



# Emergency Duty Team: The Forgotten Service?

BASW England in partnership with the London EDT Manager's Forum

**Monday, 24<sup>th</sup> May 2021**  
**12:00pm – 13.30pm**

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# Rebekah Pierre

## Professional Officer, BASW England

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## Aims

- To share findings from research undertaken by BASW in partnership with the Emergency Duty Team service
- To provide clarity about the role of EDT, what it is and what it is not. The remit is not always clear.
- To put focus on this essential, but often misunderstood service at this critical time To move toward a common understanding of what can be achieved in out of hour services
- To provide opportunities for problem-solving and discussion during a Q&A

**89.5% had experienced issues with the availability of placements**



**78.3% had experienced issues with placements refusing to accept clients**



**Research – key findings**

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**69.4% had witnessed an increase in inappropriate referrals**



**Research – key findings**

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**55.9% of respondents said their wellbeing had decreased or significantly decreased since the pandemic began**



**Research – key findings**

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**58.7% of respondents only have 1 member of staff on duty overnight  
(past midnight)**



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**Research – key findings**



**40.8% said their wellbeing had not been supported well, or at all during the pandemic**



**Research – key findings**

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**1 in 6 participants (15.7%) said they did not have access to a duty manager at all times**



**Research – key findings**

**50.7% had experienced limited availability of staff due to underlying health conditions/shielding**



**Research – key findings**

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**68.8% said COVID-19 had made their role more challenging or far more challenging**



**Research – key findings**

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**67.4% said PPE had hindered their ability to communicate effectively with service users**



**Research – key findings**

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**64.4% did not receive training on how to correctly use PPE**



**Research – key findings**

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# What support was available during COVID-19?

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Common answers:

shelter  
food bank uniform  
shielding hub food parcel  
salary increase emergency carer support  
specialist covid-19 team financial support  
none council advice line ppe  
cover staff additional funding  
petty cash  
medication  
vaccination



**“BASW England would like to thank all EDT social workers who continue to give their all day in, day out, in increasingly uncertain and challenging conditions.**

**We recognise the enormous efforts made by dedicated, hard-working EDT social workers to fulfil their duties under the Mental Health Act (MHA) 1983, Childrens Act and Care Act during the Covid 19 pandemic.**

**EDT social workers (alongside colleagues) have given so very much during a period of unimaginable hardship and have made personal sacrifices to meet the complex needs of those they support.**

**The adaptability, creativity and compassion of such social workers is an example to us all and has been a shining light to the lives of those who receive services.”**

**Maris Stratulis, BASW England National Director**

# What is EDT?

**Linda Wiafe-Ababio**

Service Manager, London Tri-Borough  
Emergency Duty Team

# Who Are EDT

- EDT
- EDS
- Out of Hours Service
- Extended Hours Service





# EDT Remit

- A service that provides an emergency social work response for the following
  - Adults
  - Children
  - Safeguarding Adults and Children
  - Undertaking Statutory Mental Health Act Assessments
  - Undertaking Statutory S47 Child Protection Investigations



# EDT Remit

- Liaising with the Police for children placed on Police Protection Orders
- Undertaking Mental Capacity Assessments
- Attending to young people in Police Custody
- Attending to Missing Children
- Protecting property and pets



# EDT Scope & Resources

- EDT BASW Survey advised that 58.7% of responders worked in EDT alone at night.
- EDT Social Workers provide a service for the local populace which is considerable in number and in size.
- Tri-Borough (LBHF, WCC & RBKC) EDT serves a population of approx. 560,000- have 3 Social Workers on duty
- LB Hillingdon, 309,000, have 1 Social Worker on duty. Hillingdon serves Heathrow Airport, which serves a transient population and presents its own challenges in addition to the main residents of the Borough.





# EDT Scope & Resources

- Mental Health Act Assessments
- No Replies/ Responses
- Housing vulnerable adults
- Identifying emergency placements
- Sourcing emergency care packages
- Supporting victims of domestic abuse
- Adult Safeguarding referrals



# EDT Interfaces

- Referrals are received from internal and external stakeholders-
- Internal Childrens & Adult stakeholders are as follows;
- Childrens MASH Teams, Looked after Childrens Teams, Youth Offending Teams.
- Community Mental Health Teams, AMHP Services, Older Adults Teams, Learning Disabilities Team, Housing et al



