

Preparing for Adulthood

Adult Social Care Team

How we can help



YOUR INTRODUCTION TO ADULT SERVICES

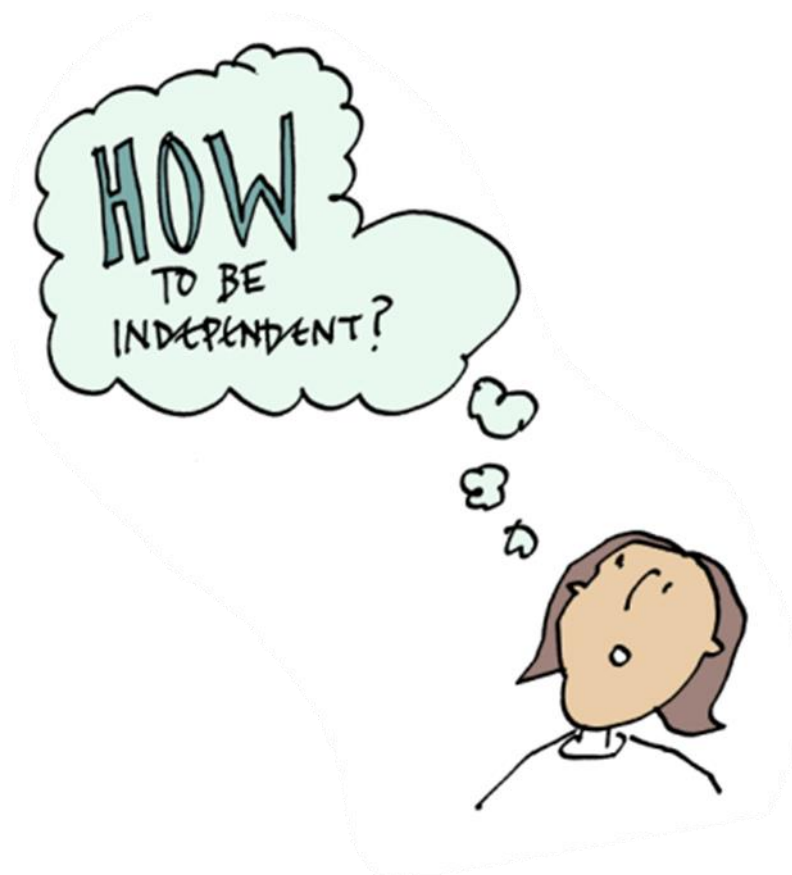
- **INTRODUCING THE PREPARING FOR ADULTHOOD TEAM.**
- **CHESHIRE EAST COUNCIL - ADULT SOCIAL CARE**
- **FINANCES**
- **PREPARING FOR ADULTHOOD**
- **BEING INVOLVED IN PLANNING FOR YOUR FUTURE/
MENTAL CAPACITY**
- **PREPARING FOR EMPLOYMENT**
- **ACCOMMODATION AND INDEPENDENT LIVING**
- **FRIENDS, RELATIONSHIPS, COMMUNITY**
- **HEALTHY LIVING**
- **SAFEGUARDING**
- **SUPPORT FOR CARERS**
- **USEFUL INFORMATION/CONTACT DETAILS**

CHESHIRE EAST PREPARING FOR ADULTHOOD TEAM

We are Social Workers, Social Care Assessors and a Local Area Co-ordinator supported by our management team that consists of a Head of Service, Locality Manager and Practice Manager. Here to help our young people and their families/carers.



We are here to carry out an adult needs assessment and provide further information guidance and support as to what help is out there and those next steps to take to becoming independent and becoming an adult.



CHESHIRE EAST COUNCIL - ADULT SOCIAL CARE

If you are finding everyday tasks difficult, you or someone on your behalf can contact adult social care to discuss your situation. If you agree we can then complete an adult needs assessment. There is no charge for this.

