



Coventry City Council

# One Minute Guide

## Emergency Duty Team

### **What is an Emergency Duty Team?**

The Emergency Duty Team (EDT) is a small team of qualified, specially trained and experienced senior social workers who provide an emergency response outside of office hours on behalf of Coventry City Council. The EDT is available 365 days a year and starts as daytime services finish and continues through the evening, night and any Bank Holidays until daytime services resume. There is one social worker on shift at any time.

EDT provides an out of hours response to all children, young people, adults, elderly and housing emergencies outside of the normal working hours of mainstream services in Coventry.

This is an emergency service which responds to unforeseen or unplanned situations arising out of hours.

### **Responsibilities**

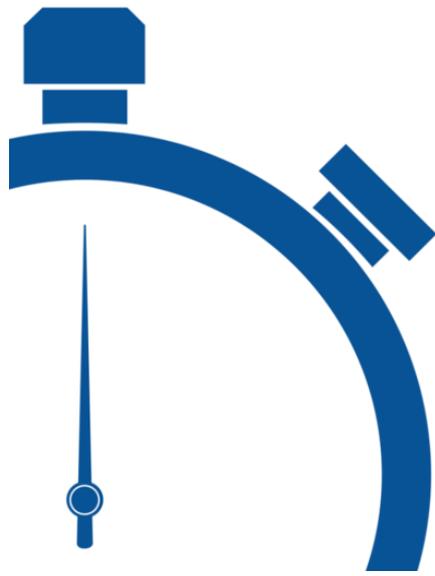
The responsibility of the EDT is to respond to Children's Services, Adults Social Care and housing emergencies where the urgency of the situation requires action at a time when mainstream services are not available.

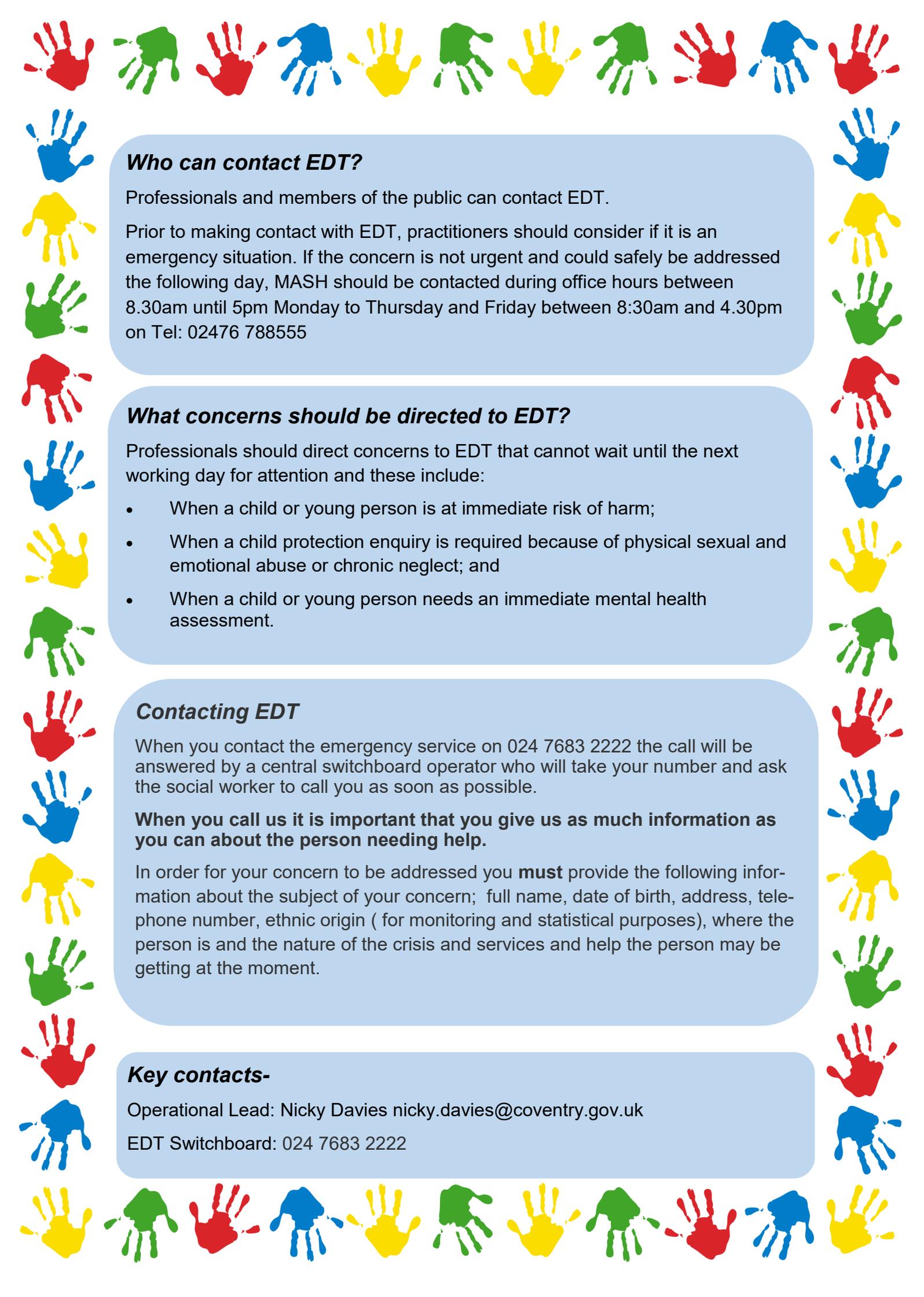
The Emergency Duty Officer prioritises referrals according to the level of risk faced by an individual.

The team has access to both Children's Services and Adult's Services recording policy and all information, actions and decisions are recorded to for hand over the next working day.

### **How to contact EDT**

To contact the EDT, the referrer will ring the Emergency Services Unit on 02476 832222. The Emergency Service Unit will contact the Emergency Duty Officer (EDO) on duty and the Emergency Duty Officer will then ring the referrer.





### **Who can contact EDT?**

Professionals and members of the public can contact EDT.

Prior to making contact with EDT, practitioners should consider if it is an emergency situation. If the concern is not urgent and could safely be addressed the following day, MASH should be contacted during office hours between 8.30am until 5pm Monday to Thursday and Friday between 8:30am and 4.30pm on Tel: 02476 788555

### **What concerns should be directed to EDT?**

Professionals should direct concerns to EDT that cannot wait until the next working day for attention and these include:

- When a child or young person is at immediate risk of harm;
- When a child protection enquiry is required because of physical sexual and emotional abuse or chronic neglect; and
- When a child or young person needs an immediate mental health assessment.

### **Contacting EDT**

When you contact the emergency service on 024 7683 2222 the call will be answered by a central switchboard operator who will take your number and ask the social worker to call you as soon as possible.

**When you call us it is important that you give us as much information as you can about the person needing help.**

In order for your concern to be addressed you **must** provide the following information about the subject of your concern; full name, date of birth, address, telephone number, ethnic origin ( for monitoring and statistical purposes), where the person is and the nature of the crisis and services and help the person may be getting at the moment.

### **Key contacts-**

Operational Lead: Nicky Davies [nicky.davies@coventry.gov.uk](mailto:nicky.davies@coventry.gov.uk)

EDT Switchboard: 024 7683 2222