# EDT Interfaces

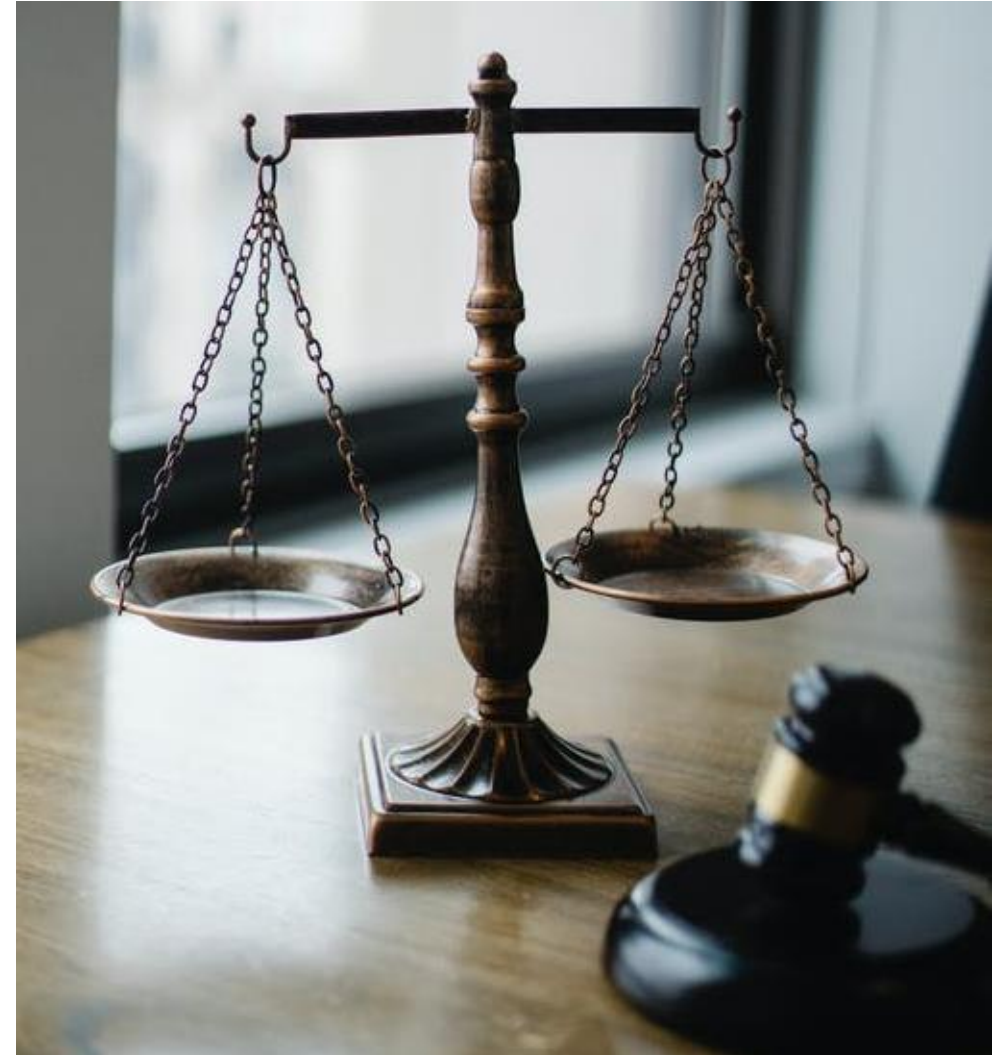
- Emergency Departments in hospital.
- General Hospital wards,
- Health Based Places of Safety
- CAMHS
- Mental Health Home Treatment Teams





# EDT statutory duties underpinned by law

- The Care Act 2014
- The Children's Act 1989
- Police and Criminal Evidence Act 1984
- The Mental Health Act 1983
- Mental Capacity Act 2005





# Managing Expectations – Disparity of Resources (Day and Night)

**Balfour Muhammad**

Team Manager, London Borough of Brent

**Jennifer Mark**

Team Manager, London Borough of Harrow

**Deborah Palmer**

Team Manager, London Borough of Lambeth

# What does it mean to manage an expectation?

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**“To seek to prevent disappointment by establishing in advance what can realistically be achieved or delivered by a project, undertaking, course of action, etc.”**

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# Whose expectations are we managing?

- Internal agencies / colleagues
- External agencies
- Members of the public

## Examples:

**Can you call Ms. Blogs, make sure they're, ok?"**

**We can't get hold of Mr. Blogs – can you do a welfare check?**

# Why is there such a mis-match between what is expected, and the reality?

## Examples of expectations / myths/beliefs:

- The expectation that all referrals will be accepted. *(not so, dealt with on a priority basis)*
- The expectation that EDT will take over at close of business at 5pm
- Assumption of accepting requests for planned work. *(Planned work cannot be defined as an emergency, where there was no prior knowledge)*
- The belief that incomplete work/tasks that run over into the evening or weekends is sufficient justification for an assumption of automatic acceptance of a case.
- That EDT is an extension of the full range of services which are available during the working day. *(In fact, it is specifically for situations which are an emergency, or have an element of urgent distress, inclusive of the Local Authority's statutory responsibilities under Mental Health, Child Care, Community Care and other welfare legislation)*





# What can we do to manage expectations? Will we ever achieve this?

- For most of us, we meet this challenge by repeatedly informing referrers that the task requested, is not within the remit of EDT. We follow this up with a broad explanation of what EDT does do.
- Secondly, we spend time meeting with referring teams, providing presentations of the relevant EDT, to aid their understanding. However, due to the frequency of staff turnover, this is something like painting the fourth bridge: once you've got round to everybody, you need to start again!
- As managers of EDT services, it is imperative to be clear of the remit, role and function of the service offered as demands and expectations are wide and varied that can lead to blurred boundaries. Therefore, there is a need for clear protocols for all Stakeholders.



