
Comments, compliments or complaints about the out of hours service

Together for Families welcome comments, compliments and comments. You can contact the Complaints Manager as follows:

Quality Assurance Business Manager
Together for Families
Cornwall Council
County Hall
Truro, TR1 3AY

Email: csfeedback@cornwall.gov.uk

Tel: 01872 323164

Beeline

The Beeline service provides an opportunity for children or young people in care to raise a problem, concern, complaint or an idea with someone who will ensure that an appropriate and speedy response is received. Children or young people also receive the “Get it sorted” information.

The Beeline is a freephone number:

0800 028 8228

It is operated during office hours by the Quality Assurance Business Manager.

Outside of office hours, callers are given the option of transferring to the out of hours duty manager or, alternatively, leaving a message.



**CORNWALL
COUNCIL**
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Together 
for Families

Help outside normal working hours

Information for children,
young people and families



If you would like this information in another format or language please contact:

Cornwall Council, County Hall,
Treyew Road, Truro, TR1 3AY

e: equality@cornwall.gov.uk

t: 0300 1234 100



 www.cornwall.gov.uk

This is a Social Work service for children, young people and families who **are in immediate need**.

Who is it for?

The out of hours service is for

- Children, young people or families **experiencing immediate difficulties**; or for
- People who have **an immediate concern for the safety** of a child or young person

The out of hours service does not deal with routine requests.

Requests which **do not need an immediate response out of hours** should always be referred to the Multi Agency Referral Unit by telephone on: 0300 123 1116 during office hours.

The Multi Agency Referral Unit works alongside colleagues in the Early Help Hub and including a range of professionals ie: Health, Education, Police and Housing.

They assist the needs of Children and Young People in order to make the most appropriate decision regarding their welfare.

“ If there is an immediate issue of safety then the Police should be called. ”

When is it available?

The out of hours service is available:

- Weekdays from 5.15pm each evening (4.45pm Fridays) until 8.45am the following morning
- Weekends from 4.45pm on Friday until 8.45am the following Monday
- All public holidays

Who will help me?

Children, and Families Services (Social Work)

Children, and Families Services emergencies are dealt with by a Children's Social Worker and their Manager.

Adult Care and Support

Please call 01208 251300 if **your concern relates to an adult**.

What telephone number should I ring?

If you wish to contact the Social Work out of hours service, please telephone:

 **01208 251300**

Anyone telephoning the out of hours service (01208 251300) will be asked for their telephone number, location and which specialist out of hours service they think they need. The operator will then contact to the appropriate specialist service for the area.

Emergency needs relating to children's social work will be assessed in partnership with other agencies, where appropriate and information will be shared for the safety of children and young people.

What records are kept?

The Children, Schools and Families service is committed to good update case recording. Information is stored on an electronic case recording system for social care records in accordance with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.