

Home visiting model policy

Policy type:	Optional, edited model policy
Oversight:	Service Delivery Subcommittee
Date approved:	November 2023
Review due:	2024-25, Q2

Citizens Advice Derbyshire Districts is happy to offer home visits to clients who are unable to visit our office in person or access services through an alternative channel.

However, we are only able to offer this service to people who are:

- unable to attend in person due to a disability or chronic illness
- the sole carer for an elderly, disabled, or chronically sick person

When you are provided with a home visit we will confirm arrangements with you in an email, text, letter or over the phone. We will confirm the date and time of the appointment, the name of the adviser and if they will be accompanied by another member of our team. We will also ask you questions about your home environment to enable us to perform a risk assessment.

The confirmation will also include details of any documents or information it would be helpful for you to have with you, so that the adviser can look at the best way of dealing with your problem.

When the adviser arrives you should ask them to produce their CADD identification. If an individual visits your home but is unable to provide confirmation that they are from the local Citizens Advice, you should not allow them access to your home.

If you have any concerns relating to the provision of a home visit or the conduct of a member of staff whilst in your home please contact our office at admin@ddcab.org.uk or 0808 146 7709.