



Coventry City Council

## Children's Services Mobile Phone Guidance

1. Children's Services staff must comply with the overall requirements and guidelines for the *appropriate* use of mobile phones as set out in the document Acceptable Use of Telephony Equipment and Services, which can be found on the Intranet
2. This operational guidance provides *additional* guidance on the sharing of mobile phone numbers with service users and partners.
3. Mobile Numbers should be shared with professionals, parents (if applicable) and Looked After Children. Where children are not looked after (i.e. are subject to child protection plans or are children in need), a social worker may decide in conjunction with their team manager, that to share a phone number might result in them being unnecessarily exposed to difficult or unhelpful conversations with family members. A decision not to share a mobile phone number must be recorded in the social worker's supervision notes.
4. All Children's Services staff should have the following message recorded on their mobile phones:

'Hello, you have reached the voicemail of **'Insert Name'**. I am not available to take your call at the moment. If you have an urgent query or concern, please call 024 7678 **\*\*\*Insert team/office number\*\*\*** between 8:30am – 5pm, if your call is out of these hours, please contact the Emergency Duty Team on 024 7683 2222. If your query does not require an urgent response, you can email me **\*\*\*Insert email address\*\*\*** or call back later.'
5. Calls should not be accepted outside of office hours unless a call is expected. If a call is answered outside of office hours, it will be expected that the member of staff will respond to the query/concern or divert it through the most appropriate channel to ensure the query/concern has been dealt with.
6. The number on your mobile phone is blocked, so that when a call is made, the person receiving the call will be unable to see the caller ID. Mobile Numbers should be shared with professionals, parents (if applicable) and Looked After

Children. Where children are not looked after (i.e. are subject to child protection plans or are children in need), a social worker may decide in conjunction with their team manager, that to share a phone number might result in them being unnecessarily exposed to difficult or unhelpful conversations with family members. A decision not to share a mobile phone number must be recorded in the social worker's supervision notes.

7. The number on the phone is blocked, so that when a call is made, the person receiving the call will be unable to see the caller ID. The facility for callers to leave a voicemail message is automatically enabled on your mobile phone. To switch it off please dial 91760. In the event that a message is left, the member of staff will need to ensure that it is responded to in a timely way.

**September 2017**