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*Duty Prompts –*

*Including those over 21 and under 25 years old who are supported via duty.*

The duty workers role is to offer advice, guidance and where needed support to young people whose PA’s are unavailable due to annual leave, sickness, long distance travel to visits etc.

The duty worker may also be asked to liaise with other professionals linked to our care leavers.

* The duty worker must ensure that they are logged into the duty phone line and have access to the duty inbox from 9am -5pm.
* The duty worker should confirm with the duty manager that they are logged in and keep the duty manager informed of any significant telephone call or emails.

**If there has been a change of Duty Worker, that this is changed on the Duty Rota and Admin for that quadrant is informed, in case of a call transfer.**

**Duty emails**

The duty worker should ensure the emails in the duty in box are sorted out into the appropriate area folders:

* Processing if you are dealing with the email and adding the case notes to LCS.
* Processed - If dealt with and case noted, with no further action.

This is an important task that will then allow all duty workers to be able to see clearly any new tasks coming into the duty inbox and ensure that all queries/tasks are dealt with through the course of the day.

Any tasks incomplete or re-occurring should be emailed back into the duty inbox with a clear rationale and details of the task.

**Telephone calls**

When you receive a call on duty always ask the caller for their name, contact number they called you from, or best number to call them back on and their date of birth. If you are cut off during the call you can then call them back.

GPDR – Check LCS, ask them some security questions to verify who they are such as date of birth and address.

Read LCS - Check involvements to clarify who the PA is. If the PA will be available take note of the information on the case summary, any recent case notes, management oversights and recent child supervision record and let the caller know when the PA will be available.

If the PA is not available, use the prompts below to gather information about the young person’s situation

* **Accommodation –**

What is their current situation? Are they at risk of homelessness? Check they feel safe; secure and supported. Have there been any recent changes?

Check the accommodation information/ sign posting and look up local district borough homelessness information.

Moved to own flat

* **Health & Welfare –**

Explore with them about present relationships any risks and any worries the young person may have.

Check welfare – When did they last eat? What have they go planned for dinner?

Do they have any support from family or friends?

Any worries or concerns?

Consider sharing details of mental health support/ local food banks and community groups.

* **Education/Training/Employment**

How is your job/training course? if NEET what are their goals to change this, are you up to date with your universal credit tasks and meeting your work coach? Do you need support?

Consider sharing details of benefits, Care leavers Covenant – Connects, National career advice and propel.

**Finances**

Are you managing your money okay, do you need support are you worried about anything?

Do you have any debts that you are worried about? Are you in receipt of benefits? Have you checked your Universal credit journal?

Do you pay towards your council tax/been asked to pay?

Consider offering advice and guidance around benefits, debt advice, citizen advice bureau.

* **Asylum**

Immigration status, any updates from Home Office/Solicitor. Where are they are in the process and does a status check need to be completed for any young person we are funding? All young people who are appeal rights exhausted (ARE) need to be booked in for a Human Rights assessment as this will run parallel with any appeals/fresh claims they are submitting.

Consider sign posting to the refugee council and Coram.

**Check for any relevant resources in sign posting and useful information, available in the duty folder and on the local offer**

<https://www.surreycc.gov.uk/social-care-and-health/children-in-care/user-voice/care-leavers>

You can also look up local service and resources via the Family Information Services directory

<https://www.surreycc.gov.uk/people-and-community/families>

If you require further information or need some time to discuss the request/ situation with the young person’s PA or the duty manager. Inform the young person that you will look into it and give a time you will call them back with an update.

If the PA is unavailable, look further into LCS – at the pathway plan, last supervision and seek advice and guidance from the duty manager if required.

Ensure you case note, with details and analysis of the contact made on the young person’s LCS record. The PA will be notified of this, for a significant event also notify the team manager to the case note.

**Annual contact with 21-25 year olds and requests post 21 for young people supported via duty, a period of tailored support with a named PA and active pathway plan under Child and Social Work Act 2017, extensions of duties up to 25th Birthday.**

**For young people who were open to the transitions team, please contact any open teams i.e adult social care locality team, transitions, continuing health care to check in and not the young person or family directly in the first instance.**

Under the Child and Social Work Act 2017 Surrey care leavers service have contacted you to check how you are getting on and if you do need any advice, guidance or support?

We will continue to respond positively to requests for support from care leavers aged 21-25 who may be continuing to require help in certain areas of their lives whilst they make their transition to adulthood and independent living.

We also recognise care leavers growing stability and maturity between the ages of 21 and 25, during which, many care leavers are able to lead successful lives without pathway support and may not need continuing contact with their local authority.

If the young person does state that they would like some advice, guidance or support, see if you can offer sign posting to relevant services, charities and information that may help.

We are to make contact with care leavers over 21 years old who no longer have a named personal adviser and active pathway plan, on their respective birthdays up to 25 year old – the Tableau link to identify those with a birthday can be found on the following link: <https://tableau.surreycc.gov.uk/#/views/FormerCareLeavers/FormerCareLeavers?:iid=2>

Signposting info for over 21 – 25 year olds’ supported under duty, who no longer have a named personal adviser and active pathway plan. See Surrey Local Offer link, <https://www.surreycc.gov.uk/social-care-and-health/children-in-care/user-voice/care-leavers>

Council Tax – Under the Care Leavers Local Offer, Council Tax is paid for Care Leavers up until their 25th Birthday. If a young person no longer allocated to a named personal advisor with an active pathway plan, it will be the responsibility of the Young Person to send a copy of their Council Tax bill to Duty, along with confirmation of bank details. For some young people, they may be aware of this support, therefore when calling closed 21-25 year olds, asking young people about whether they pay for council tax/have they moved (to get an up to date address), will make sure that Closed Care Leavers are receiving the right financial support. A young person will need to send this every year, until they turn 25 years old.

Previous Look After Savings – There has been a number of young people who have not accessed their Looked After Share Foundation ISA’s. Please check against the list of Y.P when calling, to identify if finance have alerted us to finances still held with the Share Foundation and support young people in being able to access this. Please highlight process on the list to inform that this process has been completed.

- & have at the ready to include accommodation options info, homeless application template and GP letter to evidence vulnerability (esp if over 21) and list of legal advisers re: housing if they need to challenge the LBC’s.

-Here is some signposting information we provide to young people and families in hardship: <https://www.surreycc.gov.uk/people-and-community/families/family-finances/organisations-offering-financial-help-to-families>

**Check for any relevant resources in sign posting and useful information, available in the duty folder**

Please note the date/ conversation and if any advice, guidance or an returners assessment was completed onto the young persons LCS case summary.

**If a short piece of tailored work or assessment to request a named PA is allocated and pathway plan activated is required please use the returners assessment.**

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