

# One minute guide

October 2016

## Emergency Duty Team

### What is the Emergency Duty Team?

The Emergency Duty Team (EDT) is a team of qualified, specially trained and experienced social workers who provide an emergency response out of hours where a child or young person (up to the age of 18) or Adult is at risk of significant harm.

### Who can contact EDT?

Any individual can contact EDT if they are concerned about an individual.

Where a member of the public believes that a child/young person or adult is in immediate danger or at risk of significant harm, they should ring 999 and ask for the police.

### What concerns should be directed to Children's EDT?

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

- When it is felt a child or young person is at immediate risk of harm;
- When a child protection investigation is needed (because of physical sexual and emotional abuse or chronic neglect); and when a child or young person needs an immediate mental health assessment.

### What do we mean by 'office hours' and 'out of hours'?

During office hours, concerns about the safety of a child or young person should be directed by practitioners to the Multi Agency Safeguarding Hub – 8.45 am until 5.20 pm (Mon – Thurs) and 4.30 pm (Friday)

Out of these hours, weekends and Bank Holidays such concerns should be directed to EDT

## What enquiries can wait until the next working day?

Where an enquiry can wait until the next working day, practitioners should avoid contacting EDT. The enquiry might be important to the practitioner but not an emergency. This includes:

When a practitioner would like to make contact with Children's Social Care to have a conversation about a concern they have for a child that might lead to a referral – but the child or young person is not at immediate risk of significant harm;

When a practitioner would like to pass on a message to a social worker or other social work practitioner;

Any issues around contact arrangements between children and their parents;

Where one parent has been taken to hospital but the other parent or family members are caring appropriately for the child.

## What should practitioners do?

When thinking about whether to contact EDT, practitioners should decide if it is an emergency situation or not and whether they should wait until the next working day to contact the Multi Agency Safeguarding Hub.

When contacting EDT, practitioners should provide as much accurate, current and relevant information as possible so that the team can respond effectively to the emergency.

## Key contacts and for more information

Practitioners can contact EDT on tel: 0300 300 8123

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