

## GG Parent Safeguarding Newsletter (December Edition)

### CONTACTING 999 IF YOU ARE DEAF OR HAVE LIMITED INTERNET CONNECTION

When you have no signal, not even a 999/112 call will work, but a text might. Sending a text requires much less signal strength and the phone will keep trying to send the text for a short period meaning there is greater chance of the message getting through if you are moving or in an area of variable reception.

**EmergencySMS** is a simple and innovative system that was design to aid people who are deaf or have a hearing impairment but is also helpful for when you have limited internet connection (see page 2 for more info)

There is a video link below for BSL users which explains ways you can contact 999 using an App or using the Emergency SMS text.

<https://www.facebook.com/watch/?v=807977813916674>

### THE ONLINE SAFETY ACT HAS NOW BECOME LAW!

The Online Safety Act has now become law and has been introduced as a 'zero-tolerance approach to protecting children online' while empowering 'adults to take control of what they see online'. This will include:

- Social media firms preventing children from accessing harmful content by enforcing age limits & checking measures
- Social media firms providing parents & children with clear and accessible ways to report problems online
- Ensuring the removal of illegal content
- Preventing users from being exposed to fraudulent adverts by blocking scams

NSPCC Learning explains more in this [blog](#).



Our  
Designated  
Safeguarding  
Leads

**NSPCC**  
**Learning**

**Guildford  
Grove**

If you have any safeguarding concerns or difficulties over the Christmas break, CSPA (Children's Single Point of Access) are available:

0300 470 9100

You can contact the NSPCC Helpline

by [calling 0808 800](tel:08088005000)

[5000](mailto:help@NSPCC.org.uk), [emailing help@NSPCC.org.uk](mailto:help@NSPCC.org.uk) or [completing the report abuse online form](#).

If a child is in immediate danger phone 999.

# Contact 999 by SMS text



## What is emergencySMS?

If you cannot make voice calls, you can now **contact the 999 emergency services by SMS text** from your mobile phone. Emergency SMS is part of the standard 999 service which has been designed specifically for people with hearing loss or difficulty with speech.

Since September 2009, the emergencySMS service has successfully handled hundreds of real emergency calls. Thanks to this service criminals have been arrested, lives have been saved and babies have been born safely.

## What is an emergency?

Please do not send test or non-emergency texts – only use emergencySMS for real emergencies.

For example, if:

- someone's life is at risk
- a crime is happening now
- someone is injured or threatened
- there is a fire or people are trapped
- you need an ambulance urgently
- someone is in trouble on the cliffs, on the shoreline or is missing at sea.

This service works throughout the UK on all mobile networks, it cannot be used from abroad.

## How do I use emergencySMS?

### Register

You will only be able to use this service if you have registered with emergencySMS first.

**Register now: don't wait for an emergency.**

To register, **text 'register' to 999**. You will get a reply – then follow the instructions you are sent.

### In an emergency

#### > Text 999

We need to know:

#### > Who?

Police, Ambulance, Fire and Rescue or Coastguard.

#### > What?

Briefly, what is the problem.

#### > Where?

Exactly where the problem is happening – give the name of the road, house number, postcode or nearby landmark, if possible.

### What happens next?

The emergency service will either ask for more information or will tell you that help is on the way.

Don't assume that your message has been received until the emergency service sends a message back.

It will usually take about two minutes before you get a reply. If you don't get a reply within three minutes, please try again or find other ways of getting help.