

How the Pegasus scheme works

Do you find it hard to make yourself understood?

For more information...

If you need our help...

In an emergency

1. Dial 999/textphone 18000
2. Say "police"
3. Wait for the operator
4. Say "Pegasus"
5. Give your PIN or name
6. Tell us how we can help you

Email us:

autism.champions@bedfordshire.pnn.police.uk

Write to us:

Pegasus
Bedfordshire Police Headquarters
Woburn Road
Kempston
Bedfordshire
MK43 9AX



For non-emergency calls:

1. Dial 101/textphone 18001 101
2. Wait for the operator
3. Say "Pegasus"
4. Give your PIN or name
5. Tell us how we can help you

Read about the scheme and join at:
bedfordshire.police.uk/Pegasus

Pegasus is a scheme for people who may have difficulty in communicating their details when making contact with the emergency services.

If you are deaf or hard of hearing, you can contact us using our textphone service or chat to us live through our webchat service (found on the Bedfordshire Police website).



What is the Pegasus scheme?



Terms and conditions

Who can join the scheme?

Pegasus is a scheme that helps vulnerable individuals that have difficulty in communicating effectively when they come into contact with emergency services.

By joining the scheme, names, addresses, and other information that may be difficult to provide in a tough situation, will be captured and recorded on a secure database.

You will be issued with a card and a unique PIN which you can use when calling the police, or you can show your card to emergency services staff.

This means you won't have to spend time providing personal details, but straight away tell us why you might need our help.

If you think Pegasus could help you or someone you know, our contact details are on the back of this leaflet.

Pegasus is available to those who live within Bedfordshire who find it hard to communicate with the police or other emergency services in a difficult situation.

Those who care for people with communication difficulties are able to register on behalf of the individual who wishes to sign up for the scheme.

It's free to join the scheme, and any information you provide will be held securely.

In partnership with:
Bedfordshire Fire & Rescue Service
East of England Ambulance service



All information will be stored on a secure database that is owned and managed by Bedfordshire Police.

Consent will be required upon registration to share your information with other participating agencies, e.g. East of England Ambulance Service and Bedfordshire Fire and Rescue Service.

If you are under 18 years old, then you must have your parent or guardian's consent to join the scheme.

Every year we will write to you to check that all the information stored in the database is correct.

You can remove or update your details at any time by contacting us.

