

Emergency Duty Team (EDT)

Operational Policy & Practice Guidance




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|------------------------|--|-----------------------|----------------|
| Organisations | Central Bedfordshire Council (CBC) Bedford Borough Council (BBC) Luton Borough Council (LBC) | | |
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EDT Operational Policy

1. EDT Operational Policy Introduction

- 1.1 The Emergency Duty Team (EDT) provides an emergency social work service out of hours, the service is hosted by Central Bedfordshire Council (CBC) and provides a service to Bedford Borough Council (BBC) and Luton Borough Council (LBC) under Service Level Agreements.
- 1.2 EDT respond to all emergency social care situations that arise out of hours and which cannot be left until the next working day. EDT will act to ensure the immediate protection and safeguarding of children, young people, and adults who are at risk of harm. All work is undertaken within the relevant legislative framework.
- 1.3 EDT respond to contacts in relation to children, adults and mental health. EDT are responsible for considering and if needed progressing Mental Health Act Assessments out of hours.
- 1.4 This Operational Policy has been developed to set out the remit of the service, it's governance and practice guidance for operations within the service.

2. Governance

- 2.1 EDT is hosted by Central Bedfordshire Council and is managed within the Social Care, Health and Housing Directorate as part of Community Assessment Service. This Policy has been developed by EDT with input from Bedford Borough Council, Luton Borough Council and partners.
- 2.2 The EDT Service is undergoing ongoing transformational change, this is deemed necessary to meet the demands on the service and to continue with the developments in service delivery. This includes improved means of collating and monitoring performance, improved outcomes for the people accessing services and improved staff wellbeing.
- 2.3 Management information collated for monitoring and review purposes includes:
 - Number of contacts received for each local authority.
 - Number of contacts for each client group.
 - Mental Health Act Assessment referrals.
 - Appropriate Adult contacts- managed by external provider.
 - Complaints and Compliments.
 - Staffing data.
- 2.4 This information contributes to the EDT Highlight Reporting, EDT Quarterly SLA Reporting, AMHP Operational Group, AMHP Governance Group and the EDT Governance Group. The Directors of Adult Social Services and Directors of Children's Services have overall oversight and governance of the EDT Service.

3. Statement of Purpose

Service Definition:

- 3.1 EDT respond to all emergency social care situations that arise out of hours and which cannot be left until the next working day. EDT will act to ensure the immediate protection and

safeguarding of children, young people, and adults who are at risk of harm. All work is undertaken within the relevant legislative framework.

- 3.2 EDT Officers are experienced in providing robust and proportionate support when crisis situations occur. The service focuses on the vulnerable children and adults in need of support with a view of stabilising situations, all contact is aimed at reducing risks and promoting wellbeing.

Service Objectives:

- 3.3 The service promotes people or families to maintain their independence where possible. EDT Officers undertake robust risk and care assessments to manage the immediate concerns or needs. It is the responsibility of the relevant responsible Local Authority to review the support or agreements made by EDT and to arrange further consideration and care planning as required.
- 3.4 Underpinning the EDT service is a commitment to focus on values and behaviours and an operating culture that would see the service shape and influence integrated working by developing a positive can-do reputation. The EDT service works collaboratively with all statutory partners, including the Police, Hospitals, Community Nursing Services and the Mental Health Trust.
- 3.5 The EDT service is committed to enhancing its engagement with other services and the community, this will include developing the knowledge others have of the EDT service.
- 3.6 The EDT Management Team continue to network and share information regarding the EDT service, ongoing developments and support required to achieve our priorities.

