**Shropshire Council**

*Emergency Social Worker Threshold & Referral Document*

**THRESHOLD CRITERIA**

* **Emergency Duty Team will provide an appropriate response outside office hours when urgent adult and children’s social care issues arise that cannot wait until the next working day when**:
  + There is a serious concern for the welfare of a child.
  + There is a request or an apparent need for a child to be accommodated by the local authority
  + A Mental Health Act assessment in respect of a compulsory admission to psychiatric hospital or assessment as a result of a S136 ‘arrest’.
  + An adult with care and support needs is subject to unacceptable risk that can only be reduced by the emergency provision of a service normally provided or arranged by the department.
  + No other Appropriate Adult can be found for the purpose of a Police and Criminal Evidence Act (PACE) interview.
  + Any other crises that, in the opinion of the social worker on duty, warrants an **emergency** response.

**REFERRAL PROCESS**

* The Emergency Duty Team will not routinely takeover unfinished work from daytime services except in exceptional circumstances and then only with the approval of the Emergency Duty Team Coordinator. Daytime services **must not** commit the Emergency Duty Team to undertaking any piece of work without prior agreement.Requests will be considered on merit and actioned at the discretion of the Coordinator on duty.

In urgent situations, workers wishing to discuss the handover or referral of a piece of work to the Emergency Duty Team should only contact the EDT Coordinator by telephone (01743 249544) at the start of the shift (16:45 Monday to Thursday & 15:45 on a Friday). If day time workers aren’t able to contact an EDT staff member directly, a voicemail message should be left with up to date and **accessible** contact numbers on which the EDT coordinator can call them back.

It can be helpful to alert EDT to potential issues they may need to get involved with. If this is the case, please email the name of the person affected, date of birth, Liquidlogic number and a summary of the situation to [ss-edt@shropshire.gov.uk](mailto:ss-edt@shropshire.gov.uk)

**Please do not send an email and assume you have handed over a piece of work to us.**

* Where there is agreement to accept a Mental Health Act assessment, daytime services must gather and provide relevant information in respect of the Nearest Relative and General Practitioner in addition to care planning/risk information.