SAFE WELFARE VISIT PROTOCOLS

ALL clients will have been called and an initial telephone assessment made before ANY visit is made. Please follow these protocols and use the WhatsApp Hub Group to keep in touch throughout your visit.

- ☐ Make sure your phone is charged and you have access to the Group.
- ☐ Give some thought before you arrive to where you park and what exit strategies you could use if you felt uncomfortable or unsafe. For example, you could say *'I'm sorry I've left some paperwork I need behind*'. This will give you time to re-assess before returning, or allow you to phone from your car to say you have been called back to the Hub and will re-arrange the appointment.
- ☐ Send a WhatsApp message to let us know you have arrived and how long you expect to be there.
- ☐ Show your ID, explain your reason for visiting and wait to be invited in.
- ☐ Conduct your own 'Dynamic Risk Assessment' on the door-step before you enter. If you feel at all uncomfortable, make an excuse and leave.
- ☐ Give the person you are visiting some indication of how long you will visit for and stick to it.
- ☐ Take note of your surroundings and possible exits.
- ☐ Carry in only what you need.
- ☐ If you are uncomfortable about any animals in the room with you, ask if they can be removed.
- ☐ Call or message if you are delayed.
- ☐ Call or message as soon as you have left.*

**If you have not sent a message within 15 minutes of your intended leaving time, we will call your mobile phone. If there is no response the call will be repeated 15 minutes later. If no contact has been made within 30 minutes after the visit should have ended and we are unable to ascertain your whereabouts or safety, we will phone 999 and request an emergency visit from the police to the premises.*