Service Priorities:

| | | |
|---|---------------------------------|---|
| Implementing and developing our operating framework | Service and Quality Improvement | Ensure robust guidance is available to EDT Officers in line with legislative frameworks and best practice. Enhance the quality of recording being undertaken within the service. |
| Engaging and valuing our EDT Officers | Culture | Support the service and its partners in the process of change and work towards developing a positive culture that will see improved team morale, relationships and effective out of hours operations through visible leadership. |
| Ensuring that best practice provides value for money | Best Value | Ensure that EDT is providing best value for money to the Council and its partners |
| Providing leadership for effective integrated working | Networking | Provide a robust management team within EDT to maintain service delivery. Connect EDT to the Directorate and other partners in a way that will see them participating as part of a wider community that will enhance their support, networking and professional development |

4. Team Structure

4.1 The EDT Service is made up of registered, qualified and experienced social workers and practice is underpinned by professional ethics and values.

4.2 The service is comprised of;

- One EDT Service Manager.
- One EDT Team Manager.
- four Senior Practitioners.
- Ten Social Worker positions (both full and part time workers).
- Part time Administrator.
- In addition, the EDT Service has Casual Engagement Officers (Social Workers and AMHP's) who can be contacted to undertake specific tasks when required.

5. EDT Operating Hours

5.1 EDT operating hours are as follows;

- 365 days service a year,
- 7 days a week,
- Operates a total of 129 hours per week.
- Monday-Thursday: 5pm-9am
- Friday 4pm to Monday 9am
- Public Holidays: 24 hours

5.2 In order to manage demand on the service, there are occasions when more than one EDT Officer is required on shift. The EDT Officers working hours are managed via an eight-week rolling rota, in total 248 staffing hours are provided by EDT on a weekly basis.

5.3 The following shift patterns are in place:

| Day | Shift | Staff compliment |
|--|--------------|------------------|
| Monday, Tuesday Wednesday, Thursday | 5pm to 9am | Two EDT Officers |
| Friday | 4pm to 8am | One EDT Officer |
| | 5pm to 9am | One EDT Officer |
| | 5pm to 00:00 | One EDT Officer |
| | 8am to 8pm | One EDT Officer |

| Day | Shift | Staff compliment |
|----------------------------|-------------------------------------|------------------|
| Saturday and Sunday | 9am to 9pm | One EDT Officer |
| | 10am to 10pm | One EDT Officer |
| | 11am to 11pm | One EDT officer |
| | 9pm to 9am | One EDT Officer |
| | 10pm to 10am Saturday | One EDT Officer |
| | 9pm to 9am Sunday | One EDT officer |
| | 8am to 4pm | One EDT Officer |
| | 9am to 5pm | One EDT Officer |
| | 11am to 7pm | One EDT Officer |
| | 4pm to 8am | One EDT Officer |
| | 5pm to 9am | One EDT Officer |
| | | |
| Bank Holiday | | |
| On-call Manager | At all times service is operational | One EDT Officer |

6. EDT Workforce

- 6.1 EDT is made up of registered and qualified Social Workers who have extensive experience within Social Work (both adults and children's). The service is also supported by Nurses and Mental Health Nurses, the multi-disciplinary approach enhances the support EDT provides. All practice is underpinned by the professional ethics set out by the registering body for Social Workers and Nurses.
- 6.2 EDT are supported by unqualified Casual Engagement Officers; they are expected to uphold the same professional standards as qualified EDT Officers. All Officers are supported to understand the expectations when practicing and have access to EDT On-call Managers when needed.
- 6.3 EDT focus on maintaining a positive working culture which supports its EDT Officers through change and service developments. It is envisaged the EDT Service will connect with the wider community, CBC teams, directorates and partners to achieve better outcomes for the people we support.
- 6.4 EDT work with all EDT Officers to ensure that they feel that their contribution is making a significant difference to people's lives in order to achieve higher job satisfaction. EDT Officers are encouraged to feedback their views of the service via supervision and team meetings. This

information, alongside suggestions, contribute to service developments and maintains a positive working culture.

- 6.5 EDT always seeks to develop and promote progression within Community Assessment Services by providing a safe learning environment to improve and develop practice. All EDT Officers use supervision as a means of identify future learning needs or development plans to support progression.

