

About Our Traffic Light Response Service

Welcome to your Brain in Hand Traffic Light Response service provided by The National Autistic Society (NAS).

We will contact you in response to the Traffic Light presses on your Brain in Hand app and we will also contact you from time to time to see how you are getting on with Brain in Hand.

Our service hours are 8am to 6pm Monday to Friday (except bank holidays).
We may operate reduced opening hours over the Christmas period.

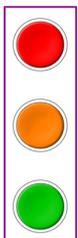
Support from our Traffic Light Response Service is about helping you to keep your day on track - it is not a crisis service or a substitute for calling 999 in an emergency.

How we will support you

We are a team of dedicated, trained professionals who have extensive experience in supporting autistic people. We have undertaken specialist training to support you when you are feeling anxious or when you are facing a difficult situation and need support to find a solution. We will support you using the information you have entered into your Brain in Hand.

We work in shifts to provide the Traffic Light Response Service. Consequently, a different team member could respond to your traffic light presses each time, but our team are consistent in how they will respond to you.

Request our support



We will contact you if you press either 1 red traffic light or 3 amber traffic lights in a row (in the same day) on your Brain in Hand app, during our service hours. We will respond to you within 30 minutes. You can decide if you would like us to contact you by phone, text message or email.

You will receive a text message informing you that we will be in touch in response to your traffic light press. If you decide you would not like us to contact you on this occasion, you can press a green traffic light to cancel our contact.

Our calls should last no more than about 20 minutes. If you don't answer the phone, we will try again after 10 minutes. If you have requested a response by text or email, conversations should last no longer than 1 hour. If we don't hear back from you after sending you a text or email within 10 minutes we will try again. If we don't hear back from you after a further 10 minutes we will close the contact.

Once the contact with you is closed, if you require support again you can press red at any time between 8am and 6pm Monday to Friday (excluding bank holidays).

If you press 1 red or 3 ambers in a row outside of our service hours you will receive an 'out of hours' message. We will not respond to out of hours traffic light presses, but we would encourage you to press red again during service hours if you would like to talk through why you pressed red.

We will do our best to meet your specific contact preferences which can be entered on the 'Notes' section in 'My Details' on your Brain in Hand website. If there is an occasion when we are unable to meet your preferences, we will inform you and will look at any other options we can offer at that time.

When you are first being set up on Brain in Hand, your Brain in Hand Specialist will encourage you to press a practice red traffic light during your training session. We will know this is a test and we will introduce you to our service. If we don't hear from you we will try to contact you the next day to introduce ourselves.

Supporting you with using Brain in Hand

We will also contact you from time to time to see how you are getting on with Brain in Hand.

We will first contact you when you have been using Brain in Hand for around 6 weeks. We will then contact you again after 6 months to offer you support with getting more out of the system.

We will contact you by text message and you can answer our questions by following the link in the text message. If we don't hear back from the text message we will give you a call and will send you a follow up email if you are unable to answer the call.

What we can access

Traffic Light Responders have access to your Brain in Hand website but will only access this information to respond to 1 red or 3 amber traffic light presses, or when supporting you to use your Brain in Hand. Traffic Light Responders will view the Notes section. Please tell us here if there is any information that you would like us to know that will help us to respond to you in the best way. We will view your Diary to see what you're doing, and we will view your Timeline to see what was recorded just before you pressed the red or 3rd amber traffic light.

We will leave a comment on your Timeline after we have spoken to you – either following your traffic light presses or if we have spoken to you to support you with your use of Brain in Hand.

Please see the terms and conditions on the Brain in Hand website for more information about data protection and access.

What we will do if we are concerned about you

If a Traffic Light Responder becomes concerned about your safety, we will contact your emergency contact and the emergency or other services as appropriate in line with the NAS's Safeguarding Policy. If we are concerned about your wellbeing we may contact your named Brain in Hand Supporter or other contacts you have provided.

The Brain in Hand Response Service reserves the right to end access to the service if you use the service inappropriately.

If you decide you no longer wish to have the Traffic Light Response Service, please contact Brain in Hand using the details at the bottom of this page.

Service availability

The Traffic Light Response team cannot guarantee a response to every red or triple amber traffic light pressed, for example, if there is a problem with the service's internet connection, with your internet connection, or with the Brain in Hand Server. Please see the terms and conditions on the Brain in Hand website for more information.

If you experience technical difficulties with your Brain in Hand, please email support@braininhand.co.uk who will be happy to help you.

By using our Traffic Light Response Service, you agree to:

- ✓ Use the Service appropriately and not as a crisis service
- ✓ Keep your emergency contact information and notes up to date on your Brain in Hand website
- ✓ Allow the recording of phone communications for service monitoring and staff training.