

# Buckinghamshire Out of Hours Emergency Social Work Team

## Remit and policy statement

The Buckinghamshire Out of Hours (OOHs) Emergency Social Work Team exists to:  
**provide a response to referrals for any social care emergency for anyone living in Buckinghamshire that arises out of normal office hours and which cannot wait until the next working day.**

The team is operational from:

**1700 to 0900 Monday to Thursday**

**1630 to 0900 Weekends  
(from Friday afternoon to Monday morning)**

**24 hours daily on bank holidays**

We can only provide a response to referrals for work arising when the emergency service is operational, which is out of normal office hours. The team is not able to take over referrals made before 1700 or to make check visits or telephone calls. Responsibility for this work remains with the relevant daytime team.

**There is one qualified social worker on duty at any one time for all children, adult and mental health service-user groups.**

### Process and outcome of referrals:

Between 1700 and 2400 weekdays, and 0900 and 2400 Saturdays, Sundays and bank holidays, call:

**01296 565000**

referrals are initially taken in a call centre where a call handler will take basic details, screen out referrals that do not need passing on and forward appropriate referrals to the qualified social worker on duty.

Between 2400 and 0900 hours call:

**01494 675802**

the emergency team qualified social worker will be available on a mobile phone.

**Please note** this number changes each night (see below **3 Steps to making a referral**).

Should there be more than one referral work will be prioritised, usually following discussion with partner agencies such as the Police and Health services.

Involvement will be documented by the team who will forward an account of this, by email, to the relevant daytime team for their information and/or follow up.

### **3 Steps to making a referral**

**Please note:** It is important to follow all three steps so that the Out of Hours Social Work team have all the information they need.

1. Complete the 'Information for Out of Hours Emergency Social Work Team' form
2. Email completed form to the Out Of Hours Emergency Social Work Team  
ooheswt@buckscc.gov.uk
3. Contact the team to speak to the duty social worker and check that the referral has been received and that they have all the information they need.

### **Non urgent matters**

If you would like to discuss any non-urgent aspects, for example about how the team operates, the Out of Hours Team Manager can be contacted on 01494 675802 or by email to: msmith@buckscc.gov.uk

**Martin Smith**  
**Team Manager**  
**Adult Social Care**