



Information Governance Team

Postal Address:
Coventry City Council
PO Box 7097
Coventry
CV6 9SL

www.coventry.gov.uk

E mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

21 September 2026

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI866162526

Thank you for your request for information relating to Emergency Duty Team (EDT) / Out of Hours Service.

You have requested the following information:

Please provide the following information regarding your Emergency Duty Team (EDT) / Out of Hours Service.

1. Service Delivery Model

How is your Emergency Duty Team (EDT) / Out of Hours Service delivered?

Please confirm whether the service is:

- In-house;
- A shared service with one or more local authorities; or
- Delivered through an external provider.

If the service is shared or externally provided, please identify:

The Local Authority operates its own out of hours Emergency Duty Service for Children's Social Care, Adults Social Care and Housing.

- The provider;
- The local authority areas covered; and
- The annual cost charged to your authority for:

Not applicable.

2. Population Covered

What resident population does the service cover?

364, 766. This is the whole Coventry mid-year population estimate for 2025 from The Office of National Statistics. This is the latest available estimate.

3. Service Demand

How many contacts, referrals, requests for service or enquiries were received by the EDT during:

- 2024/25; and
- 2025/26?

FiscalYear	Total Calls
2024-25	8587
2025-26	8471

4. Service Cost

Please provide:

- **Actual expenditure for the EDT service during 2024/25;**

£591,708

- **Actual expenditure for the EDT service during 2025/26; and**

£634,558

- **Budgeted expenditure for the EDT service during 2026/27.**

£541,913

5. Staffing and Scope of Service

Please provide the current staffing establishment/team structure for the EDT service, including:

	2024/25 budget	2025/26 budget	2026/27 budget
The number of established posts by role	6 casual figure unavailable	8 + 26 casual	8 + 22 casual
The number of vacant posts by role	2	2	2
Total staffing expenditure budget	£416,266	£485,261	£466,395*

*2026/27 Budget does not yet include 26/27 pay award which will be added once agreed. It also

reflects a decrease in the Employer's pension contribution rate compared to 25/26.

Please also confirm whether the EDT service provides:

• **Children's Social Care services;**

Yes.

• **Adult Social Care services;**

Yes.

• **Housing/Homelessness services; and/or**

Yes.

• **Approved Mental Health Professional (AMHP) services.**

No.

6. Rota and Shift Arrangements

Please provide a copy of the current EDT rota, staffing schedule or shift pattern showing staffing levels and shift arrangements, with personal information redacted as necessary.

Rota:

There is a rota in place for Senior Practitioners on a variable shift pattern. Shift timings are as set out within the below table.

Shifts (includes handover)	Day	Hours
16:45 -00:30	Monday – Thursday (Shift 1)	7.15
16:15 -00:30	Friday (Shift 1)	7.45
23:50 -09:00	Monday –Friday (Shift 2)	8.40
08:20 -21:00	Saturday & Sunday (Shift 1)	12.10
20:20 - 09:00	Saturday & Sunday (Shift 2)	12.10

There is a fortnightly rotating rota in place for Children & Family workers. Shift timings are as set out within the below table.

Shifts	Day	Hours
15.00- 23.45	Monday -Thursday	7.15
14.45- 23.45	Friday	8.15
11.00- 23.00	Saturday	9.30
11.00- 23.00	Sunday	6.30

N.B. All staff have a break incorporated into shifts.

Team meetings, group supervision and individual team member supervisions are all part of the rota for EDT. These meetings take place once per month.

Handover:

There is a handover incorporated into the shift pattern which is 40 minutes in duration between Senior Practitioners. A handover takes place each weekday between EDT and Children FIRST (formerly known as MASH).

The Children & Family workers handover to Senior Practitioners at the end of shift.

There is a handover document which is completed at the end of each shift and shared with either the practitioner commencing shift/or a MASH team member.

Number of staff on shift:

When the Children & Family worker are on shift, there are two staff members on shift during these times. During shift 2, for Senior Practitioners, there is one member of staff working.

On call rota:

There is an on call Senior Manager rota consisting of an on call Operational Lead and Strategic Lead at all times.

7. Reviews and Business Cases**Please provide copies of any:**

- EDT service reviews;
 - Options appraisals;
 - Transformation proposals;
 - Business cases; or
 - Service redesign reports
- completed within the last five years.**

Business Case for Organisational Change January 2025 attached which is redacted for names of staff. This has been done as the Council considers that this information meets the definition for personal data set out in Section 3(2) and 3(3) of the Data Protection Act 2018 (DPA) as:

(2) personal data means any information relating to an identified or identifiable living individual (subject to subsection (14)(c))”

(3) “Identifiable living individual” means a living individual who can be identified, directly or indirectly, in particular by reference to –

- (a) an identifier such as a name, an identification number, location data or an online identifier, or*
- (b) one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.”*

The Council thus considers that the requested information is caught by the exemption to disclosure contained in Section 40 (2) of the FOI Act and the related first condition of Section 40 (3).

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance