

Keeping in touch



Advice for care leavers



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

The Independence Support Team (IST) has a legal duty to keep in touch with care leavers.

Young people tell us they value being able contact and meet their Personal Adviser (PA) regularly and getting to know other workers in the team.

We want to make sure we keep in touch with you and that you get the best from our service.



Contact us

Contact numbers

My Personal Adviser (PA) name:

Direct line office number:

Work mobile:

IST Duty worker: 020 7854 5888

Make sure IST have your number (s) and let us know if your number changes.

You can text or leave voicemail messages for us to call you.

Email

My PA's email address:@rbkc.gov.uk

IST Duty email address: fcsistdutyteam@rbkc.gov.uk

Make sure we have your email address so we can exchange information and forms online.

Address

To write to us put your worker's name followed by:

The Independence Support Team
36c Oxford Gardens
London W10 5UQ

Visiting the office

Our offices are open from Monday to Friday, 9am to 5pm.

We are near Ladbroke Grove tube station (Hammersmith and City Line)

Buses: 23, 52, 70, 228, 295, 316, 452

Visiting us

If you have an appointment, tell the receptionist who you are and who you have come to see.

It can help to have this in writing; ask your PA to write down your next appointment for you.

The receptionist will call the IST office and you can sit in the waiting area until you are asked through to an interview room. These are on the lower ground floor and at the moment this means going outside the building to the side door where you will be let in.

Tips:

- Contact us as soon as you can if you can't keep your appointment so that we can rearrange.
- If you are on your way but delayed, contact us to check if your appointment can go ahead or if it needs to be rearranged.

If you have arranged to collect money, this will be before 4pm.

If you do not have an appointment the receptionist will call us and then let you know

who can see you and how long you may have to wait.

If you drop in we will do our best to see you quickly, but at lunchtime you are likely to wait longer and after 4pm we cannot guarantee to see you before the office closes.

Tips:

- Contact us first to see what the best time will be to come to the office.
- If you find it hard to cope with waiting, talk to your PA and plan together how to minimise this.

IST staff will treat you with respect and they will expect you to treat them with respect.

If you have a complaint you can ask to speak to a manager or use our complaints system. More details are on the last page.

If you are aggressive or abusive we will explain why we are ending our contact with you.

Staff must be safe so they can work properly.

All violent incidents (including verbal aggression) are recorded. If necessary the police will be called.

Following an incident, a manager will contact you to explain what the consequence of your action will be and what you may be able to do to put things right.

Tips:

- If you feel you may lose your temper, say so and end your call or leave the office and come back later when you feel calmer.
- Tell your PA if you want help with managing anger.

How the IST Duty system works

If your PA is not available, an IST Duty worker can help during office hours. They can advise you whether it is best to wait for your PA and take a message for them or if you need to do something straight away. We understand your concern will be important to you but it may not be urgent or an emergency.

If your PA plans to be away for some time they will tell you who can help until they come back.

If your PA is away unexpectedly, the Duty Worker may contact you to explain and follow up work

that your PA was planning to do until they return.

IST workers take turns as duty worker; on some days your PA will be the duty worker. They will explain if they need to ask you to wait whilst they respond to other care leavers.

In emergencies when the office is closed

If you contact your PA outside office hours they may not get your message until the next day.

In an emergency (e.g. if you are admitted to hospital or taken into custody) and you need social services help, call the Emergency Duty Team **020 7373 2227** and explain who you are and who your worker is and why you need help.

Visiting you

The statutory regulations and guidelines for supporting care leavers say we should visit you within seven days of your move to new accommodation, and again within 28 days and hold a Pathway Plan review. After that your PA should visit you no less than every two months.

Make sure you talk about this with your PA so you can make the most convenient arrangements. At your Pathway Plan review we may agree together to vary the visiting arrangements. We will decide based on the level of your independent living skills and confidence about your ability to stay safe and well.

If we cannot contact you we may become concerned enough to report you as a missing person to the police.

Tip:

- Tell your PA if you plan to go away

A good way to get to know other care leavers and workers in IST is to come to group and social activities that we arrange. Talk to your PA and make sure you get invited.

If you have a question or a problem, please speak to your social worker or PA. You can ask to speak to their supervisor or the Team Manager. You can also speak to the Young Person's Advocacy and Consultation Officer, or fill in a Comments, Complaints and Praise form and send this to the Customer Care and Complaints Team.



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