

When to create a case in Dynamics

Type of Call	Create Case	Record Caller name, address, EDI etc.	Additional Information
Call disconnects upon answering	No	No	
Silent Call	No	No	Advise supervisor in debrief of how many silent calls received
Chat / Psychosocial / Emotional	Yes	No	
Signposting	Yes	No	
Local Referral	Yes	Yes	
Safeguarding	Yes	Yes	Follow safeguarding process
Signposting to Refugee Services where caller has no credit on their phone	Yes	Yes	Record in signposting section in Dynamics. In summary notes record OST to contact Refugee Services.
Voicemail - contact made with caller - signposting / psychosocial call	Yes	No	Update supervisor via WhatsApp with time call made and "case raised"
Voicemail - contact made with caller - local referral raised	Yes	Yes	Update supervisor via WhatsApp with time call made and "case raised"
Voicemail - no contact made	No	No	Update supervisor via WhatsApp with time call made and "no reply" or "unable to connect"
Voicemail - message left	No	No	Update supervisor via WhatsApp with time call made and "voicemail left"