

The Emergency Duty Team

What is the Emergency Duty Team?

The Emergency Duty Team (EDT) are a County Wide Service which provides a social work response outside of normal office hours: EDT's function is to respond to absolute emergencies that definitely cannot wait until the next working day.

They provide a service for adults, children, young people and families who are in need of urgent support and/or safeguarding.

The referral process:

EDT is operational:

Monday to Thursday from 5pm –8.30 am
Friday from 4pm across the weekend until 8.30am
Monday morning.

The service extends to all Bank Holiday Periods.

Referrals are made via phone on 0800 833 408 (option 2).

Each referral will be considered and prioritised within their triage system.

Safeguarding concerns are their priority and will be acted upon by EDT over any out of hours period.

All contact is recorded and shared with their Day Time colleagues e.g. allocated social worker or the MASH.

Common Misconceptions:

- EDT do not provide finances on request. They will however provide essentials but only after this has been assessed.

- EDT do not have housing stock and therefore utilise the support of their housing colleagues for such enquiries

The Team Consists of:

- Team Manager
- Assistant Team Manager
- 5 experienced Social Workers.

These are their substantive roles. The Team works on a rotating shift pattern.

In addition to the regular team, they also have On-call workers (1 from the Adults Team & 1 from the Children's Team).

What is their main role/function?

EDT are responsible for:

- Being the point of contact for emergency services requiring information from Social Care
- Managing urgent incoming enquiries by phone and email, signposting where appropriate
- Acting as an Appropriate Adult for children and vulnerable adults
- Taking Emergency, out-of-hours calls, for the Local Housing Authorities (LHA)
- Following up urgent case work from Social Work Teams, where the work cannot wait until the next day
- Carrying out Visits



When EDT are contacted by a homeless person they will:

Gather as much information as they can, to assess the immediate need, including:

- Circumstances around homelessness
- If they are known to services
- Local Connection
- If Oxfordshire County Council have any duties to them
- Negotiate where possible, for somewhere safe for them to stay, until the next day (friend/family)
- Contact the 'on-call' worker at the Local Housing Authorities.

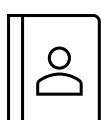
- EDT record all their actions with each case
- EDT will follow up on cases, so they can record the outcomes

Contact details:

OSAB@oxfordshire.gov.uk

Worried about an adult?

[How to report concerns - Oxford Safeguarding Adults Board \(osab.co.uk\)](http://www.osab.co.uk)



The learning aim of this 7-minute Briefing is derived from the Safeguarding Adult Review (SAR) Adult Ian.