Adult Needs Assessment

A needs assessment is a two-way conversation to allow you to express your needs, wishes, feelings and for the assessor to understand and work with you to identify what is going well and what would help improve your situation. This may include discussing how you look after yourself in the following areas:

- Washing and dressing
- Eating and drinking
- Accommodation
- Work, training, and education
- Getting out and about
- Being part of the community

You can choose to have someone present with you such as a relative, friend or carer. If you agree we will involve family, friends and carers, who regularly support you, in the assessment. If you have no appropriate support and may struggle with the process the Council can arrange for you to have an advocate (someone who will represent you and ensure your voice is heard).

Who is eligible for support?

The Care Act 2014 states you must meet the below to be eligible for care and support.

- If you have care and support needs as a result of a physical or mental condition or illness.
- As a result of these needs you are unable to achieve two or more outcomes (listed above)
- There is a significant impact on your wellbeing.

A copy of your adult needs assessment will be provided to you.

The 'What Matters Island' can help you to prepare for your Adult Needs Assessment. [What Matters Island - NDTi](#)

NAME

DATE

WHAT PEOPLE LIKE ABOUT ME

IF I COULD... I WOULD...

WHAT MATTERS ISLAND

PEOPLE

THINGS TO DO

THINGS TO HAVE

WHAT I'M GOOD AT

WHAT I WANT IN THE FUTURE

WHAT NEEDS TO HAPPEN

FINANCES

What is a financial assessment?

If you are eligible for support; following completion of the adult needs assessment, you may have to pay a contribution towards the cost of your care. The amount you may have to pay will be based on a financial assessment which looks at your income (how much money you have coming in) and any money or property for example, a house you have in your name (capital). The financial assessment includes disability benefits you might receive. The financial assessment only takes place on the person receiving care, not on family or people they live with.

Other useful links:

[Will I have to pay for my adult social care? \(cheshireeast.gov.uk\)](https://www.cheshireeast.gov.uk/adult-social-care/financial-assessment)

Welfare Benefits

If you have a disability, reach 18 or move into your own place you may be entitled to further welfare benefits. The link below will take you to some further advice on this.

[Applying for Welfare benefits \(cheshireeast.gov.uk\)](https://www.cheshireeast.gov.uk/adult-social-care/welfare-benefits)

If you have a financial assessment, you will be allocated a Financial Co-ordinator who will complete benefits check for you to see if you can claim extra welfare benefits.

Direct payments

Direct payments are money paid by Cheshire East to you or a suitable person who can look after your money. A direct payment is there to help you to pay for the support you need.

You might need to pay towards the cost of the care, this amount will be calculated during the financial assessment, you would be told about this before you decided to have a direct payment.

Moving from children's direct payments to adult services:

If you receive a direct payment from Children's services, this may carry on after your 18th birthday until you have an adult needs assessment. The adult needs assessment will identify your care and support needs, this will identify if you still need a direct payment and if it needs to change at all to support you as an adult.

People plus provide helpful information and advice about direct payments. You can look this up here:

[Cheshire East | PeoplePlus](#)

What is 'capital'?

