

## **CITIZENS ADVICE REIGATE AND BANSTEAD HOME VISITING POLICY**

### **1. Introduction**

Citizens Advice Reigate and Banstead is happy to offer home visits to clients who are unable to visit our office in person.

### **2. Clients eligible for home visit**

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

- unable to attend in person because of a disability or chronic illness
- the sole carer for an elderly, disabled, or chronically sick relative
- unable to arrange child care despite appropriate efforts

### **3. Appointment confirmation**

When you are provided with a home visit we will confirm arrangements with you in a letter on headed paper. The letter 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 aim to offer you an appointment at a time that suits you and us, and we will take your circumstances into consideration when booking the appointment.

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

### **4. Proof of Identity**

When the adviser arrives you should ask them to produce a copy of the letter and a piece of identification. If an individual visits your home but is unable to provide confirmation that they are from Citizens Advice Reigate and Banstead, you should not allow them access to your home.

We will ensure that our advisers are respectful of your home environment and do not overstay their welcome. Just as in an office appointment, our advisers will offer you advice but will not pressure you to take any course of action.

### **5. Further information**

If you have any concerns please contact the name set out on our letter to you confirming the appointment.