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www.peoplefirstinfo.org.uk/wldp

Duty Case Manager



"Our aim is to help people with a learning disability to keep safe, healthy and active in the community."



What is a Duty Case Manager?



All Case Managers who work with people with a learning disability, take turns at being a **Duty Case Manager** for the day:

First talk to the people that help and support you.



If they are unable to help, call your Case Manager or Placement Monitoring Officer.

If they are not in the office; **A Duty Case Manager** can help.



A Duty Case Manager will help if the matter cannot wait.



If you do not have a Case Manager or Placement Monitoring officer, you can book an appointment to see the **Duty Case Manager**.

If the **Duty Case Manager** thinks the matter cannot wait, they will help you on the day.



Some examples of problems that a Duty Case Manager helps with:

Money

Call the Benefits Office, when your money has not arrived.

Housing

Advice on housing



Health

Advice about health checks and who to contact



Support

When support you were expecting does not come



Call the **Duty Case Manager**

020 7641 7411 or



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