

Your guide to the
Customer Service Centre



www.lincolnshire.gov.uk

Lincolnshire
COUNTY COUNCIL



An Introduction to the Customer Service Centre

The Customer Service Centre (CSC) acts as a centralised contact handling service for all our customers, both internal and external, and is the single point of contact for all Lincolnshire County Council related enquiries. All of our Advisors are highly skilled customer service professionals who can assist you by giving advice, progressing service requests and aim to resolve any problems and issues that you may have. The Customer Service Centre complies at all times with the Data Protection Act.

Customer Service Centre Aims and Objectives

The Customer Service Centre aims to provide you with an experience that you are happy with. We pride ourselves on achieving three key targets, which are;

- 75% of our customer enquiries will be resolved at the initial contact
- 85% of our customers will rate our service as 'good'
- 85% of our telephone calls will be answered within 15 seconds

What's the purpose of this booklet

The purpose of this booklet is to provide you with an overview of the CSC, the services that are provided and the relevant contact details. We trust that you will find it a useful guide to accessing Lincolnshire County Council and the services it provides.

Adult Social Care

(01522) 782155

The Adult Social Care Team deal with enquiries relating to individuals over 18, specifically within the service areas of Older People, Learning Disability and Physical disabilities. The Team undertake assessments for a variety of services such as aids to enable a person to stay in their own home. They take information to pass on to area Social Care Teams to undertake further assessments for services such as homecare, residential & nursing home care. The team also deal with adult protection concerns, taking the information and passing it on the specialist adult protection teams. Along side that the team also give out information and advice on Adult Social Care related enquires, signposting people to other agencies where required.

Children's Social Care

(01522) 782111

The Children's Social Care Team is able to assist customers who have concerns about the welfare of a child. Our Advisors are highly trained to recognise issues of Child Protection and if an issue is identified we will telephone the relevant Social Work Team immediately to alert them of the concern and follow this up with a referral. A referral is where the information that you provide us with is passed to a Social Worker who will, if necessary, arrange to assess the child's needs further. We also work in very close collaboration with Lincolnshire Police's Public Protection Unit in order to safeguard children.

If intervention from several professionals may help a child to meet their needs, a referral through the Common Assessment Framework process may be recommended. If no intervention is required, advisors will offer advice and/or sign post you to an appropriate agency that is able to deal with your enquiry.

Out Of Hours (OOH) Emergency Service – Social Care

(01522) 782333

The OOH Emergency team provide information/advice and help in a crisis to vulnerable adults, children in need and their families.

The service is available to the public when local daytime offices have closed – including at night, on weekends and public holidays.

An advisor will answer your call, discuss your problem and identify how urgent it is. If necessary they will arrange for a qualified social worker to call you back, if absolutely necessary, a social worker can also make essential assessment visits

An emergency is something that cannot safely wait until the next working day.

Carers Support Team

(01522) 782224

“Carers are people who look after a relative or friend who needs support because of age, physical or learning disability or illness, including mental illness.”

(Department Of Health Definition, 2002)

Such Carers are unpaid in their caring role and play a valuable role in our society. They help the people they care for remain in the local community. Carers don't always see themselves as Carers. Often they're unaware of the range of support services that can help them in their caring role.

The Carers Team is a countywide service specifically for Carers that, in partnership with voluntary agencies, aims to provide:

- Carers Assessments
- Advice
- Information
- Emotional support
- Signposting/Referrals
- Personal Budgets

The Carers team support adults caring for other adults and from February 09 parents of children with disabilities.



First Contact

(01522) 782172

First Contact is a service which allows the over 60's to access a wide range of services and information to help them stay safe and independent at home through one point of contact. Customers can complete a simple checklist with a member of our partner agencies, “Lincolnshire Police, Lincolnshire Fire & Rescue, Age Concern, District Council housing teams, Local Pension service, Voluntary organisations, Share the Care” or over the phone with a Central Co-ordinator based in the Customer Service Centre. First Contact checklists cover such areas as fire and community safety, housing issues, personal care, transport, benefit entitlement, social isolation, home care and caring. Completed checklists generate information which is passed onto the partner agencies who will contact the customer back with the information they require.

Family Information Service

(0800) 195 1635

The Family Information Service is part of the Extended Provision team within Children's Services. We can provide information to parents, carers, childcare providers and professionals on children's issues and services. Our Advisors deal with enquiries relating to Ofsted registered childcare, free early education places, childcare recruitment and training, services for children with disabilities, family friendly policies and family benefits and financial support.

