Merseyside Police - Visual Impairment Protocol

Quick reference for service users

This quick reference guide describes the steps to be taken when using the Visual Impairment Protocol with Merseyside Police.

There are two scenarios described. The first is when you call the police and you need to verify the identity of the officer that subsequently attends. The second is when you need to verify the identity of a police officer that has called at your address, but you did not initiate the visit. In the second scenario, the visit is either planned, such as a pre-arranged appointment, or it is unplanned, and you were not expecting the police to call at the address.

# Steps for scenario 1

## Requesting police attendance and verifying the identity of the officer that attends

* The protocol begins when you call 1 0 1, or if it is an emergency, when you call 9 9 9.
* When you are connected to the Police Contact Centre, tell the call handler that you would like to use the Visual Impairment Protocol.
* The call handler will ask you to choose a memorable one-time-password. They will help you if you are not sure what to choose. In an emergency, they may pick a password for you.
* The Police Contact Centre will inform the officer attending that the Visual Impairment Protocol is being used, and what the one-time-password is.
* When the officer attends your address, you should ask the officer for the password without letting them in.
* The officer’s response will either be:
	+ The **correct password**, allowing you to admit them into the property.
	+ OR, an **incorrect password or no password provided**, which should prompt you to contact 9 9 9 and ask for the police. When you are connected to the Police Contact Centre, explain that you are using the Visual Impairment Protocol, and you are unable to verify the person at your door is a police officer. The police call handler will assist you.

That concludes the steps for scenario 1.

# Steps for scenario 2

## Verifying the identity of an officer that has called at your address, but you did not initiate the visit

* The protocol begins when a police officer calls at your address and you wish to verify their identity.
* Without letting them in, tell the officer that you would like to use the Visual Impairment Protocol.
* The officer should provide you with their collar number, purpose for the visit, and a log number if this is available. Record this information by whatever method is easiest for you. This could be using assistive technology such as a voice recorder or your phone. If you are partially sighted, you can ask the officer to write the details down clearly to assist you.
* The officer may explain that they will come back a little later, or they may wait outside while you verify their identity.
* Call the Police Contact Centre on 1 0 1 and ask to use the Visual Impairment Protocol to verify the officer’s identity.
* Tell the police call handler the log number, the officer’s collar number, and purpose for the visit.
* The police call handler’s response will either be:
	+ The **details are confirmed**, allowing you to admit the officer into the property.
	+ OR, the **details are not confirmed**, which should prompt the call handler to dispatch a police officer to check on your welfare. A memorable one-time-password will be used to verify the identity of that officer, in the same way as scenario 1.

That concludes the steps for scenario 2.

For more information about the Visual Impairment Protocol at Merseyside Police, visit the force website at [www.merseyside.police.uk/vip](https://www.merseyside.police.uk/vip)