

# **One minute guide: Wirral Emergency Duty Team for Childrens Services**

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

The Emergency Duty Team (EDT) is a small team of qualified, specially trained, and experienced social workers / Approved Mental Health Professionals, who provide an emergency response outside of office hours on behalf of Adults and Children's Social Work Service.

EDT work 365 days a year and will consider a response for any child, young person or Vulnerable adult who is at risk of significant harm.

EDT starts as daytime services finish and continues through the evening, night and any Bank Holidays until daytime services resume.

There is usually, 1 EDT manager available from 16:30 hrs until 20:00 hrs, and two social workers on shift from 17:00 hrs until 09:00 hrs.

# Who can contact EDT?

- People who are in crisis or have a concern about a Vulnerable adult or Young person or child's welfare or wellbeing
- Practitioners ringing in a professional capacity can contact Wirral EDT via email but must also leave telephone number for EDT to contact the referrer on beyond office hours.

Prior to making a referral to EDT, practitioners should consider if it is an emergency situation that will not wait for the following working day.

Wirral Social workers should discuss all EDT referrals with their Team Manager or Advanced Practitioner or Operational Lead and agree a clear plan prior to referral to EDT.

Referrals should be emailed to EDT [edt@wirral.gov.uk](mailto:edt@wirral.gov.uk) and discussed with the EDT team manager or EDT social worker, please leave a contact telephone number on the email.

If you have not had this discussion, please do not assume this work has been received and accepted by EDT.

Robust handovers are required to ensure all work is received, accepted, and planned, to ensure people receive the right service at the right time.

If the concern can wait until the next day, Please ring:

Concerns involving a child please contact, Integrated Front Door (IFD) 0151 606 2008.

For Concerns involving an adult please contact, Central Advice and Duty (CADT) Team 0151 514 2222 option 3.

Or the relevant Locality team for people who have an allocated Worker should be contacted during office hours between 9am until 5pm Monday to Friday

## **What concerns should be directed to EDT and which shouldn't?**

### **Children and Young People**

Practitioners should direct concerns to Children's 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 needed because of physical, sexual and emotional abuse, chronic neglect or Criminal Exploitation.
- When a child or young person needs an immediate mental health assessment.
- EDT will also provide Appropriate Adult service and welfare assistance in emergency situations.

### **Adults**

Concerns should be directed to EDT where a Vulnerable Adult is at risk of immediate harm, these include.

- Safeguarding concerns
- Mental Health Act assessments
- Vulnerable adults who are in need or welfare assistance or are Homeless.

Situations that can wait until the next day include:

- Where practitioners wish to discuss or refer non-urgent concerns.
- When a practitioner would like to pass on a message to an allocated social worker or other practitioner.
- Issues related to contact or non-urgent practical arrangements
- Difficulties which are being safely addressed by family members and can be addressed by day services.
- Non urgent housing or welfare requests.

## **What should practitioners do when contacting EDT?**

When contacting EDT, practitioners should be prepared to share full and accurate information about the person concerned.

This is in addition to providing information about the emergency to ensure the team can advise or respond effectively.

## **Key contacts and for more information**

Practitioners should contact Wirral EDT on tel: **0151 677 6557**

Calls may not be answered immediately as the team may be busy taking other calls.

Social Care advisors and Wirral Emergency Control Room will take a message and information will be passed to the EDT Manager and Social Workers.

Email: [edt@wirral.gov.uk](mailto:edt@wirral.gov.uk)

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