

Managing calls towards the end of shift

This issue has been discussed at senior management level and it has been agreed that we will try to ensure operators and supervisors finish their shift on time by using a 'Time Contract'. There will be occasions when this is not appropriate for example if the caller is extremely distressed or in danger, in which case we may need to call 999 or safeguarding.

Morning Shift

Morning operators who are happy to stay on a call beyond 14:00 can, of course, continue to do so. For those who need to end on time the following wording is suggested to use from about 13:40 onward if it feels the call may be lengthy (if the call is obviously a 'quick fix' then it can be dealt with in the normal way):

"We only have x minutes to talk as my shift finishes at 2pm, we can chat until then or if you prefer you can call back after 2pm and speak to a colleague on the afternoon shift".

Afternoon Shift

The line closes at 17:00 and to enable this we suggest the following wording to use after 16:40 if it feels the call may be lengthy (if the call is obviously a 'quick fix' then it can be dealt with in the normal way):

"We only have x minutes to talk as our line closes at 5pm, we can chat until then or if you prefer you could call again tomorrow from 10am or you could call (a suitable signpost)".

Morning operators who stay beyond the debrief time could be debriefed by the afternoon Supervisor.

Evening Shift

The line closes at 20:00 on Wednesday evenings and therefore we would suggest the wording used for managing lengthy calls on a standard afternoon shift be used around 19:40:

"We only have x minutes to talk as our line closes at 8pm, we can chat until then or if you prefer you could call again tomorrow from 10am or you could call (a suitable signpost)".

This way we can see that calls are brought to a close by 20:00

Part Shifts ending before 1700

Operators who need to end on time could use this wording:

'My shift finishes at ...' We can chat until then or if you prefer you could call back and speak to a colleague'

Callers may ask if we can transfer them but please explain that this is currently not possible.

Please check they have our direct and free telephone number.