



Centre for Professional Practice

## Practice Briefing Note 28

<b>Title:</b>	Mandatory requirement for practitioners to complete a mobile phone answer message
<b>Effective From:</b>	12/03/2018
<b>Practice Note:</b>	<p>It is now a mandatory requirement that all Children's Services staff that have been provided with a work mobile phone record the following voice mail message for when they are unable to answer a phone call:</p> <p><i>"Unfortunately, I am unavailable at the moment, please leave a message and I will call you back at the earliest opportunity. If your call is an emergency situation during 9am -5pm please phone Children's Services on <b>0300 555 0050 option 1</b> or alternatively contact the police as necessary. If you need to contact Children's Services out of working hours please phone <b>0300 555 8574</b>"</i></p> <p>It is an expectation that all Children's services staff will make themselves available to answer calls to their mobile phones, as appropriate, during working hours. If they are unable to do so for any length of time for example when on annual leave, it is the responsibility of the individual worker to adjust the message above to inform callers when they will next be available.</p>
<b>Reason:</b>	Communication consistency
<b>Adopted at:</b>	DMT
<b>Authorised by:</b>	Sue Butcher, Chief Officer
<b>Date:</b>	12/03/2018
<b>Review Date:</b>	13/03/2019
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