Induction:

- 6.6 A robust induction offer is provided to all EDT Officers who support EDT including permanent, locum and Casual Engagement Officers. On arrival, the EDT Officer will be provided with an induction Sharepoint file containing the following information:

- Your Induction - Corporate induction information
- EDT Induction information and plan
- EDT Health and Safety Form
- Templates of forms required during employment
- The corporate induction “Your Induction” supports EDT Officers when they initially join the team, this will be worked on alongside the Integrated Services and EDT specific induction plans.

- 6.7 It is recognised EDT is a complex service therefore the induction process is regularly updated to ensure all information is relevant and supportive to new EDT Officers. The EDT Management Team have a checklist which is utilised to ensure the induction process is consistent.

Supervision, Your Years and Support:

- 6.8 Supervision is undertaken with all EDT Officers on a monthly basis for professional reflection, review of practice and identification of training needs. It is the responsibility of both Supervisor and Supervisee to arrange supervisions. Supervisions for casuals are undertaken after every 10th shift.

- 6.9 The EDT Management Team may also have discussions outside of supervision due to the urgency of a matter which needs to be discussed or to record any actions or agreements outside supervision. The EDT Outside Supervision Forms should be used to record discussions and agreements, the completed document should be emailed to the EDT Officer and line Manager. For concerns relating to practice the EDT Manager should be notified.

- 6.10 In addition to this, all EDT Officers are expected to attend the monthly Team Meetings, regular catch up meetings and annual Away Days.

- 6.11 Your Years are undertaken in line with the CBC Guidance which can be found on the Intranet. Your Year gives EDT Officers the opportunity for dedicated time with their line manager. It’s a time to discuss:

- Reflection - What been achieved, the challenges, what Officers have learned and succeeded in and feedback from others.
- Future - where Officers see their future at work, any aspirations, any barriers and how to overcome them.
- Development - what may be required for Officers in the future, opportunities and identify development needs

- 6.12 Should an EDT Officer require any advice, guidance or support whilst on shift the EDT On call Manager should be contacted. The EDT Officer can liaise with their line manager or a member of the management team at another other time needed.
- 6.13 Following an incident at work, a debrief session with be arranged to ensure the EDT Officer has the opportunity to discuss the incident and impact. The EDT Officer and their Line Manager will agree any actions to support the EDT Officer.
- 6.14 To support EDT Officers in times of need, Central Bedfordshire provides a confidential Employee Assistance Programme, provided by Health Assured. The support is free, completely confidential and is provided by qualified professionals. Freephone 0800 030 5182 to access Health Assured.

Sickness:

- 6.15 Sickness must be reported at the earliest opportunity to the EDT Officer's Line Manager or the EDT On-Call Manager.
- 6.16 The Sickness Absence Policy and Managing Attendance Policy must be followed in all instances. Advice and guidance for EDT Officers and On-call Managers can be found on the CBC Intranet.
- 6.17 All EDT Officers are entitled to leave in line with the Annual Leave Policy, an Annual Leave Calculator is completed to establish the number of hours a worker is entitled too.
- 6.18 EDT Officers are expected to request annual leave via their Line Manager using the Annual Leave Request Form. This enables the EDT management Team to record leave and ensure appropriate cover for the EDT Rota.
- 6.19 There is an expectation EDT Officers will take their Annual Leave throughout the year and all leave will be taken by the end of March. EDT do not encourage or support Officers taking over leave unless there are exceptional circumstances.

Additional Hours:

- 6.20 There are occasions when an EDT Officer will undertake additional hours due to service demands or agreeing to undertake an additional shift. On all occasions the EDT Officer must liaise with the EDT On-call Manager to ensure additional hours are approved and recorded.
- 6.21 All EDT Officers will record their additional hours on the relevant recording form and discuss this with their line manager when needed. Additional hours should be submitted on a monthly basis via the EDT Admin inbox, these will be considered and approved by the EDT Team Manager.
- 6.22 Additional hours worked will be monitored via supervision. The EDT Officer is responsible for highlighting any concerns or impact on their wellbeing regarding the additional hours worked.