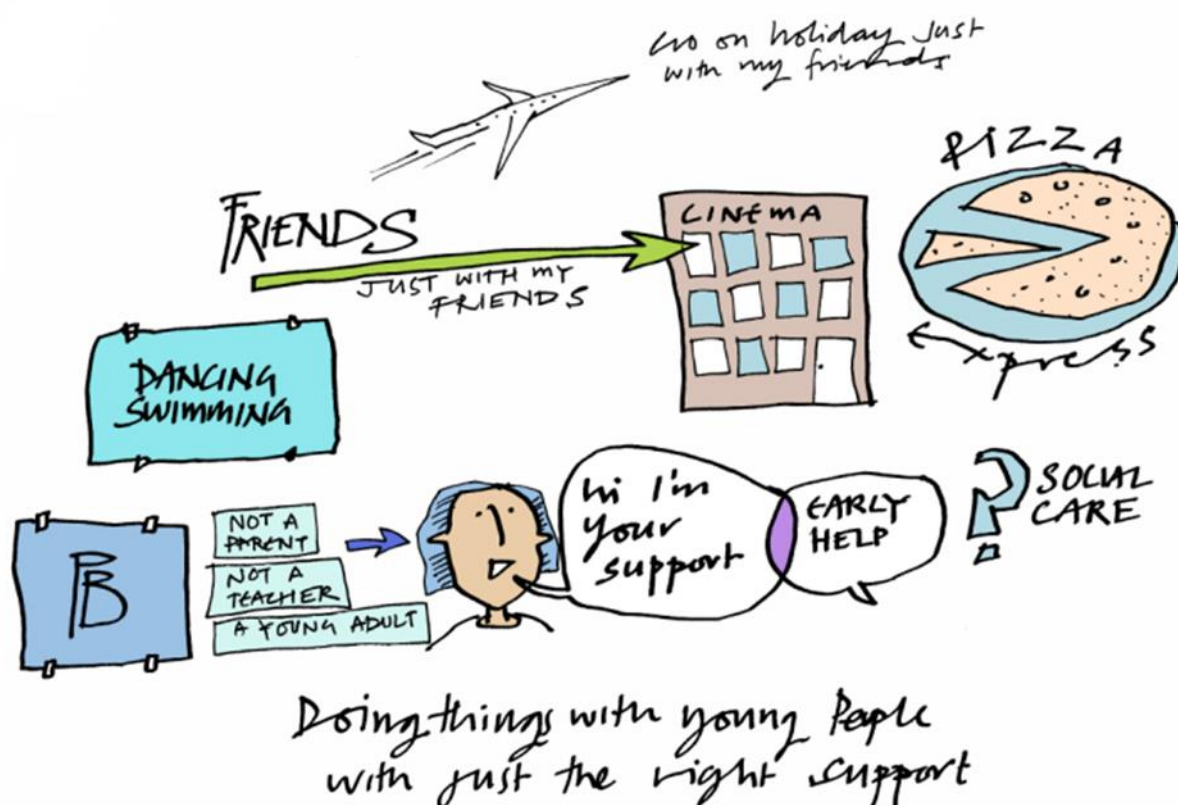
Capital is money or assets that you own in your name. There are capital limits used in financial assessments.

**Funds held in Trust or administered by a court deriving from the criminal injuries fund, or capital derived from an award of damages for personal injury which is either administered by a Court or can only be disposed of via a Court order or direction. are disregarded within a financial assessment.*

(Source: Care Act Annex B - Treatment of Capital).

Managing money on behalf of someone else:

If mum or dad is an appointee, they will have a BF57 form from the Department of Works and Pensions (DWP). This will entitle them to open an account in their own name as an appointee and the bank will restate as appointee for the person who they are appointee for i.e., son or daughter. This means that if anything happens to mum or dad the funds in the account will be ring fenced for the person and not be classed as mum or dad's money. DWP appointee account can only be used for benefits payments from the DWP.



CHESHIRE EAST PREPARING FOR ADULTHOOD

What is preparing for adulthood?

Preparing for adulthood is when a young person begins to think about what they want to do in the future. This means thinking about what you want to do, where you want to live, education, work, friendships and looking after your health. We can help you with this by working together.

When will it start?

Preparing for adulthood starts early, as we are always learning new skills (like tying our shoelaces) but legally it has to be discussed at year 9.

AGE OF YOUNG PERSON

14

Going into Year 9

When you are 14 years old people will talk to you about what you want to do when you leave school. You will work with school or someone who knows you well to write down what is important to you and what you want to do in the future.

16

Going into Year 11

When you are 16 you have the right to make decisions about your future. It is important that your voice is heard.

- Some people can make every decision about their own lives.
- Some people can make some decisions.
- A small number of people are not able to make any decisions.

