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Title: Emergency Duty Team

Aim / Summary: The Emergency Duty Team provides a dedicated Out of Hours Emergency Social Care service to residents of Nottinghamshire

Document type (please choose one)

Policy		Guidance	✓
Strategy		Procedure	

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Emergency Duty Team

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Subject Areas (choose all relevant)

About the Council		Older people	✓
Births, Deaths, Marriages		Parking	
Business		Recycling and Waste	
Children and Families	✓	Roads	
Countryside & Environment		Schools	
History and Heritage		Social Care	✓
Jobs		Staff	
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libraries			

Author: Service Manager
Emergency Duty Team

Responsible team: Emergency Duty
Team

Contact number: 0115 8042534

Contact email:
Sonia.cakmak@nottsc.gov.uk

Please include any supporting documents

1.

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Information updated by Service Manager EDT



Emergency Duty Team Guidance

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1. The Role of the Emergency Duty Team

The Emergency Duty Team (EDT) is a social work service which operates outside of normal office hours, 365 days a year, dealing with crises which cannot wait until the next working day.

The team receives a large number of referrals, many of these are about people who are already known to the Council. Access to the service is through a public number, **0300 456 45 46**. The team covers the whole of Nottinghamshire for all service user groups.

All calls are responded to by a qualified social worker and one Team Manager is always present throughout the shift. Two social workers are on shift with the manager, but this drops to one manager in the office and one social worker on standby between 01:00-08.30. At weekends there are 3 social workers on shift. The manager provides an overview of the service throughout the shift, prioritises work, undertakes managerial tasks and statutory responsibilities.

EDT provides emergency cover for statutory social care functions. It is not a general service for ongoing casework or care management, for continuing work on behalf of the daytime teams.

Frequently, service users referred to EDT are open to daytime teams, and there is a reasonable anticipation that crises/emergencies will happen outside office hours. Examples of these are where:

- It is known and assessed that there is a substantial element of uncertainty, instability or unpredictability that is likely to leave the service user or others around them, at risk.

- A service user has developed a short-term pattern of going missing from where they should be living, particularly where the Council is providing or has agreed to provide accommodation.
- A person is in the custody of other statutory services and the Council is likely to be required to undertake a statutory obligation.

If such situations arise there is an agreement that daytime services alert EDT during office hours. This should be by using the EDT alert function in Mosaic for the more straightforward circumstances, with a follow up call by telephone for situations requiring a discussion of greater complexity, or if EDT are being requested to act. EDT should also be made aware of any specific information, contacts or resources that are seen as necessary to deliver a service effectively.

1.1 How to get in touch with the EDT

There is one telephone number to access the service. A message needs to be left and wait for a phone call. If a social worker or team manager cannot answer the calls directly the call will automatically default to an answer machine if all lines are busy. All calls will be responded to.

Contact numbers:	
Public telephone number:	0300 456 45 46
Daytime admin number	01623 683683

1.2 Hours of operation

The EDT is available Monday to Thursday from 5pm to 8.30am and Friday from 4.30pm until 8.30am on Monday. During weekends and all public holidays, a 24 hour service is provided.

1.3 Services provided by the EDT

Nottinghamshire County Emergency Duty Team has responsibilities in relation to children and their families, people with mental health problems, disabilities, and vulnerable adults, we cover all aspects of these services, apart from mental health assessments. There is a Countywide AMHP team that undertakes Mental Health Act Assessments.

EDT provides a full range of Statutory social care services and give priority to the most urgent and high-risk situations. Some examples are:

- Child protection concerns, referred by the public and other agencies
- Safeguarding concerns regarding vulnerable adults
- Children and Adults experiencing mental ill health. We do not complete Mental Health Act assessments but can offer advice and support.
- Vulnerable adults who need support; or their usual support networks have broken down
- Families in crisis
- Missing young people and vulnerable adults
- Services to the courts and police in relation to youth offending and vulnerable adults
- Unaccompanied minors seeking asylum

- Looked after young people and their carers
- Vulnerable homeless people.

1.4 Commissioning Services

The team has no cash budgets. EDT Team Manager can authorise and commission resources in house and external. This will be authorised until the next working day, and this will then be delegated to the responsible local team budget. High-cost commissioning of children and adult services may require authorisation by an on call Group Head.

2. COMMUNICATION BETWEEN TEAMS

2.1 Day time services communicating with the EDT

To ensure that the above arrangements work effectively it is important that when communicating with EDT - any alert that requires EDT to take action should require a telephone discussion with the EDT manager

- Alerts are sent via Mosaic where it can be reasonably anticipated that there will be some difficulties/instability prior to the next working day.
- EDT is provided with up to date contact numbers.

EDT will, if involved out of hours, enter details of involvement into Mosaic and will ensure that daytime services are informed of the team's involvement via the case note alert system if an open case, or by a contact to the relevant team if it is a new referral or a re-referral to the relevant department. There is a separate system of recording if computer systems are down.

2.1.1 Alerts

There is a team manager at the Emergency Duty Team Monday – Thursday from 4.30pm (4.00 pm on Fridays) to receive alerts. When sending the alert, please include information on the following points:

- What do you anticipate will be the crisis/emergency need?
- What action have you taken so far to avert the circumstances?
- What alternatives have you explored (e.g., relatives, placements, admission)?
- What would you wish the EDT to do in the event of the crisis occurring?
- If you anticipate accommodation, please arrange and supply details.

Please note that the EDT does not have any exclusive access to resources out of hours.

2.2 The Emergency Duty Team communicating with Senior Managers

The EDT team manager will ensure, where appropriate, that senior managers are informed of referrals. A rota of senior managers on standby cover (Group Managers) ensures that advice and assistance is always available to EDT during every shift.

This is used only in cases that:

- Are media worthy
- Child death or suspected non accidental death of a child

- Death/serious injury of a service user in local authority accommodation
- Serious safeguarding concern
- Where contact is needed to meet circumstances where authority has not been/cannot be delegated or where policy/procedures require authorisation. Such as secure accommodation agreement on welfare grounds (Service Director Children's Social Care) or Consent to an invasive medical procedure on a Looked After Child.
- Where there is no current involvement with a service user, but the team manager EDT identifies a need to discuss a situation with a senior manager call group manager.
- Occasionally the team manager may need to seek approval for a proposed course of action for instance to: Obtain authorisation for significant resource allocation (purchasing of services beyond the scope/capacity of the direct service provision, such as Placement within an Independent Fostering Agency (Group Manager).
- Sudden significant increase in demand for service provision, for example, a major influx of asylum seekers, closure of a private residential home, support during times of civil emergency if requested by the rest centre co-ordinator.
- Where contact is necessary to fulfil responsibilities under agreed protocols.

EDT continues to notify team/duty managers on the following working day of significant activity/referrals that relate to the responsibilities of their team.

2.3 EDT links to other service areas

As there is an ongoing need to maintain operational links with all of the relevant departments, the following arrangements have been agreed:

All Adult Services
Newark, Bassetlaw, Mansfield, and Ashfield,

All Adult Services
Broxtowe, Gedling, and Rushcliffe

All Children's Services Teams MASH, Assessment Team North, and Assessment Team South

The role of the link manager is simply to form a working relationship and to engage in communication on key areas of practice/operations at the interface between daytime and emergency services.

3. Role of Service Manager - EDT

It is not part of the role of the service manager for the EDT to provide out of hours management cover for the casework and service issues described. Their role is confined to issues relating to the operational matters which need authorisation for resource use, or the need to be appraised of highly sensitive situations.