

**Appendix 1 – Current agreed responsibilities/ interactions**

Service	Service responsibilities	Contact Centre Involvement
Crisis Resolution Service	<p>Referral criteria</p> <ul style="list-style-type: none"> <li>• The resident is known to the team already and / or have a care coordinator</li> <li>• Where an assessment under the Mental Health Act may be needed</li> <li>• Where there is a need to attend a PACE Interview</li> </ul> <p>CRS aim to respond to calls within 4 hours - in the event that they can't respond immediately (NB most calls would be dealt with quicker than this).</p> <p>CRS staff update CC staff on the progress of referrals where the referral was by way of voice mail message. The update is to inform the CC that referral is appropriate and being dealt with or not.</p>	<p>CC staff have been trained on the referral criteria for the respective services and are now able to gather basic information and make correct referrals to these.</p> <p>The CC Project Board have agreed that all referrals should be recorded on the CCS system and this change is due to be implemented by 1<sup>st</sup> December .As an interim measure CC staff have been recording referral details using existing arrangements..</p> <p>In cases which are emergencies (e.g. suicide threats) CC staff are already trained to deal with these – and to refer to police.</p> <p>CC staff will contact CRT again where the 4 hour period has been exceeded for further guidance.</p>
HHAS Out of Hours Service	<p>Referral Criteria</p> <ul style="list-style-type: none"> <li>• residents social care needs / issues that need to be addressed outside of normal office hours</li> <li>• emergency housing issues that can be treated as assessed needs under either housing or social service legislation</li> </ul> <p>HHAS OOH aim to respond to queries within 2 hours – where they are not dealt with immediately (e.g. because the OOH staff member is attending an AMHP interview).</p> <p>If this is exceeded the Duty OOH Manager will be contacted for further direction.</p>	<p>CC staff have been trained on the referral criteria for the respective services and are now able to gather basic information and make correct referrals to these.</p> <p>The CC Project Board have agreed that all referrals should be recorded on the CCS system and this change is due to be implemented by 1<sup>st</sup> December .As an interim measure CC staff have been recording referral details using existing arrangements..</p> <p>CC staff will contact HHAS Duty manager where the 2 hour period has been exceeded for further guidance.</p>
Housing Options Team	<p>Currently provide both the HHAS OOH staff and CC staff with lists of available bed &amp; breakfast, hostel and refuge accommodation.</p> <p>Additional emergency housing provision has been arranged with 2 Crash Beds being located within Salvation Army premises.</p>	<p>CC staff can refer incoming callers to this emergency accommodation – where appropriate.</p> <p>The HHAS OOH staff determine assessed need and can allocate this emergency provision</p>