Being unable to make any decisions is called 'lacking capacity'. The Mental Capacity Act is about making sure that people have the support they need to make as many decisions as possible. It makes sure you are protected if other people are making decisions for you. **It is the Law.**

CESHIRE EAST PREPARING FOR ADULTHOOD PATHWAY

AGE OF YOUNG PERSON

16

When you are 16 years old some new people may be invited to your review from further education, adult social care, or health services. They will meet with you and your family to tell you about their service.

How will it happen?

Going into Year 12 and 13

17

As you approach 17 years old, we (social care, health and education) will talk to you about the needs you have, write them down and either offer you information and advice or make a plan of support for you. If you need support from Adult Social Care, you may have to pay towards your support, but this will only be what you can afford.

18

I am 18 years old - what happens next?

Following an adult need assessment, if you are eligible, then your adult social care support plan will be put into place. It will be reviewed every year or when things need to change e.g., moving on from education or into your own home. There are lots of different options you can explore when you leave education, and you will be supported around this.

19

Your education health care plan (EHCP) will finish when you have all the support and help you need to continue in your adult life.

BEING INVOLVED AND PLANNING FOR YOUR FUTURE

As you become older you will become more involved in making decisions about your future. Legally at the end of the school year in which you turn 16, if you fully understand the issues of a decision to be made, such as deciding whether to decide to go to college or get a job, you have the right to decide even if your parents disagree.



MENTAL CAPACITY ACT 2005

You can ask your parents or other close family members, friends, or an advocate to help you make decisions. They may be involved as little or as much as you want.

What is the Mental Capacity Act?

It is a law about making decisions that comes into force when someone is 16.

- Some people are able to make every decision about their own lives.
- Some people are able to make some decisions.
- Some people cannot make any decisions.
- Being unable to make a decision is called 'Lacking capacity'.

The Mental Capacity Act is about making sure that people have the support they need to make as many decisions as possible.

The Mental Capacity Act also protects people who need family, friends or paid support staff to make decisions for them.

If you lack the capacity to make a decision, then a decision should be made in your 'best interests'. A lot of day-to-day decisions can be made in your best interests by those who care for you but there may be some which you require support from professionals such as your social worker. These could be:

- Managing your money.
- Moving to a different type of home.
- Medical treatment.

An important thing to note is that individuals may at times seem to make unwise decisions, but this does not mean that they lack the capacity and cannot make their own decision.

If there is no one to support, you to make a decision that you cannot make on your own then someone called an (IMCA) Independent Mental Capacity Advocate can help.

More information on the Mental Capacity Act is available online at:

<https://www.local.gov.uk/sites/default/files/documents/mental-capacity-act-2005--db9.pdf>



PREPARING FOR EMPLOYMENT

Supported Internship

This is aimed at helping young people, aged 16-24 with an EHCP, who require additional support from a job coach to transition into paid employment. It is a 12-month education programme that involves being in the workplace most of the week with a Job Coach who will support them to develop their skills and confidence. It is about learning 'real' skills, for a 'real' job - it is not just work experience. The amount of support provided by the Job Coach is different for everybody. However, all interns would usually start with 100% support which would fade week by week, until the intern is working completely independently. Interns also spend part of their week with their education provider to develop their employability skills, Maths and English.

Cheshire East Councils Supported Employment Team

The team offer a quality employment service to people who have a current social worker and care plan, have expressed a wish to be in a work environment, which could be paid, voluntary, just a few hours or full time; have a funded social care package (for example, a personal budget direct payment); are interested in replacing some or all of their current funded activities with voluntary work/employment.

The priority will be to work intensively with any person with a disability who is interested in work (paid or voluntary) as an alternative to more traditional care and support destinations.

Supported Employment will provide crucial information and professional advice throughout the process of finding work.

An allocated Work Placement Officer will provide 1:1 support from the day the person is ready to look for volunteering/work to the day you feel their services can be withdrawn.

