

**NO ANSWER at the DOOR**

N°	GUIDANCE	More info
1.	<p>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.</p> <p>Constable Adrian Legg, Neighbourhood Beat Manager has given the following advice</p> <p><b><i>“If you suspect illness ring the Ambulance Service using 999.</i></b></p> <p><b><i>The Ambulance Service will also ring the Police, or Fire &amp; Rescue if they need to gain entry.”</i></b></p>	
2.	<p>Always make a phone call before visiting a neighbour who has asked for support from <b>Bradninch Together</b></p> <p>If they do not answer and you know that they are unwell phone later or the next day. There is no timescale for raising a concern, if you’re worried... act.</p>	
3.	<p>If you are trying to contact someone that is known to be housebound and believe they should be home most of the time, take into account they may be attending medical appointments.</p> <p>Contact your Zone Coordinator, they may know if the person is away.</p> <p>If the person you are seeking, doesn’t answer the phone after a number of attempts; how much time you allow for this will be guided by what you know of the person? You may choose to go to their home, if possible ask someone to go with you.</p> <p>Take your ID with you and follow the ‘threshold’ policy outlined in <b>Contact Guidance 002</b></p>	<p><b>Driving Licence as your ID</b></p> <p><b>Contact Guidance 002</b></p>
4.  SE	<p>If there is no answer at the door, try ringing their number while staying outside.</p> <p>Decide between you to call 999.</p> <p>If you call 999 have all the details of the location ready.</p> <p>The emergency service call handler will advise if they wish you to remain at the property.</p>	

**All Guidance**

- **001 Welcome to Bradninch Together; Introduction & Induction**
- **002 Person to Person Contact & Safety**
- **003 Collection of PRE-PAID Shopping & Prescriptions**
- **004 CASH & CREDIT Card Shopping and Reimbursement**
- **005 No Answer at the Door**