

## Helpline

The service has a designated helpline number which will be staffed between Monday and Friday 10.00am to 3.00pm and is a guaranteed service. Each member of the team will take responsibility for one day; The answer machine will be checked first thing each morning, the phone will be answered within five rings.. In the event of a projected lengthy enquiry obtain the callers number and call back immediately thus freeing up the line for other callers.

On their designated helpline day it is the officer's responsibility to work with Stage One Referrals. The officer will listen to the referrer and offer accurate advice and guidance and use their best endeavours to complete and close the referral. If, after the officer has done as much as they can, further support is needed, the officer will inform the caller that the referral will be allocated to the relevant area officer who will contact them within two working days.

The helpline is our core business. If an officer is going on holiday cover will be sought, only in extreme circumstances and only then if cover has been obtained, should officers swap their helpline day. The officer who changes their helpline day will make a note of the person covering in their electronic diary.

During school holidays, the team attend community events in order to raise the profile of the service and to reach parents and carers who are unaware of available support and not engaged with services. The message on the answer machine will be changed to inform service users that their call will be answered as soon as possible, this would be within two working days. Where possible mobile phone numbers will be given to callers.