

Register needs

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

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Who answered the call

Name of call handler

Organisation

- ☐ Victim Support
☐ British Red Cross

Emergency name

Date of call

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Day

Month

Year

People who need support

Name of caller

Who needs support?

- ☐ The caller
☐ Someone else
☐ Multiple people

How many adults need support?

<input type="text"/>	<input type="text"/>	<input type="text"/>
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How many children need support?

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Notes - who needs support

<input type="text"/>
<input type="text"/>
<input type="text"/>

Are the people affected vulnerable?

- ☐ No ☐ Yes ☐ Not sure

How are the affected people vulnerable?

- ☐ Elderly
☐ Pregnant
☐ Family with young baby
☐ Mental health
☐ Disabled
☐ Temporary or permanent health condition
☐ Nowhere to stay or homeless
☐ Non-English speaking
☐ Low income
☐ Other

Notes - vulnerabilities

<input type="text"/>
<input type="text"/>
<input type="text"/>

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Support needed right now

What support is needed right now?

- ☐ Temporary accommodation - share information with local authority
- ☐ Cash for living costs
- ☐ Emergency supplies such as food and clothing
- ☐ Emotional support
- ☐ Counselling - share information with NHS
- ☐ Replacement medicine - share information with NHS
- ☐ Insurance advice - share information with Citizens Advice
- ☐ Transportation - share information with local authority
- ☐ Other

Notes - support needed right now

Locations

Incident location - address

Postcode

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Where are the people now - address

Postcode

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Where are they staying tonight - address

Postcode

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Notes - locations

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Contact details

Phone number

Email address

Postcode for home address

Contact preference

☐ Text message

☐ Phone call

☐ Email

☐ In-person

Are the people worried about being sent messages or called up?

☐ No ☐ Yes ☐ Not sure

Consent to share information

☐ I confirm the person who called who understood personal information will be shared with other organisations to get them support