

# BRADNINCH TOGETHER

## GUIDANCE NOTE 004 (v4 06.03.20)

### NO ANSWER from your Neighbour

N°	GUIDANCE	Q's More info
1.	Advice had been sought from Devon and Cornwall Police on how to act when you are concerned about someone not answering their door or phone. Constable Adrian Legg, Neighbourhood Beat Manager has given the advice in Section 5	
2.	Always make a phone call before visiting a neighbour who has asked for support from <b>Bradninch Together</b>  If they do not answer and you know that they are self-isolating or shielding phone later or the next day.	
3.	If you are trying to contact someone that is known to be self-isolating or shielding they should be home, most of the time. But they may have medical appointments to attend.  If they don't answer after a number of attempts, say over a day, go to their home. Take your ID with you and follow the 'threshold' policy outlined in <b>Contact Guidance Note 001</b>	Driving Licence ID  <b>See Contact Guidance Note 001</b>
4.	If there is no answer at the door, try ringing their number while staying outside.	
5.	<b>If you suspect illness ring the Ambulance Service using 999.</b>  <b>The Ambulance Service will also ring the Police, or Fire &amp; Rescue if they need to gain entry.</b>	
6. SE	The emergency service call handler will advise if they wish you to remain at the home.	