

# Nottinghamshire Social Services Emergency Duty Team

Telephone

**(0115) 844 7333**

The Emergency Duty Team is there for anyone in Nottinghamshire who feels they are in crisis. The service operates only outside usual office hours.

We are open:

- Monday to Thursday 5.00 pm to 8.30 am
- 24 hours at weekends from 4.30 pm Friday to 8.30 am Monday
- 24 hours during all public holidays

We are not open during normal office hours. At these times, and for any calls that are not urgent, please contact your local Social Services Office.

Other useful emergency numbers

NHS Direct (0845) 4647  
Samaritans (0845) 790 9090  
Childline (0800) 1111  
Domestic Violence  
Helpline (0808) 800 0340

This service is for people living in Nottinghamshire. If you live in the City of Nottingham there is a similar service available.

For the City of Nottingham  
Emergency Duty Team contact

**(0115) 915 9299**

or during normal office hours call

**(0115) 915 5500**

Contact us if you would like further copies of this publication, or you need the information in a different language or format:



Service Information Team,  
Nottinghamshire County Council,  
Social Services Department,  
County Hall, West Bridgford,  
Nottingham NG2 7QP  
phone **(0115) 977 4025**  
e-mail **communications.ssd@  
nottsc.gov.uk**



INVESTOR IN PEOPLE

Published by Nottinghamshire County Council  
Social Services Department

website **www.nottinghamshire.gov.uk**

Printed by Design, Publications & Print

Design by Service Information Team, Social  
Services Department

Photo from [www.JohnBirdsall.co.uk](http://www.JohnBirdsall.co.uk)

Ref: SSCU/044e/03.06



## Social Services Out of Hours Emergency Duty Service



**Telephone  
(0115) 844 7333**

**Minicom  
(0115) 844 7338**

March 2006

# Nottinghamshire Social Services Emergency Duty Team (EDT)

## What does the team do?

We give advice, support and help to:

- Individuals and families in need
- Other emergency services such as Health and Police

## What is an emergency?

By an emergency we mean any matter that cannot wait until the next working day.

We will also provide advice and guidance to anyone in crisis. We have links with, and information about, other agencies' arrangements for out of hours emergency services.

## What happens when I call the EDT?

A qualified worker will answer your call.

We will discuss the problem with you to find out how urgent it is.

If you get our answerphone when you call, please leave a message. We will return your call within 30 minutes.

Social workers and a manager are always on duty to speak to you. If necessary we can also make essential assessment visits.

## What services are covered?

Social Services has responsibilities in relation to children and their families, people with mental health problems, disabilities and older people. We cover all aspects of these services.

We give priority to the most urgent and high-risk situations.

Our priorities are:

- Child protection concerns referred by the public and other agencies
- Adults experiencing mental ill health who may be a risk to themselves or others
- Older people who have become very vulnerable because their usual support networks have broken down, or they are unable to cope
- People with a disability who need an urgent assessment so they can get access to services
- Families in crisis
- Services to the courts and police in relation to youth offending and vulnerable adults

## Social Services Offices

### Ashfield

Tel (01623) 433433

Minicom (01623) 405367

### Bassetlaw

Tel (01777) 716161

or

Tel (01909) 535602

Minicom (01909) 530294

### Broxtowe

Tel (0115) 917 5800

Minicom (0115) 917 5808

### Gedling

Tel (0115) 854 6000

Minicom (0115) 854 6210

### Mansfield

Tel (01623) 433433

Minicom (01623) 433248

### Newark

Tel (01636) 682700

### Rushcliffe

Tel (0115) 914 1500

Minicom (0115) 914 1646