



Guidance document for LCS staff re Helpline

Role of the LCS Helpline

All young people should be notified of the Helpline telephone number at the point of allocation and be regularly reminded of it. When you give them the GEM card, which has the helpline number on, that could be good point to discuss times when it is appropriate to use the helpline, such as when the PA has planned periods of leave.

For under 18 year olds social care have a separate duty line for each CLA team that young people should be signposted to if the matter cannot be dealt with by LCS.

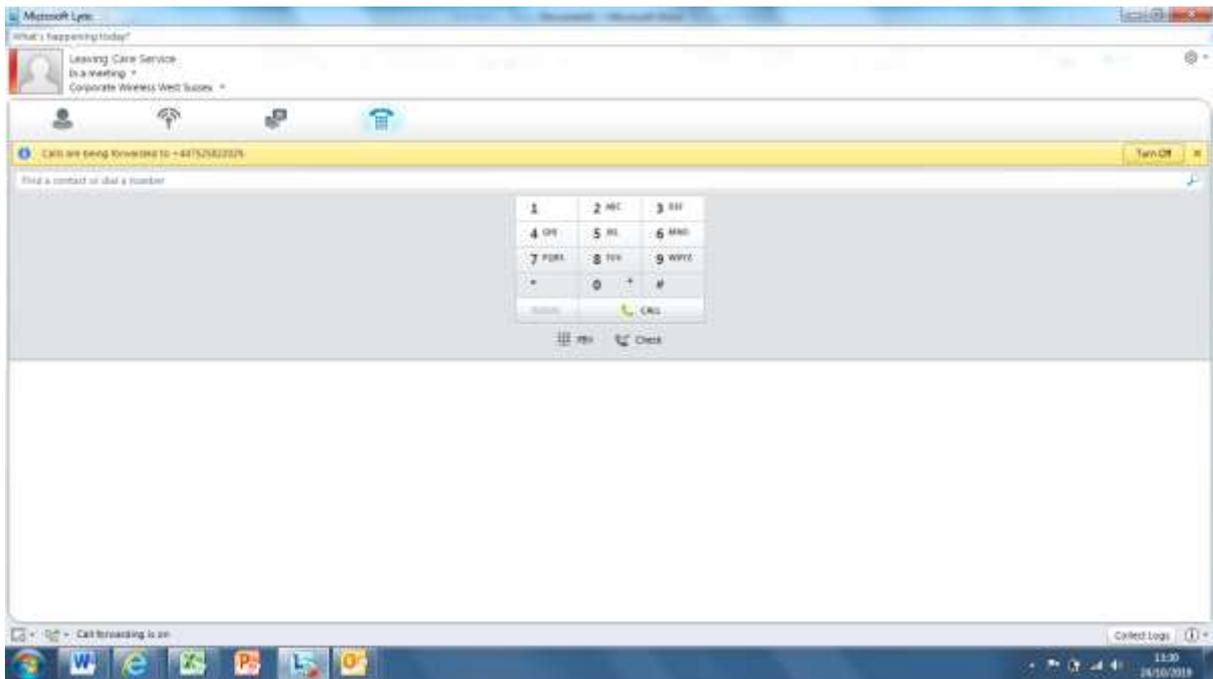
Young people should be informed that the helpline is for emergency situations where they cannot get in touch with their PA. It can also be used for professionals wanting information or guidance regarding the role of LCS or requesting support for young people.

Over 21 year old care leavers may also contact the helpline to request a service through extended duties.

