Children’s Services Emergency Duty Team – Role and Remit

**Version FINAL v1 Approved by Nicole Miller**

**Date: 14 June 2024**

# About this document

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| **Title** | **Emergency Duty Team – Role and Remit** |
| **Purpose** | **To outline to the practitioner the role and remit of the Emergency Duty Team** |
| **Updated by** | **N/A** |
| **Approved by** | **Nicole Miller** |
| **Date** | **14 June 2024** |
| **Version number** | **V1** |
| **Status** | **Final** |
| **Review frequency** | **12 months** |
| **Next review date** | **June 2025** |

Version Control

**Document Location:** The [Surrey County Council Children’s Services Procedures Manual.](https://www.proceduresonline.com/surrey/cs/) This document is only valid on the day it is printed

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| **Date Issued:** | **Version** | **Summary of Changes** | **Created by** |
| June 2024 | Final v 1 | First Issued | Nova Nunes, Nicola Campbell, Stella Okello |
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## Introduction

This practice guidance is issued for Children's Social Care and outlines the role and function of the Emergency Duty Team (EDT).

## Remit of the Emergency Duty Team

The EDT is a limited social work service; we are not comparable in staffing or resource to a daytime service. The EDT operates to respond to emergency situations **out of office hours, from 5pm until 9am**, and providing a **24-hour service at weekends and bank holidays**. The EDT responds to critical situations that are unable to wait until the next working day, these will relate to children's safeguarding (Section 47), potential placement, or family breakdowns and any other Children's Services related **emergency** work. It does not undertake planned work.

Work coming in between 9am and 5pm Monday to Friday (except for bank holidays) should be managed by the case holding social worker, a duty social worker, or C-SPA; this should not be passed over to the EDT.

## The Importance of Up-to-Date Summary Information

An up-to-date case summary is vital to providing the EDT with a snapshot of a child/young person and their current circumstances and ensures that **key relevant information** to assist the EDT is readily available. Please include the family/contingency plan in the summary. Where there is a network of naturally connected persons identified who are on board with supporting the family as part of their plan, please provide their names, address, and contact details. Where there is no one, please state this.

## Alerting the EDT to a Possible Out of Hours Response

Where a day team needs to alert EDT to the possibility that an out of hours response may be required, they should complete a case note on the child’s file, with **EDT alert** in the reason for contact; the case note should contain key information related to any contingency plans for the EDT to follow.

* An EDT alert should be added to the child’s case notes; and
* EDT alerts should also be emailed to EDT via [edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk).

## Passing Work to the Emergency Duty Team

Occasionally there may be circumstances which require work to be passed on to the EDT; in these circumstances it is essential that the day team obtains confirmation from the EDT that the work will be progressed. It is not permitted to email the EDT with work that has not been agreed by the EDT Manager. The EDT will require sufficient information from the day team to follow up the request (including detailed information regarding the request, risks associated with this, the network and contingency plan). The worker making the request should complete an EDT alert case note detailing the request to the EDT. The worker should also make contact with the EDT manager on duty to discuss the request, to establish if the EDT has capacity to carry out the requested work The EDT manager will consider the request in line with the team capacity to carry out the work requested. The EDT manager is contactable from 4pm daily via the EDT contact number or directly via teams. A rota for the EDT manager on duty is emailed weekly to CSPA and posted in the ‘Assessment urgent attention’ Microsoft group teams chat.

## How the EDT will Record its Activity

On open cases, the EDT will record its input on an EDT Activity Log (located in forms on the child’s file). The EDT will create a contact on the file of newly referred children. Any subsequent work undertaken once the contact has been created and reassigned to the relevant team, will be completed on an EDT Activity Log. Where the EDT has accepted a request for support from the day team, it will acknowledge this in its recording. The EDT will email the allocated worker and team duty in box when it has had contact with children who are open, or who are new referrals, alerting them to our involvement.

EDT workers will ensure that all recording is completed by the end of their shift.

EDT Managers will provide management oversight where necessary.

EDT Managers will record consultations with on call senior managers in case notes.

## Missing Events

All reported missing events are recorded by the EDT in an EDT Activity Log, this should contain: -

* full details of the missing incident, including the person making contact with EDT,
* their telephone number, role and organisation,
* the time the young person went missing and location,
* all risk factors associated for the missing person,
* the actions that the referrer has taken,
* the Police Incident/reference Number,
* and any further action agreed.

## Child Suffering or At-Risk of Harm

Where the EDT considers that a child is suspected to be suffering, or likely to suffer, significant harm, it must make enquiries to enable it to decide whether it should take any action to safeguard and promote the welfare of the child. Where necessary the EDT will facilitate strategy discussions with available and relevant partner agencies to determine whether threshold for S47 has been met.

The EDT will record strategy discussions on the child’s LCS Pathway. In some circumstances, it may be pertinent for the strategy discussion to take place in “normal working hours” when the allocated worker/team and the professionals already involved are available to discuss the child/family/situation known to them. The EDT will record decision making around this.

## Contact Details

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