

**Protocol for sight-impaired callers – Officer identity confirmation**

**Member of public requests attendance through 999 or 101 communication**

**Caller rings Police Customer Contact Centre to request police attendance, is asked to supply a password of their choosing. Information can also be passed to others who may need to know. Contact Centre pass log number and password to attending officer(s).**



**Officer(s) attends at caller's address. Caller requests password from officer(s).**



**Information confirmed by officer(s)**



**Information incorrect or not supplied by officer(s).**



**Officer(s) allowed into property**



**Member of public contacts 999 to request police attendance.**



**Police attend at property and protocol for officer attendance repeated as above**

**Police attend at property for community engagement/house-to-house enquiries**

**Caller informs officer(s) of call to Contact Centre to verify identity. Log number given to caller**



**Protocol for correct/incorrect log number as per above**