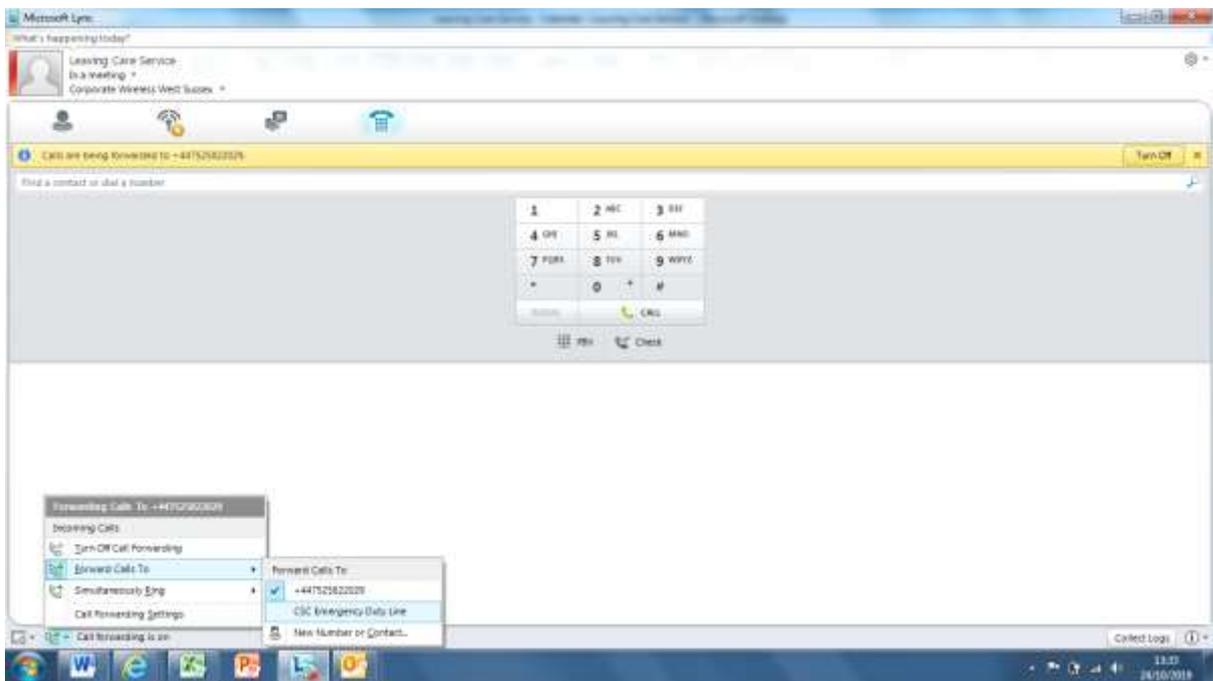
Logging on/off

To log on to the helpline you will need to follow the instructions below:

On Lync/Skype you will need to sign out of your personal account



To forward the calls to your mobile number or your lync/Skype phone follow the instruction below and click on new number or contact and insert your chosen number or search for a person by name.



To check that you are logged in call the leaving care service helpline number on 0330 222004.

To log off the at the end of the day please forward calls to CSC Emergency Duty Line (as shown above)

Responsibilities while on duty

It is the role of the on duty PA to ensure you are desk based for the entirety of your helpline cover period and do not have appointments, supervision or travel booked in during this time.

If you are the worker on duty in the morning you need to ensure you are logged on by 9.00 am.

At 1.00pm the PA who is listed to be taking over from you will call you so you update them on any issues.

After this call has taken place the PA on the helpline in the morning should forward the helpline phone to the person on shift in the afternoon.

At 5.00pm you need to ensure that the helpline phone is transferred to the emergency duty team on 0330 2226664.

How to answer the call

Feedback from testing the helpline indicated that PAs did not always share their name or the fact that the call was to the helpline.

When answering the helpline call PAs need to say

“Leaving Care Service helpline (name) speaking. How can I help?”

Dealing with the call

Our expectation is that we will approach all calls in a caring manner and endeavour to resolve the situation for the person calling.

If the young person is an open case and cannot get in touch with their PA, check the PA's online calendar to see when they are next available. If they will be available within a reasonable time (for the query) then make the young person aware that you will pass on a message and request they are called back, with an approximate time when the PA is likely to be free.

If the PA is on annual leave or not available in the required time period and the matter is urgent, please gather as many details regarding the issue as possible. Do all that you can to resolve the issue by utilising case notes and information from other professionals involved with the young person.

If you are unable to resolve the issue please contact the line manager for the PA in the first instance.

If you are unable to contact the line manager please contact the duty manager for that day.

Duty Manager rota

Monday- Nat

Tuesday- Shane

Wednesday- Bex

Thursday- Graham

Friday- Nina

Missed calls

If you miss a call when on the helpline and the number is showing you should return the call and offer assistance to the caller. Please also ensure that you check your voicemails.

Recording

A detailed case note should be recorded on Mosaic and an email sent to the PA alerting them to the issue and actions that were taken including any follow up required.

Handovers

The helpline shift will be between 9.00-1.00 or 1.00- 5.00. PAs on duty should try to resolve all calls received in the time that they are on duty. If there is an exceptional reason why this cannot be resolved, a phone call needs to be made to the worker on duty on the next shift and agreement made as to who will complete tasks. Generally, we would expect tasks to be resolved by the PA who took the initial query, where possible, even if a resolution takes longer than the allocated shift.

Swapping shifts

The helpline rota is agreed in advance and you will be sent a calendar invitation to notify you of your slots. If you are unable to complete this date it is your responsibility to arrange cover, by swapping with another PA. You then need to update the leaving care service calendar to ensure it is clear who is on duty.

To gain access to amend the Leaving Care Service calendar you need to

1. On the Intranet Homepage (where you access Mosaic, A/L, Pcard etc.) There is a tab with “report IT Faults, Requests and building issues” ... click on this
2. It will take you to Service Desk Online
3. Left hand side hover over “Requests”
4. Select “Log a shared mailbox request”
5. Complete Form – Step 3 – 1st Box – select “Add user Access to Shared Mailbox” 2nd Box “Leaving Care Service” 3rd Box – leavingcareservice@westsussex.gov.uk
6. Some more steps will be added – complete these
7. Submit