

Children & Families

Emergency Out of Hours Service – Social Services (Emergency Duty Team)

What do we do?

Social Services provide an emergency service outside of normal office hours. This service deals only with emergency situations that cannot wait until the next working day.

Who is the service for?

Please call us if:

- a child or young person is in urgent need of protection from harm
- a parent, foster carer or child needs emergency help, advice or support
- a carer or a vulnerable adult (those with mental health problems, physical or learning disabilities or older people) is in urgent need
- you want to report your concerns about a vulnerable adult being abused and in need of protection

We cannot help if:

- the situation can wait until the next working day, without risk of harm
- it is a working day. The service is not available so please contact the First Contact Team, Haydock House (children and family services) or the Contact and Information Centre (adult services).
- It is a medical emergency – you must phone your GP or an ambulance.

How can you find out more?

The out of hours emergency service operates whenever other Social Services Offices are closed. It can only be contacted by telephone.

You can contact the Emergency Duty Team

Monday – Thursday 5:00pm - 8:30am
Friday 4:30pm until 8:30am on the following Monday
Bank Holidays and weekends 24 hours

Telephone: 029 20448360

This leaflet is also available in other languages and in large print and other formats upon request.

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