Emergency Duty Team

Out of Hours
Social Work Service

You can get this information in large print, Braille, audio or in another language by calling 01902 551155

wolverhampton.gov.uk  01902 551155

City of Wolverhampton Council, Civic Centre, St. Peter's Square, Wolverhampton WV1 1SH
Emergency Duty Team

The City of Wolverhampton Council provides a Social Care emergency service out of normal office hours. The aim of the service is to deal with crisis situations that cannot wait until the next day.

Our work involves:
- Children and families
- Adults who are vulnerable
- Adults with mental health problems
- Provision of ‘Appropriate Adults’ in police custody

Child protection
We will help children suffering (or are thought to be at risk of) serious harm.

Services may also be provided for families at risk of breakdown.

Care for people with mental health problems
We will help adults with mental health problems who are suffering severe emotional distress. This may include an emergency assessment. We will make sure the person and their carer/carers are as safe as possible.

We will usually work with health staff to make sure help is provided.

Adults experiencing, or at risk of, abuse or neglect
We will help safeguard adults with care and support needs who are experiencing, or are at risk of, abuse and neglect, and as a result of those needs are unable to protect themselves.

Providing support
In all cases where the emergency service helps people we aim to support people to stay in their homes if at all possible.

Contacting us
When you contact the Team on 01902 552999 the call will be answered by a central switchboard operator who will take your telephone number and details, the Team will then call you back.

When the Social Worker calls back it is important that you give us as much information as you can about the person needing help.

At busy times, the EDT response to referrals may need to be prioritised, with priority going to:
- When a child is at risk
- An urgent assessment is needed under the Mental Health Act
- Where a vulnerable adult is at risk

You can call our emergency service from
5pm until 8am Monday to Thursday and from 4.30pm on Fridays until 8am the following Monday. We are also available on Bank holidays.

All details given to the social worker are passed on to the local social work team the next day.
- If you need immediate medical or police help then dial 999
- All calls to and from the control centre are recorded for quality control purposes

Contact Number: 01902 552999
Textphone: 01902 553929