



Pegasus works

“Having my details on the Pegasus database means that I can be identified quickly and the call-taker made aware of my vulnerability should I need assistance, giving me greater confidence to live independently in the community.”

Chris Channon, who has cerebral palsy and an acquired spinal injury.

Pegasus has been successfully piloted by Nottinghamshire Police since April 2008. The scheme has already proved itself with over 130 people on Nottinghamshire’s Pegasus database. So far, they’ve had 50 calls where they have been able to help users much more easily and quickly – thanks to Pegasus.



020 7601 2222
www.cityoflondon.police.uk



Help us to help you

Introducing the Pegasus scheme
for those with speech or
communication difficulties





What is the Pegasus scheme?

The Pegasus scheme is a new service aimed at those whose disability or illness makes it difficult for them to communicate when calling or speaking face to face. It's designed to make it easier to contact the City of London Police quickly and easily.

Registering for inclusion in the scheme is **free** and, once registered, the user will be given an information pack and their own Personal Identification Number (PIN) as well as relevant contact numbers.

At the present time, the Pegasus scheme can only be used with the City of London Police and is for non-emergencies only – although calls to the Pegasus number are normally answered within 30 seconds.

In an emergency, you will still need to call 999.

Who would Pegasus help most?

People who live or work within the City of London, who are independent in the community (with or without home help/care), who have an illness or disability which makes it hard to speak to the police in a difficult situation.

The City of London Police is committed to providing the best possible service to everyone and the Pegasus scheme is one example of how the force is trying to make it easier for members of the community to get in touch by phone or in person.

If you think Pegasus could help you or someone you know then please contact us – email Pegasus@cityoflondon.police.uk or call **020 7601 2222** for an application pack. To be included in the scheme, participants will need to complete a simple registration form which details their name, address and information about their disability or illness as well as how best to help them.

How can the scheme help me?

Pegasus is really simple. It's a secure database which contains details registered by you. You will only have to say 'Pegasus' and give your pin number or show your Pegasus card to an officer.

Call centre staff can access the Pegasus database and will be able to see the information you have provided, enabling officers to assist you quickly.

Our staff will be aware that you are part of the scheme and will be patient and understanding throughout the call.

We may also be able to arrange for a member of staff to help you complete your application and explain the scheme to you.