Social Services Emergency Help at Night, Weekends and Bank Holidays

☎ 01792 775501

Who is this factsheet for?
This factsheet has been written for people who may need to get in touch with Social Services outside our usual working hours. It tells you about the Emergency Duty Team, which is a small team of experienced social workers that handle emergency calls.

Who does the Emergency Duty Team help?
Because we are an out-of-hours service, we help people only when there is an emergency situation. This means that we will help people in an unexpected and sudden crisis if the problem needs to be solved without delay.

Here are some examples of people and situations we can help with:

♦ Anybody who suspects a child is at immediate risk of being harmed or neglected;
♦ Anybody who is urgently concerned about the immediate welfare of a frail, disabled, sick or mentally ill person;
♦ Anybody who has serious immediate concerns about the mental health of another person that may put the ill person or another person at risk.
♦ Domestic violence incidents where children are involved;
♦ Children or young people looking for urgent and immediate advice;
♦ Families who have serious difficulties with their children;
♦ People who need to be supported before they can be interviewed by the police e.g. young people up to the age of 18 or people with mental health problems;
♦ Young people aged 16 or over who are homeless

This is not a complete list.

How do I get help?
The service is available at the following times:
Monday – Thursday  5.00 pm to 1.00 am
Friday          4.30 pm to 1.00 am
Saturday / Sunday / Bank Holidays:  9.00 am to 1.00 am

We can be contacted at our Base Office on: -  
☎ 01792 775501

The Emergency Duty Team does not receive visitors under any circumstances.

In the most serious emergencies only, a social worker is ‘on call’ every day of the year from 1.00 am to 9.00 am. Please use the same phone number.

What help do we provide?
The Emergency Duty Team provides the following kinds of help:

♦ Information and Advice
♦ Social Worker visit

Whichever type of help we offer, it is intended to make or keep situations safe until the next working day.

Information and advice

Most callers do not need anything more than information and advice. We are able to provide information and advice on

♦ Personal problems
♦ Family problems
♦ Accommodation
♦ Financial problems

Usually we will be able to help with information and advice straight away. If we are not able to help a caller ourselves, we try to help them get in touch with other services that might help them.

Depending on your circumstances, we might need to get in touch with other services,
including the health service or the police. We may also advise you to contact other services yourself.

**Social worker visit**

Most callers do not need a social worker to visit them from the Emergency Duty Team. Generally speaking, you will only get a social worker visit in particularly difficult and urgent situations. We will usually only arrange a visit when the problem cannot be resolved over the phone or left until the next working day. In some cases, we are bound to visit by law.

We will decide whether a social worker visit is needed in your circumstances. We make that decision based on what you tell us. We also have to follow rules that help us decide what is most urgent.

If a social worker is going to visit you, it will usually take them 20 - 45 minutes to arrive depending on where you live. It may take longer if they are already on another call. (In very urgent cases we may call out an additional social worker.)

**Will using the Emergency Duty Team cost me anything?**

No. Only the cost of a telephone call. The service provided by the Emergency Duty Team is provided free.

If you are an adult and it is later decided that you need to have services arranged to support you, in some cases there may be a charge depending on the services you use and your ability to pay.

**What else should I know about the Emergency Duty Team?**

**Information about you**

Swansea Council is the data controller for the personal information you provide to us. Your information will be used in the exercise of our official authority and will not be used for any other purpose. We will not share your data with third parties unless we are required or permitted to do so by law. Data protection law describes the legal basis for our processing your data as necessary for the performance of a public task (Social Services and Wellbeing (Wales) Act 2014).

For further information about how Swansea Council uses your personal data, including your rights as a data subject, please see our corporate privacy notice on our website [www.swansea.gov.uk/privacy](http://www.swansea.gov.uk/privacy).

We can give you more information about how we handle personal information Phone 01792 636902 for a factsheet.

**Working with our weekday services**

If you already have contact with a social work team or service, we will pass on to them any relevant or helpful information so that they know what has happened.

However, please note we do not take messages for services that work during the usual working hours — we deal only with genuinely urgent situations.

**Working with other organisations**

Our work is checked regularly by organisations that we have a lot of dealings with. We meet with them regularly to discuss the strengths and weaknesses of our service.

**Comments or Complaints**

We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the factsheet ‘Making a comment, complaint or compliment about Social Services.’ For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in Welsh and in alternative formats, such as large print, or electronically. Please phone 01792 636902 for copies.