4All-children and young people with disabilities and additional needs

Children Act Register

(0800) 195 1635

A voluntary register of children and young people with disabilities and additional needs aged 0-19 in Lincolnshire. All local authorities are required by the 1989 Children Act to hold an up-to-date list in their area. Its main purpose is to provide statistics to both the local authority and other organisations so that services can be planned and developed to meet the needs of families. An important part of the service is to support parents/carers in completing the registration form which then provides the relevant information for the database. On registration parents and/or carers receive a Welcome pack, a newsletter three times a year, help with disability issues and any relevant information as it becomes available.

Fostering and Adoption

(0800) 093 3099

Lincolnshire County Council provides a comprehensive Fostering and Adoption service that strives to meet the needs of children in Lincolnshire. The Customer Service Centre is responsible for the Fostering and Adoption enquiry line. Our Advisors act as the first point of contact for enquiries on how to become an adoptive parent or foster carer.

Registrations and Celebratory Services

(01522) 782244

Registration Advisors can provide you with information and advice on Registration & Celebratory Services. Our Advisors are responsible for booking all appointments for the Registration of Births, Deaths, Marriages, Civil Partnerships and Citizenship Ceremonies. Registration and Celebratory Services have also achieved the Charter Mark Standard which is the national standard for excellence in customer service.

Education

(01522) 782030

Education is a large and diverse service area and our Advisors provide the first point of contact for members of the public, professionals and Councillors with regard to Education queries. They can assist with queries relating to Admissions/Appeals, Free School Meals, Bullying, Home Education, Exclusions, Educational Visits, Education Welfare Service, Special Educational Needs and other related issues.

Schools Transport

(01522) 782020

The Schools Transport Team is the first point of contact for any telephone enquiries regarding Schools Transport in the Lincolnshire area. Our Advisors are responsible for dealing with calls regarding a wide range of queries on entitlement to School and College transport. The Team also provide assistance with calls regarding Special Educational Needs Transport provision.



Cultural Services

(01522) 782040

Cultural Services is a diverse area and Advisors can answer queries relating to Adults and Community Education, Youth Services, Lincolnshire Music Service, Community Grants, Lincolnshire Archives, The Collection and other Heritage sites across the county. If our Advisors are not able to provide you with the information you require then they will sign post you or refer you to an alternative specialist service.

Library Services

(01522) 782010

The Customer Service Centre, supported by the Library Staff throughout the County, provides information, advice and a book renewal service to our customers. We offer these services through extended opening hours, regardless of whether your local library is open or closed.

Lifelong Learning

(01522) 782011

Lincolnshire County Council and the Learning Skills Council (LSC) are currently working in conjunction with various partner organisations in order to offer hundreds of courses across the county. Our advisors can provide you with details of courses in your area.

Tourism Development

(01522) 782332

Lincolnshire County Council's Tourism Development Team are responsible for the publication & distribution of various literature including the "Good Taste" magazine and the "Lincolnshire Waterways Partnership" newsletter.

Highways and Planning

(01522) 782070

The Highways and Planning Team provide a first point of contact for many services including Highway queries and defects, Public Rights of Way, Waste Recycling and Winter Maintenance - to name but a few. Our Advisors can provide you with general advice and guidance on all the services that are carried out by our back office teams. We can also assist you by creating and recording your requests and passing these on for further action. We also work closely with external partners including Lincolnshire Road Safety Partnership and Lincolnshire Police Control.

Corporate Services

(01522) 782060

Our Corporate Services Team covers the internal operations of Lincolnshire County Council. All of our Advisors can offer you advice and information relating to County Council business. The Corporate Services Team is also the first point of contact for any feedback that you may have about the services we provide. If you are unhappy about the services provided to you by Lincolnshire County Council you can contact the Corporate Services Team or log your concern by visiting www.lincolnshire.gov.uk

Consumer Direct East Midlands

(08454) 040506

Consumer Direct's main objective is to provide clear and practical advice and to assist in resolution of issues relating to goods and services purchased by you the consumer. You can also use the service to report scams, door step crime issues or other related business activities which may have a detriment to your choices in the market place. Our trained advisors will offer basic civil law advice which should help you to resolve the matter. If this is not possible we will signpost you to another appropriate agency or pass on your details to your local Trading Standards department for any appropriate action.

CallConnect

(08452) 343344 or online - www.lincsinterconnect.com

InterConnect/CallConnect is a quality network of connecting local bus services designed to improve public transport links to destinations throughout Lincolnshire, making travel by bus easier, quicker and more efficient.

CallConnect forms part of the Interconnect bus network and is a unique public bus service that operates only in response to pre-booked requests (on a 'dial a bus' basis). Booking requests can be made over the phone and online via the InterConnect website.