# What are the challenges going forward?

- Chronic psychiatric bed shortage. *(impacts clients and agencies (A&E/ Police) pressured by breaches resulting in referrals for MHAA and expectation to meet request)*
- AMHPs may want to put the brakes on the assessment, which is both good practice, and an expectation supported in COP.
- AMHPs act as the Brakes and not Accelerator. *(This will enable a better outcome for Service users, who is being awoken at 2:30am! It's the same when a request is received to have face to face with a child)*
- Challenge of balancing Safeguarding children v MHAs/ Adult work
- New Mental Health Act



# Impact of the Pandemic

**Ritu Gupta**

Team Manager, London Borough of  
Hillingdon

# Impact of the Pandemic – "As the Titanic was sinking, the Band kept playing"

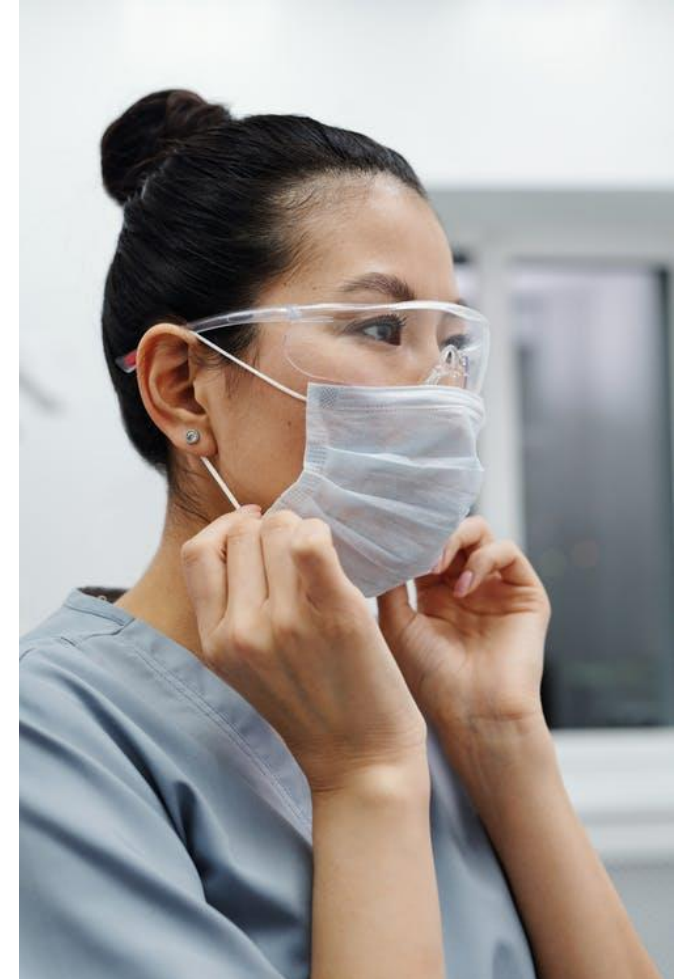
- Uncertainty/Anxiety/ Unprecedented
- Vulnerable/at risk/Safeguarding
- Increase in inappropriate referrals
- Collaborative working and Pooling in of resources
- Impact due to shielding and clinically vulnerable staff
- PPE- Access and safe use
- Difficulties with providers accepting placements
- Regular checks/ Catch up meetings





# Resource Challenges for EDT/OOH service

- Staffing
- Placements
- Care Packages
- Other resources
- CCG Sec 140
- Sec 12 Doctors
- Emergency Housing
- NRPF



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# Issues Around Welfare

**Jennifer Mark**

Team Manager, London Borough of Harrow

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“Welfare Issues - Our Survival as a Species depends on our ability to recognise that our WELL-BEING and the WELL-BEING of others are in fact one and the same.”

**Marshall B. Rosenberg**

- Resilience
- Strengths
- Work Life Balance
- Survey findings
- It's OK not to be OK



# Minimum Standards

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Team Manager, London Borough of Harrow

**Ritu Gupta**

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# Minimum Standards for EDT/Out of Hours

- NMS for Social Workers
- Statutory Obligations
- Management Support
- Legal Advice
- Partnering Agencies and Protocols
- Staffing, Recognition and Pay Structure
- Responses and Outcomes
- Quality Assurance and Auditing
- Role of London Safeguarding Board



# Questions

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**Sarah Abbott**

Team Manager, London Borough of Wandsworth

**Eileen Cinko**

Team Manager, London Borough of Enfield

**Deborah Palmer**

Team Manager, London Borough of Lambeth

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# Professional Support Service

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- ✓ Access to peer support
- ✓ Opportunity for professional development
- ✓ Space to look after you whilst you look after others
- ✓ Positive solutions to workplace issues



Find out more....



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**Thank you**

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