

Press Release Date: Wed 24th February 2016

Support Services Launch 24/02/16



Today we see the launch of Call4Backup's Support Services. This launch date is poignant to the charity as it marks a year to the day that we lost our colleague and dear friend, Craig Pledger. The day after his untimely death Rob Webber put a plan into action to help prevent other being in the same situation Craig found himself in while struggling with his mental health.

So, while we are launching services to provide support to serving members of Police Services throughout the UK, we will also be remembering a lost colleague who was the catalyst behind the charity and has always been the driving force behind us providing this service.

Today we are launching a number of services which Police Officers and Staff can use to get help, advice and support from trained Support Agents who are themselves Serving or Retired Police Personnel.

We will be launching 3 main services which are in which service users can make contact with a Support Agent which are:

- 0300 121 0 999 – The Support Telephone Line
- support@call4backup.org – The Support Email Address
- By texting 'Backup' followed by the message to 07786202250

These services will not initially be available 24/7 due to the need to constantly be training staff. Once we have enough willing volunteers we will be lengthening the time the support is available but a list of current opening hours (which will change weekly) will be available on our website.

Our launch doesn't end there as we are fully aware that in this Social Media world there is a need for quick, direct access to those support services and as a direct result we are also launching an App

The App is available to both Apple and Android devices and is designed to be kept on your phone and features an easy to navigate function with simple on-tap contact methods that allows the user to access the support options with just the tap of a screen.

This is an exciting and new time for the charity and a day we have been working all year to get to. We are hopeful that the services will be a success.

Please forward any queries to our Media Requests Team via email at media.requests@call4backup.org