

If you need help outside normal working hours, contact us:

 **0300 123 23 27**

 **edtchildrens@somerset.gov.uk**



**Somerset
Council**

The Emergency Duty Team



Who are we?

The Emergency Duty Team (EDT) is a group of social workers and senior social worker assistance who are here to help children and young people when something urgent happens outside normal working hours.

That means:

- **Evenings**
- **Nights (until 4.00am)**
- **Weekends**
- **Bank holidays**

We are here to help keep you safe and support you when things can't wait until the next day.



What kind of situations can we help with?

We help in urgent or serious situations, like:

- **If you don't feel safe or might be in danger**
- **If there is violence or abuse at home**
- **If you have nowhere safe to stay**
- **If someone is missing**
- **If someone is very unwell or in crisis**
- **If you're at a police station and need support**
- **If something serious has happened and support is needed straight away**



Who can contact us?

Anyone can contact us:

- **You**
- **A friend**
- **A family member**
- **A professional**

If you're worried about safety or it feels urgent, it's always okay to call.



What happens next?

When you contact us, we will act quickly if something is urgent.

Depending on what's happening, we might:

- **Speak to you or your family**
- **Work with services like doctors or the police**
- **Help you get somewhere safe**
- **Pass the information to daytime teams so they can keep supporting you**



Who will I speak to?

You'll speak to a trained member of the Emergency Duty Team.

They will:

- **Listen to you**
- **Ask a few questions to understand what's happening**
- **Help decide what needs to happen next**
- **try our best to get you the right support**



What do we do?

We help when something serious is happening and you need support straight away.

We might:

- **Talk with you (on the phone) to understand what's going on**
- **Check if you are safe and what help you need urgently**
- **Work with other services like the police or doctors to get you the right support**
- **Help you find a safe place to stay if needed**
- **Make sure daytime teams know what happened so you don't have to keep repeating yourself**



How to contact us

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 **0300 123 23 27**

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Opening times:

- **Monday to Friday: 5.00pm – 4.00am**
- **Weekends & bank holidays: 8:30am – 4.00am**

If you call us and we cannot answer, please leave a message so we can call you back.



Engagement and Participation Team

The Engagement and Participation team run several youth voice groups that enable young people across the county to represent their peers. They do this through forums, sharing their views and opinions about services they use, help in the recruitment of workforce, develop films/animations and work on relevant projects and campaigns.

For more information about the Somerset Council Engagement and Participation Team, their youth participation groups and how to join them, visit:



www.somerset.gov.uk/somerset-young-peoples-voice/



Need mental health support?

You can find help here:

 **https://linktr.ee/Help_MFHAM**