

## The Visual Impairment Protocol (VIP)

Caller contacts the Force Contact, Crime and Operations (FCCO) Branch to request police attendance. It is established that the caller has a visual impairment, the call handler should make the caller aware of the VIP and ask them to supply a password of their choosing.

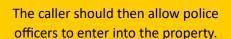
The call handler should then append the information to the incident log.

This information is then visible for others who may need to know. The FCCO should then pass the log number and password to the attending officer.

It should be noted that in an emergency situation where an immediate response is required this process would not be followed, the call handler will remain on the call until the police arrive and are with the caller

Police officers attend the callers address and before entering the property the caller will request the log reference and password from officer(s).

Police officers correctly confirm the information



Police officers incorrectly provide / do not provide the information to the caller

Police officers should tell the caller to contact 101 - option 4 and explain the situation. The call handler will then obtain an updated password and append this to the log.

Dispatch operators will subsequently inform officers of the updated information and the protocol will be reiterated as described previously.

Police providing crime prevention advice, or conducting house to house inquiries as part of an investigation



The member of the public informs officers of visual impairment and officers advise the individual to contact the FCCO to verify identity and create a password



Process as above is followed