

# Working agreement for the Emergency Social Work Team (ESWT)

The Buckinghamshire Emergency Social Work Team covers Adults Health and Housing (AHH) as well as Children’s Social Care and Learning (CSC&L).

**Our work commits us to:**

*Respond to social work emergencies which occur out of office hours, in accordance with daytime practices and procedures, and which cannot wait until the next working day.*

*The Emergency Social Work Team will work in partnership with Day Services. We are not staffed to pick up planned crisis work that is known about to Day Services*

*The ESWT does not cross county borders.*

**ESWT staffing:**

1 FTE Team Manager

1 FTE Assistant Team Manager

5.5 FTE Senior Practitioners (Social Work Qualified)

Sessional Social Workers

Support workers

Call handlers

**ESWT work the following shifts on a shift pattern:**

|  |  |  |
| --- | --- | --- |
| **Monday to Thursday**  **1700 to 0915** | Friday to Monday1630 to 0915 | Bank holidays24 hours |
| 1 duty manager | 1 duty manager | 1 duty manager |
| 1 Social Worker and  1 back up Social Worker | 2 Social Workers | 2 Social Workers |
| 2 call handlers 17:00 – 00:00 **and** 1 from 00:00– 9:15 | 2 call handlers 17:00 – 00:00 and 1 from 00:00 - 9:15 | 2 call handlers |

# A Head of Service for both AHH and SCS& are on call out of hours.

The Emergency Social Work Team provides a response to work arising outside of normal office hours. This means work coming in after 17:30 Monday – Thursday, after 17:00 on Friday and all day Saturday, Sunday and Bank holidays.

The team is unable to take over work that has been started before these times, however it may be considered in certain circumstances after a **discussion between the Team Manager from Day Service and the ESWT Duty Manager.**

**When alerting Emergency Social Work Team the following steps need to be followed:**

1. Complete the **Alert for ESWT form** (attached) fully. Full details, including the level of risk, contingency plan and any agreements for placements and/or funding by senior managers must be up to date and clearly recorded on LCS/AIS.

2. The completed ESWT Alert form to be sent to eswt@buckinghamshire.gov.uk

3. Call the ESWT on 0800 999 7677 to speak to the duty social worker to ensure the ESWT Alert has been received and that all the information has been clarified.

4. The agreed actions between ESWT and Day Services to be recorded on LCS/AIS by the Day Service completing the ESWT Alert unless agreed that ESWT will do this.

5. ESWT will update LCS/AIS as appropriate following the intervention.

6. ESWT will give a verbal handover when a significant incident has been dealt with out of hours.

# It is important that a follow-up call is made to confirm that the email with the ESWT Alert has been received, especially if action is required, to ensure ESWT is clear as to what is expected.

**Work carried out by the Emergency Social Work Team:**

**Children and Families**

* Arrange and chair strategy discussions/meetings on emergencies that occur out of hours and undertake section 47 (CA 1989) enquiries arising out of these discussions/ meetings.
* Complete joint visit with the police and arrange and attend child protection medicals where necessary as identified as part of discussions/meetings.
* Find placements if the crisis arises **out of hours** and accommodation is deemed essential after discussion with the ESWT Duty Manager.
* The ESWT Duty Manager will make contact with the Head of Service on duty to gain permission when children and young people need accommodation once the risk assessment and all other options have been explored.
* Consider placement needs for children if they have been police protected, once all other options have been explored. Head of Service on duty to be consulted every time a child is police protected and a note sent to the generic legal team inbox stating date and time Police Protection was taken.
* Make joint visits to complete assessments with CAMHS where appropriate to consider the social care aspect of the care plan.
* Complete age screenings for unaccompanied asylum seeking children (UASC) and arrange placements as appropriate. Complete initial age screening for UASC who present to other Local Authorities (LA), but are brought to Buckinghamshire police stations once agreement has been received in writing from the other LA. It remains the other LA’s responsibility to find accommodation and support if required.
* If a foster placement, residential home or independent living provider reports a young person as missing or absent from placement, ESWT will record this on LCS. A risk assessment will be completed if the young person has gone missing or Absent Without Leave for the first time or any other risk factors are identified by the agency reporting. It is the responsibility of the care provider/ foster carer to contact the police. ESWT will check with the referrer if parents/carers have been notified and if not ESWT will either ensure this is done by the referrer or do so themselves if appropriate.

