

Emergency Duty Service



This easy read tells you about Nottinghamshire County Council's emergency duty service, or emergency duty team.

The emergency duty service



The emergency duty team (EDT) helps anyone in Nottinghamshire who is in crisis.



An emergency is something that can't wait until the next working day.



**To contact the emergency duty team
call 0300 456 4546**



The EDT can help the emergency services and individuals and families who need it.



The Emergency Duty Team is only available outside normal office hours.



They are open:

Monday to Thursday

5 pm to 8:30 am

Friday from 4:30 pm to

Monday at 8:30 am



24 hours a day on all public holidays.



If you need help during normal office hours, or for any non-urgent calls you can call our helpful [Customer Service Centre](#).



If you phone the EDT, they will talk to you about the problem and decide how urgent it is.



If you reach the answerphone when you call, leave a message and a member of the team will phone you back within 30 minutes.



There are always social workers and a manager who can talk to you, and the EDT can visit you for assessments if needed.

What services are covered?



Nottinghamshire County Council has responsibilities to children, families, people with mental health problems, people with disabilities and older people.



Priority is given to the most high-risk and urgent situations such as:



- Child protection concerns



- Adults with mental illness who may be a risk to themselves or other people.



- Vulnerable older people whose usual support has broken down or who are unable to cope.



- Disabled people who need an urgent assessment so they can access services.



- Families in crisis.



- Helping the police and courts regarding youth offenders and vulnerable adults.

What if I live in Nottingham City?



If you live in the City of Nottingham, you should contact Nottingham City Council's emergency duty service by calling 0115 915 9299.



In office hours you can contact Nottingham City Council by calling 0115 915 5555.

Other useful emergency numbers:



- [NHS 111](https://111.nhs.uk/): 0845 4647



- [Samaritans](https://www.samaritans.org/): 0845 790 9090



- [Childline](https://www.childline.co.uk/): 0800 1111



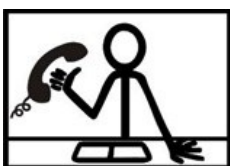
- The [National Domestic Violence Helpline](https://www.refuge.org.uk/), run by Refuge: 0808 800 0340

More information



If you need this information in a different language or another format please phone our Customer Service Centre.

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:



Web: [Use our online contact form](#)



Telephone: 0300 500 80 80

Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

Links in this document

NHS 111

111.nhs.uk

Samaritans

[samaritans.org](https://www.samaritans.org)

Childline

[childline.org.uk](https://www.childline.org.uk)

National Domestic Violence Helpline

nationaldahelpline.org.uk

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For plain English web page version of this information, go to:

[Guide to the emergency duty service](#)

nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/emergency-duty-service

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