

## Key Information Handover Document

Below are the contacts and information that you need to know and the process for the handover.

### **Key contacts:**

The staff below are available Monday to Friday 9-5pm except for Elliot who does not work on a Wednesday but is available from 8-6pm on a Tuesday, Thursday and Friday.

#### **Maggie Evans – Director of Operations**

**Role:** *Overall lead on 24/7 project and operational lead on Hourglass helpline and online services. In an emergency you can also call Maggie.*

**M:** 07717 573 947

**E:** [maggiievans@wearehourglass.org](mailto:maggiievans@wearehourglass.org)

#### **Angie Greenaway-Samuel – Helpline Manager**

**Role:** *The lead on Hourglass's UK wide helpline, main contact for the team of Helpline staff and volunteers.*

**M:** 07379 262 042

**E:** [angiegreenaway-samuel@wearehourglass.org](mailto:angiegreenaway-samuel@wearehourglass.org)

#### **Elliot Hunter – Information Manager**

**Role:** *The lead on our online entry points for support and advice, the online Knowledge Bank and general technical support. Elliot is also an expert on CRM queries.*

**M:** 07496 819 771

**E:** [ElliotHunter@wearehourglass.org](mailto:ElliotHunter@wearehourglass.org)

#### **CRM Support Junari**

Open from 8:30am to 5:30pm

**E:** [support@junari.com](mailto:support@junari.com)

#### **Hourglass communication provider Circle Cloud:**

The main contact is Axel Molist.

**T:** 0333 043 6600

**E:** [support@circle.cloud](mailto:support@circle.cloud)

#### **Interaction Handlers assigned for daily handovers \***

Monday	Isobel Irwin	E: <a href="mailto:isobelirwin@wearehourglass.org">isobelirwin@wearehourglass.org</a> E: <a href="mailto:maggiievans@wearehourglass.org">maggiievans@wearehourglass.org</a>
Tuesday	Elliot Hunter	E: <a href="mailto:ElliotHunter@wearehourglass.org">ElliotHunter@wearehourglass.org</a> E: <a href="mailto:maggiievans@wearehourglass.org">maggiievans@wearehourglass.org</a>
Wednesday	Angie & Maggie	E: <a href="mailto:angiegreenaway-samuel@wearehourglass.org">angiegreenaway-samuel@wearehourglass.org</a> E: <a href="mailto:maggiievans@wearehourglass.org">maggiievans@wearehourglass.org</a>
Thursday	Elliot Hunter	E: <a href="mailto:ElliotHunter@wearehourglass.org">ElliotHunter@wearehourglass.org</a> E: <a href="mailto:maggiievans@wearehourglass.org">maggiievans@wearehourglass.org</a>
Friday	Isobel Irwin	E: <a href="mailto:isobelirwin@wearehourglass.org">isobelirwin@wearehourglass.org</a> E: <a href="mailto:maggiievans@wearehourglass.org">maggiievans@wearehourglass.org</a>

\*Please note these names are likely to change when our new staff are ready. We will keep you informed.

<b>CRM:</b>	<p>This is how to notify us of a task e.g.: -</p> <ul style="list-style-type: none"> <li>• a call-back</li> <li>• a referral to Community Response (CR)</li> <li>• a Safeguarding referral</li> <li>• a complaint</li> <li>• leaflet requests</li> </ul> <p>Enter the all details in the CRM and assign the CRM to a name Interaction Handler for each day of the week and press save. This will send out an email to the Interaction Handler.</p> <p>You can only add one Interaction Handler at a time. To send a task to multiple Interaction Handlers, edit the CRM and change the name of the Interaction Handler and save it. You repeat the process for each person and each time you do this, a notification will be sent via email.</p> <p>Please see the document called – “Interaction Handler Procedure”.</p>
<b>Call-backs:</b>	<p>Do any callers need a call back during the daytime, Monday to Friday between 9-5pm? Do we have their permission and contact number?</p> <p>We cannot guarantee a call back at the exact time requested but we will endeavour to do our best.</p>
<b>Challenges:</b>	<p>Have there been any challenging calls that have tested your knowledge? Let us know if you need any further information or training. Also let us know if you experience any internal IT or telephony issues.</p> <p>We will advise you if there are any challenges during the day that may be pertinent to you during the evening.</p>
<b>Complaints:</b>	<p>Has anyone complained about our service? Please capture the details and let us know if you were able to resolve the complaint.</p> <p>Please see the document called – “Hourglass Complaints Procedure”.</p>
<b>Feedback:</b>	<p>If you receive any positive feedback and/or quotes, it would be beneficial for us to receive this feedback. We could anonymize this unless permission is given.</p> <p>We use feedback on our website and on social media.</p>
<b>Media:</b>	<p>If anyone asks if they can share their story with Hourglass, please pass on this information to us.</p>

	<p>We cannot guarantee that each story shared will become a case study but we can start a conversation to explore this further.</p> <p>If we know of any media activity that could affect the call volume, we will email Rachael &amp; Abbie.</p>
<b>Leaflets:</b>	<p>If leaflets have been requested please let us know what sort of information leaflets they need. Also, how many and the postal address.</p> <p>We have some leaflets on the different types of abuse which can be downloaded from our website if preferred. The link is here <a href="https://wearehourglass.org/abuse">https://wearehourglass.org/abuse</a></p>
<b>Referral:</b> - <b>Community Response (CR)</b>	<p>At this moment, this is suitable for those who live in Scotland, Northern Ireland and the South of England, who would benefit from a more localised service, or in-depth knowledge or support.</p> <p>The victim must live in one of these areas. If we are supporting the caller, they need to live in the area.</p> <p>Ask if the caller/victim would like to be referred to one of our Hubs above. This is currently a telephone support only. We need their consent to be referred but this does not guarantee they will be taken on. An assessment will be carried out by the day time team.</p> <p>In Sussex and Wokingham only, older victims of domestic abuse can get support from our trained Independent Domestic Violence Advocates (IDVA's). The South of England CR Hub can support individuals living in Kent, Sussex, Brighton and Hove, Hampshire, Isle of Wight.</p> <p>Make a note on the CRM that the individual is a CR referral.</p>
<b>Referral:</b> - <b>Safeguarding</b>	<p>Are there any safeguarding referrals that need to be done? Do we have the caller's consent or is this a circumstance that does not require consent?</p> <p>Please see the document called – "Current Safeguarding Teams Contacts – All nations" and "Hourglass Safeguarding Policy".</p>
<b>Repeat or difficult callers:</b>	<p>Please let us know if there have been any repeat or difficult callers.</p> <p>We will let you know if there have been repeat or difficult callers during the day.</p> <p>Please see the document called – "Hourglass Repeat Callers".</p>
<b>Any other business:</b>	<p>Please share any thoughts or observations that you feel are relevant.</p>



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