

Services for Children and Families

# Need help out of hours?

## Tell us what you think

We want to provide a good quality service. Please tell us about your experiences, good or bad and any suggestions on how we can improve our service.

You can phone us on direct (during office hours) on 0191 433 6060 or write to:

The Team Manager  
Emergency Duty Team  
Civic Centre  
Gateshead  
NE8 1HH

Alternatively, you may wish to contact the Customer Services Manager at the above address or telephone 0191 433 2407.



This leaflet explains the role of the Emergency Duty Team (EDT), how they can help you and your family, and how to contact them in an emergency.

## Who are the Emergency Duty Team?

We are Gateshead Council's out of hours social work service for people experiencing difficulties at nights, weekend and bank holidays.

## What do we do?

The Emergency Duty Team provides a social care service for anyone living in Gateshead who needs help outside office hours, at night, weekends and bank holidays. We are there to help you with personal or family problems that reach a crisis at these times.

## What sort of problems?

You could be:

- a child or young person who needs advice
- a parent having difficulties with your children
- worried about any child
- concerned about mental health issues
- an older person at risk or in need
- concerned about disability, vision or hearing loss
- experiencing personal or family problems
- a victim of domestic violence

If in any doubt please don't hesitate to call.

## Who can contact us?

Quite simply, anyone.

## Who will answer the telephone?

A telephone operator takes all the calls for the team. They are the contact point for all council services out of hours. If the phone isn't answered straightaway, please be patient as they will be dealing with another call.

## Will I have to wait?

There is only one social worker on duty (except Saturday daytime). If the social worker is available, your call will be put through. If not, the operator will ask you for some details to help us decide how urgent your call is. The telephone operator may be able to give you an idea of how long you may need to wait, but we will try our best to return your call within two hours.

## What happens next?

It's hard to think straight when there is a crisis, especially if it's the middle of the night. We can give you information and advice over the telephone to help you. If we think that you need to contact another organisation, we will help you get in touch with them.

You may already be in contact with someone from the council. If this is the case, we will let them know you have been in touch and help you keep going until you can make plans with daytime staff.

We try to sort things out over the telephone. However, we will come out to see you if we think you need more help than we can give you over the telephone. We usually only need to visit one in six callers.

## How and when can you contact us?

The Emergency Duty Team help in an emergency. They can be contacted when council offices are closed.

**Emergency Number: 0191 477 0844**

**Minicom: 0191 478 2009**

Lines are open:

**Weekdays: 5pm to 8.45am**

**Weekends: 4.30pm Friday to 8.45am Monday**

**Bank Holidays: 24 hours**

Keep this number safe as you never know when you may need to contact us.