Cheshire East Supported Employment work alongside the DWP supporting people with disabilities offering Benefit Advice and making sure customers are financially better off after gaining paid work.

SupportedEmployment@cheshireeast.gov.uk - 01260 375468

Multiply

Cheshire East Council has been awarded funding to deliver numeracy learning.

The courses are all functional Maths, and the aim is to help learners to gain both skills and confidence and encourage further learning.

Maths can help you in everyday life, such as helping children with homework and budgeting money.

Improving your numeracy skills could help you to get a job, advance your career or prepare you for further study.

This is aimed at those who are aged 19 years or over, do not already have a level 2 Maths qualification (equivalent to GCSE at Grade 4 or C) and who live in Cheshire East

Multiply@cheshireeast.gov.uk



New Leaf

The New Leaf Programme supports individuals in Cheshire and Warrington who are out-of-work and who facing significant barriers to employment. Specific support is available within the programme for people with disabilities, ex-offenders, people recovering from addiction and women who are at risk of offending.

New Leaf Building Better Opportunities has the potential to change lives, create opportunities and a positive future for local people in Cheshire and Warrington. It includes working with a mentor to tackle poverty and promote social inclusion. This includes support with loneliness, gaining new skills, employment and financial issues such as debt. It is suitable for people who are not working, claiming benefits or economically inactive.

Individuals referred to the New Leaf Programme must be out-of-work (unemployed or economically inactive), have the right to work in the UK and have barriers that are preventing them from getting into work.

The New Leaf programme aims to support participants for an average of six months, although the programme can continue working with individuals beyond this time where they are continuing to progress towards employment.

newleaf@torus.co.uk

DWP Job Centre Plus

Disability Employment Advisor's (DEA's)

- Working alongside Work Coaches to support you whilst managing Health Conditions.

- Helping you on your personal recovery, promoting the right level of activity and participation for you to move forward.
- Enabling you to reach your potential and support your decisions working towards suitable sustainable employment.
- Liaising with Providers & Community Groups

Intensive Personalised Employment Support

Intensive Personalised Employment Support is one-to-one support and training to help you into work if you have a disability or health condition.

To apply you must:

- have a disability or health condition that affects the work you can do
- be unemployed
- be between school leaving age and State Pension age
- be a UK resident living in England or Wales

DWP Jobcentre Plus - What you'll get:

You'll get a dedicated support worker to help you:

- identify what work you're able to do
- match your skills to work that's available
- get training to help you find work
- build a personal support network
- manage work around your specific disability or health condition
- support you during your first 6 months of work

You'll usually get Intensive Personalised Employment Support for 15 months. You can get an additional 6 months of on-the-job support if you find employment.

JETS

Work and Health Programme Job Entry Targeted Support (JETS) is a government programme created to support people made unemployed by COVID-19 back into work.

JETS provides fast-paced continuous support to participants for up to six months, with an aim to get people back into work quickly.

Restart scheme

The Restart scheme will give Universal Credit claimants who have been out of work for at least 12 months enhanced support to find jobs in their local area.

Macclesfield 0845 604 3719

Crewe 0845 604 3719

Congleton 0800 169 0190

Springboard

Springboard helps people aged 19 years+ to gain the skills and confidence to fulfil their ambitions - at work and in life. The team have many years' experience in adult education and careers advice, with a professional approach to training and development and a passion for helping adults to gain new skills and achieve their goals.

Courses range from digital skills, Maths and English, ESOL and online training. They also have work hubs across the borough which are drop-in sessions to provide careers advice and support with all areas of job searching.

<https://springboard.me.uk/>

Tel 01260 290682

ACCOMMODATION AND INDEPENDENT LIVING

Young people often choose to remain living with their families, however if they express a wish to move out of the family home, then there are other alternative options available as discussed below.

