

What happens if the Emergency Duty Team cannot provide me with a service?

If the Emergency Duty Team cannot provide a service you will be told why and be given advice about who else may be able to help you.

What if I would like to make a comment, suggestion or a complaint about the service?

If you would like to comment on the service you can either:

Telephone or write to the Emergency Duty Team Manager

Nadine Gregory on 01905 358116 or e-mail ngregory@worcestershire.gov.uk or

Telephone the Emergency Duty Team on 01905 358116 and ask for a Comments, Suggestions or Complaints form to be sent to you.
or

Write or telephone, Worcestershire County Council's Consumer Relations Officer at County Hall
Spetchley Road
Worcester WR5 2NP
01905 763763.

**Worcestershire Social Services
Emergency Duty Team (EDT)**

*Providing a service for
Worcestershire and Herefordshire*



If you require information in an alternative format please telephone
01905 766915

If you require more information visit
www.worcestershire.gov.uk

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General Information
about EDT



 **worcestershire
countycouncil**

What does this service offer?

The aim of the service is to assist adults and children outside normal office hours who have difficulties that are causing them serious risk or concern that cannot be left until the start of the next working day.

This service is available to anyone who is resident in Worcestershire or Herefordshire. The team provides these services outside normal office hours and bank holidays. These are: 5pm to 9am Monday to Thursday and 4.30pm on Friday to 9am Monday.

Normally the involvement of the Emergency Duty Team will continue until the start of the next working day when the locality team workers are available. If on-going services, assessment or support are needed, these will be arranged and provided by your local Social Services team. However, the Emergency Duty Team will pass all the relevant information to your local team on the next working day so that they can decide if and how they can help you.

All users of the Emergency Duty Team will be provided with a service that is fair and equal regardless of colour, disability, language needs, age, sexual orientation or gender.

What situations are treated as an emergency?

There are a number of situations in which the Emergency Duty Team will become involved to ensure the safety of an individual and the community. Examples of emergency situations are where:

- There are serious Child Protection and Welfare concerns
- Urgent assistance and advice is required by families and/or carers
- Older people are at risk
- People with Learning or Physical Disabilities need assistance.

When should I call the Emergency Duty Team?

You should call the Emergency Duty Team only if someone's safety and/or welfare is at serious risk and the situation cannot wait until 9am on the next working day for assistance and/or support.

Are there situations the Emergency Duty Team cannot assist with?

The Emergency Duty Team does not have access to emergency accommodation for Adults who claim to be homeless; such cases should be referred to Emergency Housing Services Team.

The Emergency Duty Team does not have access to emergency finance; such cases should be referred to the Department of Work and Pensions Emergency Service.

The Emergency Duty Team does not provide an emergency service during Social Services office hours.