EDT Expectations Practice Guidance

1. Introduction

- 1.1 The Emergency Duty Team (EDT) has agreed practices and routines in place to ensure a consistent approach from all EDT Officers who support the service. The routines are beneficial, so the expectations of EDT Officers are clearly defined.
- 1.2 It is recognised the EDT Officer role is often complex due to the nature of the work out of hours, and the need to work with multiple partners, across three Local Authority areas. This Practice Guidance has been developed to ensure the service routinely undertakes agreed practices that are clearly recorded and supports the delivery of the service.

2. Actions needed whilst on Shift

- 2.1 EDT officers have clear working patterns delivered via an eight-week rolling rota. A copy of this rota is saved in Sharepoint.
- 2.2 It is acknowledged on an ad hoc basis; some shift changes may be required to support EDT officers and/or to respond to the needs of the service. All proposed shift changes must be approved by an EDT officers line manager or EDT On-call Manager before the shift commences. The changes to the shift should be clearly updated on the rota.
- 2.3 EDT currently support hybrid working arrangements with EDT Officers working from home. If an EDT Officer needs to work from the office, they are expected to inform the EDT On-call Manager for staff welfare and lone working arrangements.
- 2.4 It is the EDT Officers responsibility to contact their line manager or EDT On-call Manager if they are unable to attend a shift or are expected to be late. This needs to be actioned in a timely manner to enable appropriate cover or for support to be arranged. Should any EDT Officer experience difficulties reaching their line manager or On-call Manager the Escalation Practice Guidance will be implemented.
- 2.5 On arrival on shift, EDT officers have the responsibility of reviewing and organising information teams may have sent to the EDT via e-mail. This includes reviewing information sent by the area team, if no actions are required information will remain in the EDT inbox the person's name will be placed on the electronic white board for monitoring throughout the shift/weekend. Any actions required will be progressed by the EDT Officers on shift.
- 2.6 The EDT Officers will need to check the EDT mailbox, JADU and the electronic whiteboard for any handover actions required. The On-Call Manager will also allocate work to EDT officers and ensure oversight of actions completed.
- 2.7 All EDT Officers are responsible for reviewing information being received into the team to ensure enough details and appropriate handovers have been provided Should there be any concerns the EDT Officer must escalate this to the EDT On-call Manager.
- 2.8 Referrals for MHAA will be allocated in line with the AMHP Referral and Allocation Practice Guidance.
- 2.9 At the end of each shift, EDT officers are expected to have completed all records and actioned accordingly. The EDT Officer will liaise with the next EDT Officer on shift and EDT On-call Manager regarding any outstanding actions to handover.

3. Receiving referrals and information into EDT

- 3.1 EDT receive a high level of contacts from members of the public and other partners. It is acknowledged that, at times, multiple contacts could be received by the EDT Officers on shift. Therefore, managing this demand requires proportionate risk assessment and prioritisation.
- 3.2 EDT receive contacts and information via the following sources:-
- EDT contact centre (0300 300 8123 number), with information being emailed to the ReferEDT inbox.
 - EDT Inbox (edt@centralbedfordshire.gov.uk), information received will relate to Mental Health Act Assessments (MHAA) and handovers from locality teams.
- 3.3 The standard is for EDT to respond to all contacts within one hour of being received. Should response times be delayed over one hour, the EDT On-Call Manager will be contacted to risk assess and support referrals if needed. If EDT's response times are delayed by over three hours the Team Manager should be notified and will escalate to the Service Manager for advice and guidance.

