



## Service Development Team

### Integrated Working Helpdesk Service Standards May 2010

Helpdesk number: 0161 912 2922

v1.0



**TRAFFORD**  
COUNCIL

Trafford Healthcare  
NHS Trust



Trafford **NHS**  
Primary Care Trust

Trafford Children and Young People's Service brings together council and health services to improve outcomes for children, young people, their families and schools.

# Service Development Team

## Helpdesk Standards

The Service Development Team Helpdesk is contactable via telephone ext **2922**, between the hours of 8.30am – 5.00pm (Monday – Friday), excluding Bank Holidays.

### PURPOSE

We are committed to providing the standards of service and customer care as set out by Trafford Council. Please see here for the Trafford Council Service Standards: <http://www.trafford.gov.uk/CouncilAndDemocracy/AboutTraffordCouncil/OurServiceStandards>

This document has been created to help establish suitable helpdesk and support arrangements for live operations of:

- Integrated Children's System (ICS)
- ContactPoint
- Common Assessment Framework (CAF)
- e-CAF
- Lead Professional
- Information Sharing
- Options Funding
- Training (Classroom based and Me-Learning)
- Data-Cleaning and support
- Queries / Support on all processes

### Helpdesk - Our commitments

#### 1. When you contact the Team in person:

- We will greet you in a friendly, courteous and professional manner and give you our full attention at all times;
- We will be helpful and aim, wherever possible, to resolve your enquiry;
- Where necessary we will provide private interview facilities;

#### 2. Waiting times

- Scheduled - If you visit us for an appointment you will be greeted on arrival and the person you are meeting will be notified. We aim to start the appointment at the time agreed;
- Unscheduled - You will be greeted on arrival and you will be seen by an appropriate person straight away or offered an appointment at a later date;

### 3. When you telephone us

- Phone calls to our office will be answered within 8 rings during the hours of 8.30am and 5.00pm
- We will greet you in a polite and courteous manner and give the Service name and our own name;
- If you call us and we are not available we will ensure that either another member of staff answers your call or as a last resort you are put through to voice mail;
- Training requests will be booked and course booking confirmation to be issued within 1 day.
- If your query is in relation to ICS or E-CAF and Liquid Logic has been approached to provide support, our time limits may alter as we are bound to their own Service Standards. We will endeavor to resolve your issue as soon as possible and will keep you informed of progress.

### 4. When you e-mail us

- If you send an e-mail enquiry to:  
[ContactPoint@trafford.gov.uk](mailto:ContactPoint@trafford.gov.uk); [E-Learning@trafford.gov.uk](mailto:E-Learning@trafford.gov.uk);  
[ICS@trafford.gov.uk](mailto:ICS@trafford.gov.uk); [E-cafenquiries@trafford.gov.uk](mailto:E-cafenquiries@trafford.gov.uk); or  
[IntegratedWorking@trafford.gov.uk](mailto:IntegratedWorking@trafford.gov.uk). We will respond within 1 working day.
- Our email correspondence will be clear, easy to understand and include a contact name, direct dial telephone number and email address.
- Issues you raise will be acknowledged and responded to within our return correspondence. If this is not possible we will acknowledge receipt of your correspondence and tell you when the full response is will be.
- Training requests will be booked and course booking confirmations to be issued within 1 day.
- If your query is in relation to ICS or eCAF and Liquid Logic has been approached to provide support, our time limits may alter as we are bound to their own Service Standards, please visit:  
[http://www.cyps.org.uk/integrated\\_working/2010/07/21/service%20desk%20policy%2022%20dec%202008%20v3%20\(2\)\\_II.doc](http://www.cyps.org.uk/integrated_working/2010/07/21/service%20desk%20policy%2022%20dec%202008%20v3%20(2)_II.doc) to view their standards. We will endeavor to resolve your issue ASAP.
- All e mails and telephone calls are logged onto the Integrated Working Database for effective monitoring.

### 5. Keeping you Informed

We will give you information in the following ways:

- Integrated Working Training Programme
- On the Trafford Intranet
- On the Trafford website:  
<http://www.trafford.gov.uk/HealthAndSocialCare/ChildrenAndFamilyCare/IntegratedWorking>
- Information leaflets, displays and Road Shows
- On the CYPS Website: [http://www.cyps.org.uk/integrated\\_working/](http://www.cyps.org.uk/integrated_working/)
- Service consultation events & documentation across Trafford.
- E-Mails

We will ensure that help is always available for technical problems, e.g. security tokens, accessing the system, support to professionals' questions, advice and support.

**The Service Development Team consists of the following staff:**

Cathy Atherton	<b>Service Development Team Manager</b>
Neil Forrester –	<b>Senior Systems Implementation/Training Officer</b>
Marie Castle –	<b>Project Support – CAF/E-CAF</b>
Ged Garvey –	<b>Training Officer</b>
Suzanne Gill –	<b>Systems Support ContactPoint/ICS/Training)</b>
Michael Hart –	<b>Training Support Officer</b>
Paul Westland –	<b>Data Quality Officer</b>
Michelle Peel –	<b>Implementation Officer – Information Sharing, ContactPoint, Integrated Working</b>

**For postal enquiries, our address is:**

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