Cheshire Home Choice - Independent living

If a young person has expressed a wish to live independently and has the skills and abilities to do this, then they can register online with Cheshire Home Choice.

Here the young person will be able to apply to the housing register and will be provided with a banding (A, B, C or D). The young person can then actively place bids on properties they like. Properties will be allocated to individuals on a priority basis.

Once allocated a property, if the young person is going to require some support with tenancy management, finance and budgeting or managing daily living chores then they can request a Care Act assessment to determine if they are eligible for some floating support.

Contact details for Cheshire home choice are:

- Speak to someone - 0300 123 5017 (10.30am-12.30 & 13.30-4.30pm)
- Email for advice: cheshirehomechoice@cheshireeast.gov.uk
- SOMEONE IS AT RISK OF HOMELESSNESS OR IS HOMELESS - <https://hpa2.org/refer/CHEAST>
- Apply for floating support or supported accommodation - www.cheshirehomechoice.org.uk/hrs

Supported living placements.

Once a Care Act assessment has been completed and it is determined that the young person has a **need** (assessed against the eligibility criteria set out under the Care Act) for a 24-hour supported living placement, social workers can refer to the local authority brokerage team. The brokerage team will distribute an anonymised pen picture of the individuals' needs to all care providers who are signed up to the complex needs framework.

The Local Authority also have an inhouse care provider known as Care4ce, which is to be explored initially before referring to the brokerage services.

Should care providers be able to meet the identified needs, the social worker will make contact to discuss proposals to ensure suitability and share the information with families and young people who can choose to explore the options further.



FRIENDS, RELATIONSHIPS, COMMUNITY

We want everyone to feel included and be part of their local community across the borough of Cheshire East. We have some fabulous social groups, activities, day opportunities that are available.

There are social groups to make new friends or socialising with your existing friends away from your educational setting. There are lots of new activities to try or to continue doing that you enjoy.

You can continue lifelong learning in a community setting where you can gain new skills and improve even more on those already learnt.

For keeping fit and healthy there are plenty of opportunities on offer, from multi-sport sessions, swimming, cycling, boccia, gym, dance, walking groups, horse riding, football and so much more.

Community Inclusion is a big part of the 'My Life, My Choice' strategy please follow the link for further information.

[My Life My, Choice - The Cheshire East All Age Learning Disabilities Strategy](#)

The Local Area Co-Ordinators can help with providing information and guidance on what is available and how they can help.



Introducing your Local Area Coordinator



This is me Sarah and my dog Bubba



I work with our Social Workers



I listen to what you like to do



I can help you to get out and about in your community



I can help you with working or volunteering



I can help you with fun things to do

Sarah Jacklin
Local Area Coordinator



Working for a *brighter future* together

Introducing your Local Area Coordinator



I can help you with your home



I can help with your money



I can help with making new friends in the community



I am here to help you



You can call me on 07717 733349



sarah.jacklin@cheshireeast.gov.uk

Sarah Jacklin
Local Area Coordinator


Cheshire East
Council
Working for a **brighter future** together

HEALTHY LIVING

Getting to know your local GP.

Anyone in England can register with a GP surgery to access NHS services and it is free to register.

You do not need proof of address, ID or an NHS number.

GP surgeries are usually the first contact if you have a health problem. They can treat many conditions and give health advice. They can also refer you to other NHS services. Most people need to register with a surgery close to where they live.

Annual health checks

All young people who have a diagnosed learning disability, should be placed on the learning disability register held at GP surgeries.

It is important that everyone over the age of 14 who is on their doctor's learning disability register has an annual health check.

An annual health check can help young people to stay well by talking to the doctor or nurse about their health and finding any problems early, so they can be treated.

Cheshire East Learning Disability service:

The Cheshire East specialist learning disability service is for adults from the age of 18 who have a learning disability, live in the Cheshire East locality and meet the eligibility criteria.

The role of the community team is to support people with learning disabilities to lead full and healthy lives within their local community.