Call Centre

- 3.4 Members of the public and professionals are able to contact the call centre, who obtain basic information including the callers contact details, reason for the call and the Local Authority required. Information will be recorded on JADU and forwarded to the EDT Service. EDT Officers monitor JADU and pick up calls throughout the shift.
- 3.5 On each shift the EDT Officers will allocate themselves JADU cases. An overview of cases being managed by the service is available on JADU for the EDT Officers and EDT On-call Manager to have oversight of all calls. In the event an EDT Officer is concerned regarding the allocation of JADU cases they will discuss this with colleagues in the first instance and EDT On-call Manager if needed.
- 3.6 JADU populated automated emails so the EDT Contact Centre is aware calls have been picked up. In the event a response has not been received, the EDT Contact Centre will make contact with the EDT Officer phone to ensure the JADU case has been allocated. Should the Contact Centre not be able to reach an EDT Officer on the EDT duty line, they will attempt a second time before escalating to the EDT On-call Manager.
- 3.7 When EDT Officers come on shift, one person should be identified to log onto the EDT duty line. This can be completed by calling the designated number and entering the 4-digit code provided during the EDT Officers induction.
- 3.8 In the event that both EDT Officers are undertaking face to face assessments or undertaking MHAA's during the night, one EDT Officer should call the Contact Centre to confirm the situation and advice JADU will be monitored. This can be done by calling 01253 501200 quoting Code 4 Central Bedfordshire Council. The EDT On-call Manager will be notified this action has been undertaken and will assess if any support is required on shift.
- 3.9 Should there be any difficulties with the EDT Contact Centre receiving calls or using the JADU system the EDT On-call Manager must be contacted to agree if the Business Continuity Plan needs to be implemented and to agree what action is required by the EDT Officer.

- 3.10 EDT also receive referral via the EDT inbox which receives a high volume of e-mails for EDT Officers to consider. It is important that EDT Officers monitor the inbox throughout their shift, any concerns should be escalated to the EDT On-call Manager.
- 3.11 Luton Borough Council send encrypted e-mails to EDT. In order to access this information, the following details need to be inputted: -
- E-mail Address: edt@centralbedfordshire.gov.uk
 - Password [to be obtained as part of the EDT Officer induction]

4. Recording Systems and Agreements

- 4.1 All EDT officers must maintain a high standard of recording and will use the relevant recording systems. Should an EDT Officer be unclear of the expectations or require further training this can be accessed via supervision or the EDT On-call Manager.
- 4.2 EDT officers will enter records directly onto the persons electronic file when they are open or known to a team or organisation. Some databases have specific documents and drop downs for EDT whereas others use generic notes. The relevant team will be notified of the entry via emails and morning handover processes.
- 4.3 In cases where the person is not known to a local Authority, EDT Officers will complete the EDT Contact and Assessment Form (word document) which will be e-mailed to the relevant organisation via e-mails. Other recording documentation such as Strategy Discussions or Specialist Assessments documents will be forward to the relevant organisation.
- 4.4 When sending the notification email or documents to the relevant organisation it is important the EDT Officer is clear what action has been taken and any urgent actions required. The EDT Officer will copy the EDT Admin into all emails ensuring the persons name, JADU number and case number (if known) is recorded.
- 4.5 It is the EDT Officers responsibility to ensure they have documented their actions. In the event the EDT Officer is unclear, clarity should be sought from colleagues or the EDT On-call Manager.
- 4.6 For contacts being sent to East London Foundation Trust it is important the EDT Officer highlights which team information should be sent or request this is checked on their own recording system if not know.
- 4.7 Should any queries be raised by the organisation, the EDT Officer, EDT Admin or a member of the EDT Management will support with a resolution. If the EDT Officer has been contacted directly, they will ensure EDT Admin are copied into any responses so all are clear the matter has been resolved.
- 4.8 Should organisations require urgent information they will contact the EDT On-call Manager line, Team Manger or Service Manager directly.
- 4.9 The following databases are used by EDT Officers:
- CBC Adults; Care Director; Profile case note (if known) and EDT Assessment document to be completed (if not known).
 - CBC Children; Mosaic; EDT Contact to be entered and sent via workflow if open, this can be accessed from the start Menu. EDT Assessment document to be completed (if not known).

