



Emergency duty service

Telephone: 0300 456 4546

The Emergency Duty Team (EDT) 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 phone the County Council on 0300 500 80 80.

If you live in the City of Nottingham, please contact Nottingham City Council's Emergency Duty Team on: **0115 915 9299** or during normal office hours call **0115 915 5555**.

What does the EDT 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 and 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?

Nottinghamshire County Council 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

Other useful emergency numbers:

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

Phone 0300 500 80 80 if you need the information in a different language or format.