# Adult Social Care

* Arrange and facilitate safeguarding discussions/meetings on emergencies and undertake enquiries arising out of these discussions/ meeting in accordance with section 42 (Care Act 2014).
* Complete joint visits with the police if appropriate and arrange assessments or provisions where necessary as identified as part of the safeguarding enquiry. Devise and implement interim person-centred risk management plans to ensure that risk is appropriately managed until the next working day.
* Identify places of safety if the risk to the adult is significant without alternative accommodation being made available.
* The ESWT Duty Manager will make contact with the Head of Service on duty to gain permission when adults need temporary accommodation once the risk assessment and all other options have been explored. (see scheme of delegation)
* If a care provider reports an adult as missing or absent, ESWT will record this on AIS and ensure that action is taken by the provider who will report to the Police. If the adult is at significant risk of harm, the ESWT Duty Manager will alert the Head of Service, in line with the Escalation Procedure. ESWT will check with the referrer if family/next of kin have been notified and if not ESWT will either ensure this is done by the referrer or do so themselves.
* ESWT will make attempts to arrange emergency domiciliary care packages as required and if available once all other options have been explored.
* ESWT will make all attempts to find emergency residential care beds where possible once all other options have been explored.

**Adults, Children and their families:**

# Council Resilience plan and Emergency plan

* The relevant Head of Service will make contact with ESWT duty manager who will have a discussion and explore how ESWT can be of assistance.

# Housing

* Making contact with the relevant housing providers to establish responsibility for housing needs in an emergency.
* In exceptional circumstances emergency accommodation can be paid for by provision of Bucks CC Payment Card purchase charged back to the relevant Day Service.

# PACE 1984

* Provide an appropriate adult (AA). The appropriate adult will only attend once the solicitor is present at the police station and have spoken to the person in question.
* Support workers are available between 10:00-23:00 Sat/Sun and Bank holidays and 17:30 – 23:00 Mon -Thurs. If the interview has not started by 22:00 it may have to wait until the next working day. An ESWT Social Worker may need to be the AA once discussed with the ESWT duty manager, considering the Home Office Concordant on Children in Custody.
* ESWT is unable to provide an AA for planned appointments as per the policy statement.
* ESWT is able to check availability for secure accommodation and non-secure accommodation if available and once agreed by Head of Service giving consideration to secure transport.

# Local Emergency Support

* Discretionary use of the emergency fund system (Local Emergency Support) to pay for food parcel and
* ESWT will advise that Gas and Electricity needs to be provided by the provider company and the request must come from the person in need of the service or someone who has permission to speak on their behalf.

# Approved Mental Health Professionals (AMHP)

* The Approved Mental Health Professional Service (AMHP) is separate from ESWT and will make arrangements for Mental Health Act Assessments (MHA 1983) and ensure that aftercare is provided as appropriate which includes transport and accommodation.

# Escalation

The following will be escalated to the Senior Manager on call *(see Escalation Procedure for more details):*

* + - Child Death
    - Significant injuries to child
    - Vulnerable adult death
    - Significant injuries to a vulnerable adult
    - Death of member of staff
    - Serious incident in relation to staff
    - Breach of Data protection
    - Practice that puts people at risk of harm

# Signed and agreed by:

|  |  |  |
| --- | --- | --- |
|  | Children’s Social Care and Learning | Communities, Health and Adult Social Care |
| Name: | Amanda Andrews | Thomas Chettle |
| Signature: |  | cid:image001.png@01D18531.2AAF2C70 |
| Title: | Head of Service,  First Response, Assessment Teams, Exploitation Hub and ESWT | Head of Service  Access  Adult Social Care  Adults, Health and Housing |
| Date: |  |  |

**Alert for the Emergency Social Work Team**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **For Action** |  | | | **For Information** | |  | |
| **PLEASE NOTE IT IS ESSENTIAL TO PHONE ESWT on** 0800 999 76 77  **TO ENSURE REFERRAL HAS BEEN RECEIVED** | | | | | | | |
| **SURNAME** and **First name:**  *(Always record child under 18 first)* | | **D.O.B:** | | | **Relationship:** *ie: parent or child* | | **AIS / LCS / URN /**  **Other ref number** |
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| **Address:**  **Post Code:** | | | | | | | |
| **Referred by-Name:** | | | **Role:** | | | | |
| **Team:** | | | **Telephone:** | | | | |
| **Date and time:** | | | | | | | |
| **Description of the issue that needs ESWT involvement:** | | | | | | | |
| **Any risks we need to be aware of?:** | | | | | | | |
| **What would you like us to do?:** | | | | | | | |
| **Any management agreement needed ie accommodation or funding:** | | | | | | | |
| *(call centre only)*:  **Referral taken or recorded by:**  **Time call received: Time emailed to ESWT worker:** | | | | | | | |
| **ACTION taken by ESWT:** | | | | | | | |
| **Recommended Action for Day Service:** | | | | | | | |
| **Name of ESWT worker: How long did it take:** | | | | | | | |