- Bedford Adults; Liquid Logic; Case note or contact(if known) and EDT Assessment document to be completed (if not known).
- Bedford Children; Liquid Logic; Case note or contact and assessment document to be completed.
- Luton Adults and Children; Liquid Logic; Generic case note record to be added directly.
- ELFT; RIO; EDT have read only access, no recording to be completed.

4.10 EDT officers are responsible for the following when recording or distributing reports;

- Record on relevant system or EDT document.
- Any EDT documents to be saved on Sharepoint.
- Record on JADU, before the end of shift.
- Create e-mail and ensure documents are attached as required. Copy EDT Admin into this e-mail.

5. Confirmation to Provider

5.1 On occasions EDT may be required to commission resources or services, this could include;

- Casual Workers (AMHP, Childcare, Shift cover or urgent visits).
- Interpreter Services
- Locksmiths
- Accommodation
- Accommodation for animals
- Welfare Grants for food parcels or financial support for urgent essential items.

5.2 EDT Officers who have assessed that commissioned resources are required, must liaise with the On-call Manager for budget approval. Cases will be escalated to the On-call Manager via JADU where approval is documented.

5.3 When approval for commissioned services has been secured, the EDT Officer will be requested to complete a Confirmation to Provider Form found on Sharepoint. This document must contain all information requested and should be saved in Sharepoint. All completed documents should be e-mailed to EDT Admin.

5.4 When e-mails or invoices are received to the EDT inbox for commissioned resources (i.e. hotels) these should be forwarded to the EDT admin for processing.

6. ICT Access

6.1 EDT receive support from the respective organisations regarding any IT Issues, some Local Authorities operate extended hours to support EDT Officers.

6.2 During staff induction, system access and IT equipment will be arranged by their Line Manager. The Line Manager is responsible for ensuring access is granted and escalating any concerns in this area. It is acknowledged any new EDT Officers joining the team may take time to navigate

themselves around the systems, and support will be provided by other EDT Officers, their line manager and EDT On-call Managers.

- 6.3 All EDT Officers are responsible to ensure that they have access to all systems whilst on shift, it is recommended all passwords are changed on the same day of the month to ensure no accounts are locked. If a new password is required that has expired or for any access issues, the EDT Officer will be responsible for raising a ticket through Service Desk (on My Apps). Should the EDT Officer experience any difficulties this will be escalated to their line manager to support with resolutions.
- 6.4 An IT ticket for any new equipment or issues must be raised via CBC Service Desk, this is the responsibility of the EDT Officer. In addition to this the EDT Officers should notify their line manager or the On-call Manager of any difficulties to ensure support or escalation is arranged when needed.
- 6.5 EDT Officers should use the following means of accessing support from IT Services.

Central Bedfordshire Council

0300 300 8989- working hours number.
0300 300 8609- out of hours number.
(Monday-Friday until 7)
All issues should be reported via Service Desk.

Bedford Borough Council

01234 718010 (Monday-Friday until 6)
Raise a ticket via CBC Service Desk

Luton Borough Council

01582 546666 (Monday-Friday until 7pm)
IT service is outsourced to a provider.
Cannot set new passwords over the phone.
Any issues or equipment to be logged via EDT Management Team.
E-mail reporting issues to be sent to servicedesk@civica.co.uk

7. EDT On-call Manager

- 7.1 EDT have a manager available at all times the service is operational, the EDT On-call Manager is available for consultation and decision-making at all times, this is managed via an EDT On-call Rota with one designated number in place.
- 7.2 The Escalation Practice Guidance should be followed and contains a list of queries which may be escalated to the EDT On-call Manager.
- 7.3 Should an EDT Officer require support contact can be made on 01462 757929.

- 7.4 The EDT On-Call Manager will agree any actions required and will manage escalations that require an urgent response. All escalations should be sent to the EDT Team Manager to follow up as required. The Team Manager will record all escalations and outcomes and ensure the EDT Service Manager is updated with key themes to support learning.

