Call checklist

To be used by staff or volunteers

Introduction script

Hello you're speaking to [your-name] from [your-organisation] on behalf of the National Emergencies Support Line.

Before we start I need to check you understand how we will use your information.

Our service is confidential and we will only share information about you without your consent if we're worried about your safety or someone else's safety, or if we are required to by law.

Is that okay?

Call checklist

- [ ] Introduction
- [ ] Caller's name
- [ ] Vulnerabilities
- [ ] Support needed
- [ ] Consent to share information
- [ ] Locations
- [ ] Contact details
- [ ] Confirm next steps
- [ ] Say they can call again

Call notes