

Police Enhanced Access Line (PEAL)

The **PEAL** service is designed for people who have difficulties with telephone communication and may benefit from support.

People registered to the service get direct access to a highly trained police call taker. This reduces the amount of time waiting to speak to an operator, minimising pain or discomfort when holding a telephone. It may also reduce confusion and allow people to communicate more easily.



The call taker will have prior knowledge of the registered user's disability or illness.

The service is only for non-emergency queries. It is available from 6am to 1am on Sunday to Thursday and 7am to 2am on Friday and Saturdays.

In an emergency always dial 999.

Call: **101**
Textphone: **18001 101**
Visit: www.cambs.police.uk
Follow:      **CambsCops**
Subscribe: [@Cops.org.uk](https://www.instagram.com/Cops.org.uk)

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Cambridgeshire

Who can register?

- People who have a disability or illness that affects their ability to hold a telephone for long periods of time, such as arthritis.
- People who have a condition that affects their behaviour or memory, such as Alzheimer's disease.
- People who become easily confused or agitated due to their condition, which sometimes can be aggravated by stressful or pro-longed situations, such as Parkinson's disease.
- People whose ability to communicate effectively is hindered by disability, the symptoms of a medical condition or as a result of an injury, such as a stroke or brain injury.

To register for the service please return the form opposite to:

PEAL Scheme

Cambridgeshire Constabulary Headquarters

Police Service Centre

Hinchingbrooke Park

Huntingdon

PE29 6NP

Alternatively you can complete the form online at

www.cambs-police.co.uk/contactus/PoliceEnhancedAccessLine.asp

Cambridgeshire Constabulary Police Enhanced Access Line (PEAL)

Registration form

Full name: _____

Date of birth: _____

Address: _____

Home tel no: _____

Mobile tel no: _____

Email: _____

Details of disability: _____

Emergency contact name: _____

Address: _____

Tel no: _____

I hereby give permission for Cambridgeshire Constabulary to record the details I have provided on this form for monitoring calls and operational police business.

Please sign: _____ Date: _____



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