8. Legal Access

- 8.1 Access to legal advice must be progressed via to the EDT On-call manager for authorisation, the legal instruction form must be completed on all occasions. The form is located on Sharepoint and a completed copy should be forwarded to the EDT On-call Manager.
- 8.2 The EDT On-call Manager is authorised to instruct legal, support may be required from the EDT Team Manager considering the complexity of the case. The On-call Manager will decide if support is required but in all cases the EDT Team Manager and EDT Service Manager will be notified via email of the decision to instruct legal. The EDT Service Manager will ensure the approved legal form has been processed and the Head of Service is aware of the instructions and outcomes of the case.
- 8.3 During working hours, the following legal services are provided:

Central Bedfordshire Council

Pathfinder Legal

Child Protection Team: childcareduty.shefford@pathfinderlegal.co.uk

Adult Social Care Team: adultsocialcare@pathfinderlegal.co.uk

Bedford Borough Council

Adult Social Care (legal); 01234 276066

Adult & Children's Education (legal); 01234 228743

Central Bedfordshire Council

Senior Solicitor 01582 547495,

Solicitor 01582 547496

Legal Admin Team - 01582 546549 / 547468.

- 8.4 Out of hours a shared agreement is in place with all three local Authorities, the advice provided will be brief and should only be used in emergencies. The legal access also enables EDT Officers to access support with applications to courts or out of hours warrants.
- 8.5 For out of hours magistrate applications contact can be made with the clerk on: 0203 334 3333.
- 8.6 Children or adult contact can be made with Weightmans on: 0800 3029259.

EDT Responding to contacts Practice Guidance

1. Legal Framework

- 1.1 EDT Officers are required to adhere to relevant legal frameworks and guidance.
- 1.2 EDT Officers are expected to have a good working knowledge and be able to act in accordance with the relevant legislation relevant to their role. In order to practice as an EDT Officer there is an expectation, they will attend training including legal updates. EDT Officers are expected to ensure their own professional development and remain cited on relevant Case Law which impacts on their role and practice. Any areas for development should be explored within supervision with the line manager where support can be provided.
- 1.3 The following legislation is regularly considered and adhered to within an EDT Officers role:
 - Mental Capacity Act 2005 (detailed guidance can be found on Sharepoint).
 - Mental Health Act 1983
 - Human Rights Act 1998
 - Autism Act 2009
 - Equality Act 2010
 - Care Act 2014
 - Childrens Act 1989 and 2004
 - Children (Leaving Care) Act 2000
 - Care Standards Act 2000
 - United Nations Convention on the Rights of The Child
 - Adoption and Children Act 2002
 - Children and Families Act 2014
 - Children and Social Work Act 2017
 - Police and Crime 2017
 - Data Protection Act 2018

2. Responding to Contacts

- 2.1 On receipt of a referral the EDT Officer will gather as much information as possible in order to make an informed decision regarding the advice, guidance or support required.
- 2.2 EDT will undertake proportionate assessments to ensure emergency situations are managed. There is an expectation for locality day services to undertake full assessments or reviews at a suitable point following the crisis being managed by EDT.
- 2.3 Out of hours assessments and support must be proportionate and evidenced based. The assessment is a vital aspect of providing rationale for an EDT Officers decision making and evidence of compliance with the legislative frameworks.
- 2.4 Assessments undertaken in EDT can either be completed over the phone (to manage crisis situations requiring urgent actions) or in person.
- 2.5 The EDT Officer must identify the persons need at the point they become known to services, so responses can be:

- Timely
- Proportionate
- Person-Centred
- Least Restrictive
- Inclusive
- Balanced Risks
- Right Care Right Person principles to be applied.