Anyone can use CallConnect for any purpose such as shopping, medical appointments, work, training or just meeting friends. Most CallConnect services operate between 7am-7pm Monday to Saturday and are operated by modern fully accessible minibuses.

Dial A Ride

(08454) 564474

Dial A Ride is a specialised door to door service for anyone with a disability, or people over 60, who can not access public transport.

Passengers book the Dial A Ride minibus to pick them up from their home and take them to their destination.

Dial A Ride uses fully accessible, modern minibuses and the driver will assist the user from their home and onto the bus (if required). Passengers can use the service for anything from going shopping and medical appointments to attending lunch clubs and social events or visiting relatives.

Note: Dial A Ride does not operate in South Holland and in the Bourne and Stamford areas.



Community Transport Helpline

(08452) 638153

This is a service which provides information about the wide range of community transport schemes operating in Lincolnshire including voluntary car schemes, Dial A Ride services, Minibus hire schemes and the wide range of public transport options including CallConnect. Callers can also be referred directly to the individual scheme coordinator if required.

The CSC also provide some telephony services on behalf of the local district councils.

*Thank you for taking the time to read this guide and if you have any feedback, then please contact the corporate team on **01522 782060** or email to **customer_services@lincolnshire.gov.uk***

Our Customer Service Centre is open from 8am until 6pm Monday to Friday (less public holidays) to deal with your calls (unless otherwise stated)

CallConnect **08452 343344**

8:30 to 5pm Monday to Friday and 9am to 3pm Saturdays

or online www.lincsinterconnect.com

Carers Support Team **01522 782224**

Community Transport line **08452 638153**

9am to 5pm Monday to Friday and 9am to 3pm Saturdays

Community Safety, Fire and Trading Standards **01522 782050**

(Non consumer calls)

Corporate Services **01522 782060**

**Cultural Services –
Museums, Heritage Attractions, Archives** **01522 782040**

8am to 7pm Monday to Friday, 9am to 4pm Saturdays

Dial A Ride **08454 564474**

9:30 to 4pm Monday to Friday

Education **01522 782030**

Family Information Services/Children Act Register **08001 951635**

First Contact **01522 782172**

Fostering and Adoption Enquiry Line **08000 933099**

8am to 6pm Monday to Friday, 9am to 4pm Saturdays

Highways and Planning **01522 782070**

Libraries (including book renewals) **01522 782010**

8am to 7pm Monday to Friday, 9am to 4pm Saturdays

Lifelong Learning **01522 782011**

8am to 7pm Monday to Friday, 9am to 4pm Saturdays

Registrations and Celebratory Services **01522 782244**

8am to 6pm Monday to Friday, 9am to 4pm Saturdays

Schools Transport **01522 782020**

Social care for Adults **01522 782155**

Social care for Children **01522 782111**

Tourism Development **01522 782332**

Diversity Incident Reporting Line **01522 782193**

Consumer Direct – East Midlands **08454 040506**

8am to 6:30pm Monday to Friday, 9am to 1pm Saturdays

**Social Care Out of Hours
Emergency Duty Team** **01522 782333**

Monday to Thursday 5pm - 8:45am, Friday 4:45pm through to 8:45am
Monday 24hr Bank Holiday service

Email Enquiries: **customer_services@lincolnshire.gov.uk**

Website: **www.lincolnshire.gov.uk**

To receive this leaflet in another format i.e. large print, Braille, audio or another language please contact: 01522 782060.

Please be aware that your telephone call may be monitored and recorded for training and quality assurance purposes.

The information you give us is confidential and protected under the Data Protection Act. The information will only be used to provide you with the service requested unless you consent to your data being shared across the County Council and other Lincolnshire Councils for the purposes of providing services to you.



If you would like to request a copy of this leaflet in an alternative language please call **01522 782060**

Polish

Ta informacja jest także dostępna w innym języku i formacie. W razie jakichkolwiek pytań zadzwoń pod powyższy numer.

Russian

Эта информация может быть предоставлена на другом языке или в другом формате. По всем вопросам пожалуйста звоните по вышеуказанному номеру.

Portuguese

Esta informação pode ser fornecida em outro idioma ou formato. Para quaisquer inquéritos, contacte o número acima.

Latvian

Ja nepieciešams, šo informāciju varat saņemt citā valodā vai citā formātā. Uzziņām, lūdzu zvaniem pa augstāk norādīto tālruni.

Lithuanian

Ši informacija gali būti pateikta kitoje kalboje ar formate. Visiem pasiteiravimam prašome susisiekti su viršuj nurodytu numeriu.

Slovak

Táto informácia môže byť poskytnutá v inom jazyku alebo formáte. So všetkými otázkami sa prosím obráťte na vyššie uvedené číslo.

