

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

What is an emergency?

An emergency is when:

- A life is at risk
- Crime/trouble is happening now
- Someone is injured or threatened
- There is a fire or people trapped
- There is a road traffic collision involving injury

What do I write?

1. You must start your text message with **FIRE** or **POLICE**
 2. Your name
 3. Where is the emergency? (street name, town or motorway junction)
 4. Details of the emergency
- SEND TO 66247.**

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EMERGENCY TEXT
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This leaflet is available on a DVD in British Sign Language.



For people who are deaf, hard of hearing or speech impaired
Emergency SMS text messaging service

66247



www.lancashire.police.uk
www.lancsfirerescue.org.uk

In an emergency, follow these simple steps to contact the police or fire service via text message.

REMEMBER

All your messages must start with **FIRE** if you need the fire service.

All your messages must start with **POLICE** if you need the police service.

Step 1

Start a new text message and enter the name of the emergency service you require.

- Who?** Your name
- Where?** Details of where you are e.g. street name, town or motorway junction
- What?** Details of the emergency.



Step 2

Send the text message to **66247**
(Your standard text message rates will apply)



Step 3

You must leave your phone switched on.
You will receive a reply from the Control Room to confirm that your message has been received.
They may need to ask further questions.



IMPORTANT

It is not 100% guaranteed that text messages will arrive straight away; it depends on the mobile phone networks and service providers.

If you do not receive a reply please try other ways to contact the Emergency Services.

Please note

- This service is only available in Lancashire, for people who are deaf, hard of hearing or speech impaired.
- Misuse of the text service may result in prosecution.

For further information please visit
www.lancashire.police.uk or
www.lancsfireandrescue.org.uk

Lancashire
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