The team is made up of health professionals who specialise in working with people with learning disabilities.

The members of the team work together to plan and provide a range of services for people with learning disabilities who may be experiencing additional needs. These needs may include mental health difficulties, complex health needs, communication difficulties, physical difficulties, challenging behaviour, epilepsy, autism, and specialist support for forensic issues.

Once a referral has been accepted a worker would be allocated to complete an initial assessment which would include collecting information on the persons:

- Background and family history
- Development through childhood and education
- Medication
- Physical health, mental health and communication needs
- Behaviour

By undertaking this thorough assessment, we aim to ensure that the most appropriate support is identified to meet the person's needs.

Referrals can be made by carers and professionals. To do this, you can call: Telephone: 01625 509 013 or email: cwp.ecldt.admin@nhs.net. For more information on this service please see attached leaflets.

Secondary Mental health care Services

The Mental Health Team Social Workers based within the Recovery Team will provide assessment and support to anyone aged 18 and over that is experiencing difficulties with their mental health that is impacting on their abilities to function fully within their everyday lives. If the mental health difficulties are secondary to another condition, it may be that another social work team are best placed to support the person and these discussions can take place at the time of referral.

Sensory services

Promoting confidence and independence for people with sight loss, and those with a dual sensory impairment (eyesight & hearing)

The team provide the following support:

- Information and advice at time of registration as Sight Impaired (Partially Sighted) or Severely Sight Impaired (Blind).
- Specialist assessment that addresses eye health, emotional, physical, financial and social needs and those of carers if appropriate.
- Essential training and advice to enable blind or partially sighted people to learn and develop the rights skills to ensure they can get around safely and continue to do the everyday activities that are important to them.
- Vision rehabilitation services are available at any point, whether sight loss is recent or occurred many years ago. Circumstance can change, for example a person's sight could get worse, they may move house or need to learn a new route, or they may feel ready to acquire new skills.
- Referring or signposting to other agencies that can offer support.

Referrals

Many people are referred into the service as a result of being certified as Sight Impaired or Severely Sight Impaired. Other agencies can also refer where there is a diagnosed visual condition or where a person's functional vision impacts upon their day-to-day activities. Self-referrals or referrals by family or carers are also welcome.



HEALTH



MEDS ACTIVE



Annual
HEALTH
CHECK

SAFEGUARDING

All adults have the right to live free from fear, harm, abuse, and exploitation. Most adults can protect themselves from harm; however, there may be times in your life when a bit of extra help may be needed. This may be due to illness, age, or disability.

When you or someone else raises a safeguarding concern (or sometimes this can be anonymous) to Cheshire East Council that you are experiencing abuse or harm, then it is essential that you are listened to. It is our job to look into this along with colleagues perhaps from the police or health workers.

How Safeguarding works

A member of staff will contact you to find out what has happened and what you would like to happen next? You may require information or want a full enquiry to take place. You will be involved in all stages of the process.

You will be involved in an enquiry as will any of your family and friends if you wish them to be.

You will be invited to participate in meetings. You may come alone, with a representative or send someone on your behalf. If you choose not to attend your views will be represented and you will be advised of the outcome.



SUPPORT FOR CARERS

This information is for people who provide or intend to provide necessary care for another adult, living in the Cheshire East area, who have care and support needs.

The transition from children to adult services marks the start of the next phase of a youngster's life. It's a huge step for everyone involved. You'll all need to get used to different services and places, working with a new group of people, possibly dealing with a big change in living arrangements, and - often most difficult of all - navigating a whole new system of support.

All this comes at a time when, like all their peers, your teenager is trying to establish their own 'new' identity as a young adult. As a parent or carer, you'll no doubt have your own feelings and worries about how they'll cope in the world as they gain more independence.

So, whether it's support to continue living in the family home or to find a home of their own, support for a gradual move towards greater independence or support to find and secure the perfect tenancy, we know that the ideal solution will be the one that answers the individual's needs and aspirations best.

