

## Out of Hours Phone Line

Follow up from client  
accessing phone line:

If appropriate, follow up contact and support will be arranged for the next working day

- Where appropriate liaison with other agencies will be carried out
- Where appropriate, referral to other agencies/services will be made
- The Practitioner will record/write up full details of interventions/information/advice given from notes – this is done on the next working day
- Confidentiality and consent issues will be accounted for

## East Riding Through Care and After Care Service Out of Hours Phone Line

The East Riding Through Care and After Care Service provides a team of outreach workers who are a key component of a “low intensity Criminal Justice Intervention Programme” covering the East Riding. (For the purpose of this service “East Riding” describes the geographical area within the East Riding boundaries not covered by the City of Hull)

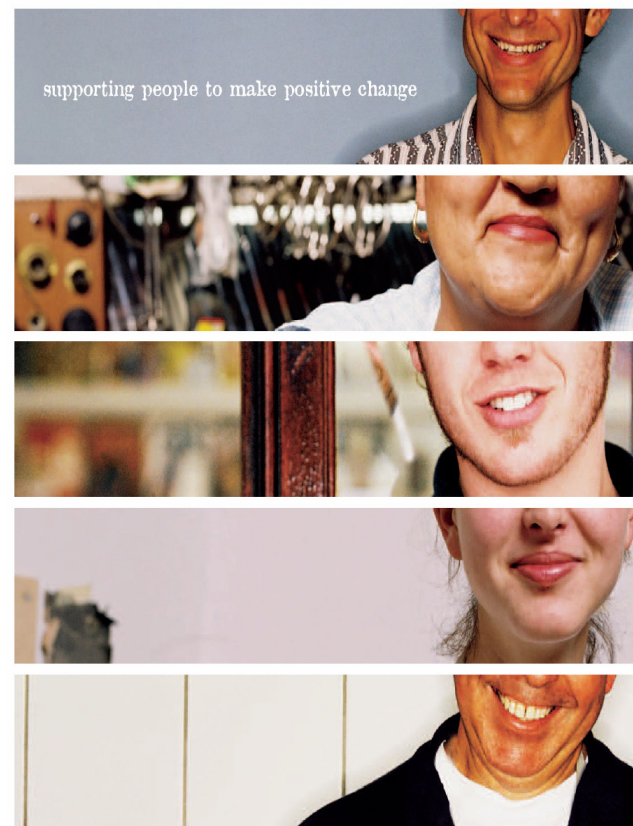
As part of this service the team provide an out of hours phone line for criminal justice system clients across the East Riding

**01405 767780**

## Out of Hours Phone Line



East Riding  
Throughcare & Aftercare Service



supporting people to make positive change



The Alcohol & Drug Service

## Availability of Out of Hours Phone Line Support

Monday to Friday - calls diverted from the TCAC office after 5pm to an on-call mobile held by a practitioner who is available from 5pm to 9pm

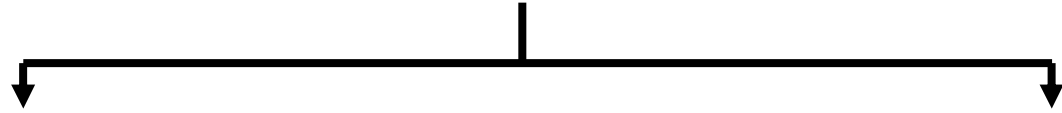
Weekends – Phone line support is available from a Practitioner on call from 2pm to 8pm

### Calls outside these times

Go to a message system. Messages are picked up and responded to on the next working day .

# Out of Hours Phone Line

On Call – Callers can expect a ‘Mini Assessment’ to give the best advice available



### The support available to criminal justice system clients who call:

- Arrangement of next working day contact/ appointment and follow up for clients released from custody with little or no notice if identified
- Basic Harm Minimisation Advice including basic emergency advice on overdose\*\*\*
- Provision of Emergency contact numbers – e.g. 999 for Ambulance
- Information about other local services the client may need to access - e.g. Direct Hostels

\*\*\*If in doubt phone for an ambulance

### Support is not available for:

- Ongoing case working or to rearrange missed appointments
- Passing non-urgent messages to other services/workers
- Non-urgent enquiries

### Practitioner will:

- Sign Post to other services – e.g. EDT, FRANK, Samaritans, Police etc and be able to give some phone numbers that callers may be able to use to access more appropriate support