

How to use Pegasus

For emergency calls

1. Dial 999
2. Say "Police"
3. Wait for operator
4. Say "Pegasus"
5. Give your PIN number

Emergency Textphone: 18000

For non-emergency calls to police

1. Dial 101 or 01483 571212 for police
2. Wait for operator
3. Say "Pegasus"
4. Give your PIN number

Non-emergency Textphone: 18001 101

If you are deaf or hard of hearing, text us on 07786 204020

In person with someone from the emergency services

We will give you a 'Pegasus Help Me Help You' card that when shown to a member of the emergency services will tell them that you find it difficult to communicate.

They will then contact Surrey Police to access our database which will tell them about your needs and how they can help you.

PEGASUS

'Help Me Help You'

Want to register or find out more?



Telephone

101 or 01483 571212



Post

Pegasus
Surrey Police
PO Box 101
Guildford
GU1 9PE



Email

101@surrey.pnn.police.uk



Textphone

18001 101



Website contact

Visit www.surrey.police.uk/contact-us



EMERGENCY PIN DATABASE
Pegasus

'Help Me Help You'

MAKING CONTACT EASIER



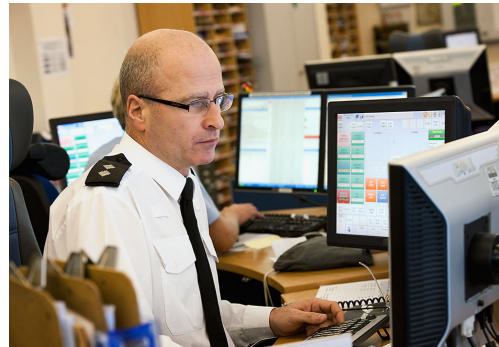
SURREY
POLICE
*With you, making
Surrey safer*

What is the Pegasus 'Help Me Help You' scheme?

- Pegasus is a database that helps people with certain disabilities and other vulnerable people, contact Surrey Police.
- The database contains details of people with physical and learning disabilities, or mental ill health problems, who have registered because they have difficulty giving their details when making contact.
- When you register with Pegasus you will be issued with a personal identification number (PIN) you can use when calling the Police.
- When you make the call and use your Pegasus PIN, we can respond by getting your information from the database.
- This means that you don't have to spend time giving your name and details and you can quickly get on with telling us why you called.
- Pegasus is not just about contacting the police by phone, you can also show your card to a police officer, member of police staff or other emergency services staff if you require assistance in person.
- When producing the card to someone in person, this will let the officer or emergency services worker know that you may require additional help and support.

Terms and Conditions

- Your information will be stored on a database that is owned by Surrey Police
- The database will be secure
- Only some people will be able to access it, including police officers and staff working within the Control Room
- We may share your details with other people, such as other emergency services, to enable them to help you
- If you are under 18 years old then you must have your parent or guardian's consent
- Once a year we will write to you to check the information stored in the database is correct



Who can register?

- Anyone who has a disability or illness that may make it hard to communicate with the police in an emergency or difficult situation can register for a Pegasus PIN.
- Registering for Pegasus is free and any information you give is held securely.
- Every year, we will contact you and check with you that your details on the database are correct.
- You may change or update your details at any time.
- The information you give will be stored securely and will help us to give you the best possible service.
- If you ask us, we will share your Pegasus information with other participating agencies e.g. Surrey Fire and Rescue, South East Ambulance Service and local authorities.

If you think Pegasus could help you or someone you know, then you can find out more by using the contact details on the back of this leaflet.