



Help Outside of Office Hours

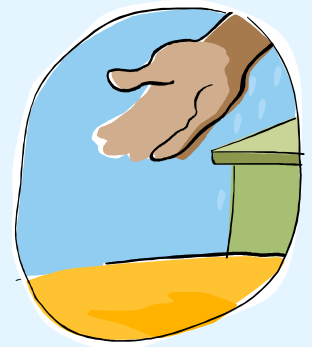
The Emergency Duty Service

**This is an Easy Read leaflet for people
with learning disabilities**

WHAT KIND OF SERVICE IS PROVIDED?

The Emergency Duty Service is part of Social Services. It gives an out-of-hours reply to emergency situations about:

- Child protection
- Child care
- Mental health
- Other adult services



We give advice. When necessary we give immediate service to people who are suffering a crisis at that time. We work closely with other emergency services such as:

- Health
- Warden Call
- Police
- Women's Refuges
- Benefits Agency

WHAT AREAS DOES THE SERVICE COVER?

- Darlington
- Hartlepool
- Middlesbrough
- Redcar and Cleveland
- Stockton-on-Tees



WHEN CAN I CONTACT THE SERVICE?

Monday to Friday 5.00pm to 8.30am
Weekends 24 hour service
Public Holidays 24 hour service



You can contact us whenever your local social services is closed.

HOW CAN I CONTACT THE SERVICE?

We can only be contacted by telephone on:

Tel: 08702 402 994

Minicom: 01642 602346



We use trained interpreters if you need one.

WHAT HAPPENS WHEN I RING?

- We will ask you to tell us your name and telephone number.
- One of our social workers will ring you back straight away unless they are all busy on other emergencies. We will try to ring you as soon as possible.
- You will not be asked for any personal details until a social worker rings you.



CAN I CONTACT THE SERVICE IF I ALREADY HAVE A SOCIAL WORKER?

Yes. Anyone can ring us if they have a real crises that cannot wait until the office is open.



CAN THE SOCIAL WORKER VISIT ON A REGULAR BASIS?

No. An emergency duty social worker is only able to do something in a crisis. If you need help or support we can ask your local social services office for assistance.



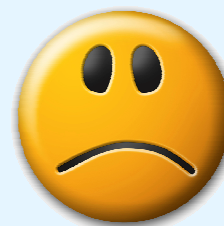
IS THE SERVICE CONFIDENTIAL?

Yes. We have the same rules as the day staff. We will tell them that you have contacted us and sometimes ask them to contact you.



WHAT IF I AM NOT SATISFIED WITH THE EMERGENCY DUTY SERVICE?

Stockton Social Services run the service for the other social care offices



You can complain to Stockton Social Services Department or your local office.

A list of where to find your local office is on the next page.

You can either telephone or write giving details of your complaint. Your complaint will be looked at carefully.


We would also like to hear from you if you have any comments on how we can make things better. It would be good if you can also tell us about the things we have done well.

By telling us, we can make our service better.

Where to find your local Social Services Office:

DARLINGTON:


Adult Social Services and Child Care
Duty Team
Central House
Gladstone Street
DARLINGTON DL3 6JX

Tel:  (01325) 346200


Minicom: (01325) 468504

MIDDLESBROUGH:

Customer Services Contact Centre
2nd Floor
Middlesbrough House
MIDDLESBROUGH TS21 2YQ

Tel:  (01642) 726004

Minicom: (01642) 726980

Email:  contactcentre@middlesbrough.gov.uk


HARTLEPOOL:

Duty Social Work Team

Civic Centre

Victoria Road

HARTLEPOOL TS24 8AY

Tel:  (01429) 523872

Text to Phone: (18002) 01429 523872

Text to Text: (18001) 01429 284130


STOCKTON:

First Contact Unit

Bath Lane Advice Centre

Bath Lane

STOCKTON ON TEES TS17 2EQ

Tel:  (01642) 527764

Minicom: (01642) 527769

Email:  first.contact@stockton.gov.uk


**The following Opening Hours apply
To Darlington, Hartlepool,
Middlesbrough and Stockton:**

8.30am to 5.00pm - Monday to Thursday

8.30am to 4.30pm - Friday

REDCAR & CLEVELAND:

Access Team
Seafield House
Kirkleatham Street
REDCAR TS10 1SP

Tel:  (01642) 771500

Typetalk: (18001) 01642 771500

Availability Hours:

9.00am to 5.00pm - Monday, Tuesday and Thursday
10.00am to 5.00pm - Wednesday
10.00am to 4.30pm - Friday



EMERGENCY DUTY SERVICE

Tel:  08702 402 994

Minicom: (01642) 602346

This leaflet is available on request in other languages and formats.