Who is considered a carer?

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help beyond what is normal for their age or because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.

Who are parent carers?

Parent carers provide support to their children, including grown up children who could not manage without their help.

The child/adult can be ill, disabled, or have mental health or substance misuse problems.

As a parent carer, you are less likely to see yourself as a carer - and health and social care professionals are also less likely to see you as a carer.

This is important, because once you recognize you are a carer and that your role may be causing additional practical, emotional, or financial worries, then you are more likely to look for support - which is out there!

You are not regarded as a carer if the care you provide is:

- Under or by virtue of a contract or
- Part of voluntary work

What are carers assessments?

The Care Act 2014 entitles you as a carer to a clear right to an assessment of your needs regardless of your income and finances or the level of care you provide. A carers assessment is an opportunity for you to discuss what support as a carer you require.

The assessment will look at how caring affects your wellbeing, including for example, your physical, mental, and emotional needs and whether you are able and willing to continue to carry on the caring role.

Who is entitled to a carer's assessment?

If you are or intend to provide any care for another adults and it appears you may have any level of need for support, you should be offered an assessment. This includes if you provide care to an adult who does not have eligible care and support needs.

How to get a carer's assessment?

To request a carer's assessment:

Telephone Cheshire East Council on **0300 123 5010** or the easiest way to get your enquiry to the right team is to fill in the form on the relevant web page. You can do this at any time of day or night. The web page will have email addresses and telephone numbers if you have difficulties using the form.

If you don't know which service deals with your query you can use our contact form which will direct, you to the correct webpage.

https://form.cheshireeast.gov.uk/service/Contact_us

You or someone on your behalf such as a GP can ask for a carers assessment.

A carers assessment may be carried out by either a worker from the transition team or by a worker from The Cheshire East Carers Hub.

The Cheshire East Carers Hub provides a single point of access for all carers. The Hub exists to make sure all carers have access to information, advice, and a wide range of support services.

How to contact Cheshire East Carers Hub

If you would like to know more information on how we can support you, please contact us using the details below or visit our website www.cheshireeastcarershub.co.uk

Tel: 0300 303 0208

Email: Enquiries@cheshireeastcarershub.co.uk

Our support will be personalised and holistic and will consider with you all the areas of your life and what is important to and for you.

This could include:

- A statutory carers assessment
- One to one support
- Peer support and groups
- Activities
- Carer Breaks
- Training relevant to your caring role
- Volunteering opportunities
- Referrals and signposting to our partners
- Opportunities to shape the service we provide.

Other useful links in regards carers assessments:

<https://contact.org.uk/wp-content/uploads/2021/03/Carers-assessments.pdf>

<https://www.carersuk.org/help-and-advice/practical-support/carers-assessment/>

<https://livewellservices.cheshireeast.gov.uk/Services/4387>

<https://councilfordisabledchildren.org.uk/sites/default/files/uploads/files/Duties%20to%20parent%20carers%20and%20carer.pdf>

<https://www.mobiliseonline.co.uk/post/things-a-parent-carer-n-know>



USEFUL INFORMATION / CONTACT DETAILS

Learning Disability Service Duty number: 01260 387705

Community Mental Health Teams - 01270 655287 (Crewe),
01625 505634 (Macclesfield).

Cheshire and Wirral Partnership (CWP) 24 Hour Mental Health
Crisis Support line (open to all ages 24/7) - 0800 145 6485.

Cheshire East Live well - [Live Well Cheshire East](#)

Care Directory - [Cheshire East Care Services Directory 2023-24](#)

Parent Carer Forum - cheshireeastpcf@gmail.com

Advice on benefits and work from GOV.UK
<https://www.gov.uk/disabilities>

Advocacy Services- [VoiceAbility | Cheshire](#)

Adult Social Care referral contact: 0300 123 5010

For Emergency Social Care support out of hours: 0330 123 5022.