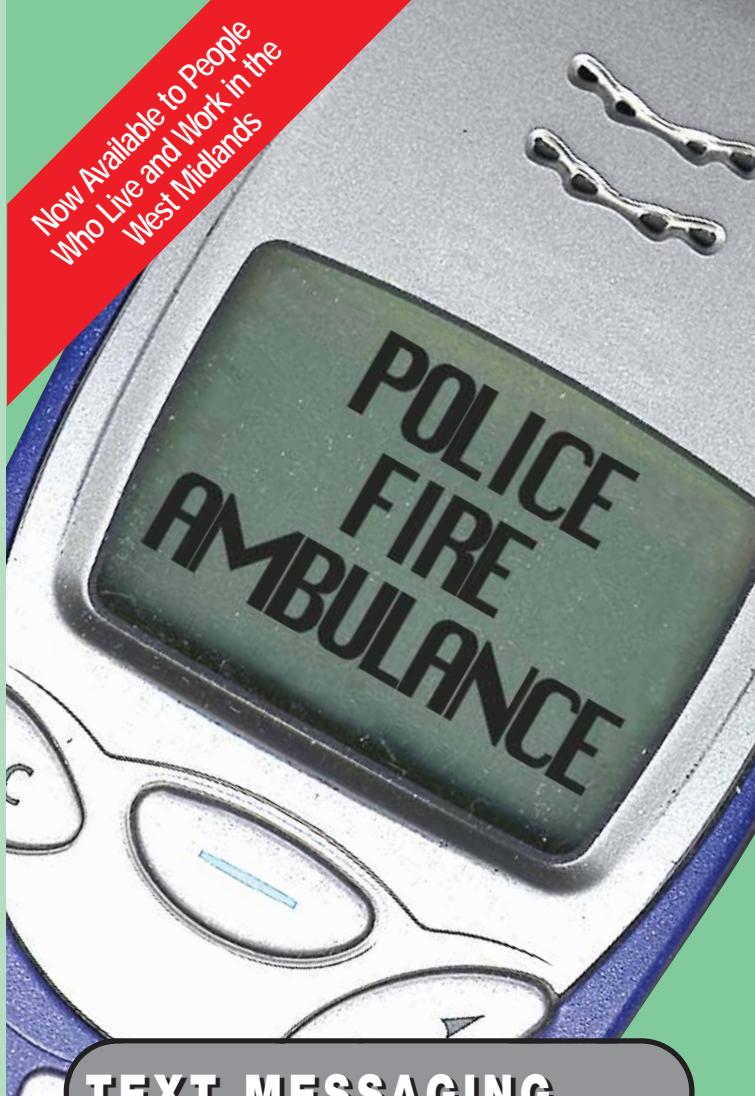
- A serious injury has been caused or there is a threat of serious injury
- A crime is in progress and the suspects are at or near the scene

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:

07887 631 361

REMEMBER - All messages must start with '999'



**TEXT MESSAGING
THE EMERGENCY
SERVICES**



A text messaging registration
scheme for people who are deaf,
hard-of-hearing or speech impaired

Supported by



This leaflet gives details of a new SMS text messaging service introduced by West Midlands Police to enable people who are deaf, hard-of-hearing or speech impaired to contact the police in an emergency.

The service ONLY applies if the emergency occurs within the West Midlands.

Please read it carefully and, if you decide to apply to use the scheme, complete and return the registration form at the rear of this leaflet.

What is SMS text messaging?

SMS stands for short messaging service – a service provided by mobile networks which enables users to send a ‘text’ message to another mobile user.

There is always a delay in sending text messages. Therefore, where possible, you should use alternative methods of contacting the police. ONLY use text messaging as a last resort.

Why have the police introduced a text messaging service?

Deaf, hard-of-hearing or speech impaired people may experience difficulties in trying to contact the emergency services using a mobile phone because they cannot hear the spoken word very well, if at all. At present it is not possible to send a text message to ‘999’. To get round this problem, West Midlands Police have created a new special number specifically for text messages. To help us identify the call, ALL messages must start with ‘999’.

Who can use this service?

The service is ONLY available to deaf, hard-of-hearing or speech impaired people who register to use it in advance. The service is NOT available to anyone else.

How will the service work?

People who are deaf, hard-of-hearing or speech impaired must register in advance by completing the registration form at the rear of this leaflet. Then, in the event of an emergency, they can text the police directly.

What sort of information will the police need?

To enable us to respond adequately, it is crucial that you provide the following information:

- details of where you are (eg, street name, recognised place, feature, eg, church, library, museum, shop name, company name etc)
- the location of any incident which has taken place
- why you need the service (give brief details of what has happened)

What if I need the fire or ambulance service, not the police?

If you send a text message using the special number, your message will be passed to the main police control centre. If you need the fire or ambulance service, our operators will relay a message to the appropriate service on your behalf and their operators will deal with your call as appropriate.

How will I know if the police have received my call?

An automatic acknowledgement will be sent back to your mobile phone, confirming a message has been logged with the appropriate emergency service.

Make sure you leave your phone switched on.

Why do I need to register to use this service?

We hope asking people to register to use this service will help to reduce the risk of false or hoax calls. This should allow us more time to deal with genuine calls for assistance in the most appropriate and effective manner.

What happens if I don't register? Will the police still receive my text message?

No. The service is only available to callers registered on a database. If you have not registered in advance your call will not be accepted and your message will not reach the police. Please allow 21 days for your registration to take effect. During this period, you will not be able to use the service.

Can I use the service for sending non-urgent messages to the police?

No! The service is strictly for emergency messages. However, we will monitor the service and, in time, MAY extend it to include general messages.

What if I don't want to use text messaging – can I still use other methods of contacting the police?

Yes. This service is designed to be an alternative method of contacting the emergency services for those with hearing difficulties. Minicom and Typetalk systems are still available and can be accessed in the normal way.

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 your exact location.

You can only be certain that your message has been received if you 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, West Midlands Police cannot be held responsible for any acts or omissions arising once your message has been forwarded.

REGISTRATION FORM

To use the SMS text messaging service you must register in advance using the following registration form. If you have not registered, your text message will not be accepted.

Please complete all the details and return the form to the address below.

Please allow 21 days for your registration to take effect. You will not be able to use the service during this period.

MR/MRS/MISS/MS (delete as appropriate)

NAME: | | | | | | | | | | | | | | | | | | | | | |

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ADDRESS: | | | | | | | | | | | | | | | | | | | | | |

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POSTCODE: | | | | | | | | | | | | | | | | | | | | | |

HOME TEL NO: | | | | | | | | | | | | | | | | | | | | | |

WORK TEL NO: | | | | | | | | | | | | | | | | | | | | | |

MOBILE TEL NO: | | | | | | | | | | | | | | | | | | | | | |

I can confirm I am deaf/hard-of-hearing/speech impaired and would like to register to use the service

Please sign here:

If you change your phone, let us know the new number

Please enter the telephone number you wish to register for the SMS text messaging service if different from above:

Please return this completed coupon to the address shown overleaf

Please send this completed registration form to:

SMS Text Registration Scheme
West Midlands Police
Force Communications Centre
Bournville Lane Police Station
Birmingham
B30 1QZ

Please find attached below a handy credit card-size guide with the information you need to include when sending an emergency text message to the police.