- 2.6 The initial response provided by the EDT Officer is essential to ensure expectations of what support needs to be provided is clear. Initial contact is usually made over the phone; information will be gathered from the person, referrer, other professionals or other significant people involved in the situation.
- 2.7 EDT adopts a strength-based approach to the assessments being undertaken in the service. The assessment process should assist people to understand their strengths and capabilities and the support available to them in the community and through other networks and services.
- 2.8 The EDT Officer will assess the information available to make a decision regarding what intervention is required. The service aims to be proportionate and will always be mindful of the resources available.
- 2.9 EDT Officers are skilled and experienced workers who will enable people to problem solve, so support from the service is not required. This may involve making good use of the person's family and social networks, signposting to local support groups or universal services or agreeing contingency plans to manage risks to enable further assessment by day services.
- 2.10 The EDT Officer may determine a home safety visit is required to ensure risks are managed. If this is required, this should be discussed with the EDT On-call Manager.
- 2.11 Priority is always given to vulnerable people at risk, such as people in need of protection (including formal safeguarding enquiries), people requiring emergency Mental Health Act Assessments or people at risk in our acute trusts or custody.
- 2.12 The EDT Officer will ensure all contact to the service is recorded proportionately on the relevant recording system or the EDT Assessment Form (which can be found in the EDT Sharepoint file structure).
- 2.13 The 'Accessible Information Standard' was introduced by NHS England for health and social care. The Standard defines a consistent approach for meeting the information and communication support needs of people who come into contact with services where needs relate to a disability, impairment or sensory loss. The main focus is to ensure:-
- a) Accessible information – made easier to understand.
 - b) Communication support – somebody to help people understand.
- 2.14 The Equality Act became law in October 2010. It places a legal duty on all service providers to take steps or make "reasonable adjustments" in order to avoid putting a person with a disability at a substantial disadvantage compared to non-disabled people or people who don't share the disability.

- 2.15 As a result of this Legislation and Standard, EDT Officers are responsible for ensuring reasonable adjustments are made for any person contacting the service for support. This includes how people may be supported during the initial referral, how people are involved in the assessment process and how their information is presented to them.
- 2.16 Should any person who comes into contact with the service be unsatisfied with the response or support provided by the service, the CBC Complaints Policy should be implemented. The EDT Officer will be responsible for detailing the complaints and managing any immediate actions required to safeguard the person. Complaints should be escalated to the EDT On-call Manager who will ensure any immediate actions have been undertaken and information is forward to the EDT Team Manager.

3. Risk Assessments

- 3.1 EDT Officers will be expected to undertake robust risk assessments to determine how referrals will be prioritised and to conclude what support is required.
- 3.2 When undertaking risk assessments, EDT Officers will utilise their skills and knowledge to analyse the information which has been received. In all cases the following consideration is required:
- What risks have been identified?
 - Does the person concerned have capacity to understand the risk, and weigh up the possible outcomes of the risk?
 - Rating of likelihood
 - Severity of risk
 - Protective Factors or possible safeguarding plans
 - How the risks are going to be reduced or managed
 - Who is taking responsibility for managing the risks
 - How the risk management plan will be monitored and agreed actions
 - Contingencies if the plan does not work
 - Has the likelihood of risk increased/decreased following advice, guidance or support?
 - Are the person's and other significant peoples' views known?
 - What further intervention is required?
- 3.3 In all circumstances, the EDT Officer's risk assessment should be recorded to evidence the rationale for decision making, this will be documented on the relevant system or EDT Assessment Form.
- 3.4 The CBC intranet provides specific guidance for both Adult and Childrens' Safeguarding. This can be used by the EDT Officer to inform their practice.

4. Complexity Assessment

- 4.1 Within EDT the Complexity Ratings are utilised to support EDT Officers in understanding what level of support should or has been provided by the service.

- 4.2 This Complexity Rating supports the EDT Management Team in understanding the complexity of work being managed on shifts. Over time, this information can be used to identify any patterns or trends in the referrals being received.
- 4.3 All EDT Officers must utilise the Complexity Rating for all contacts received. This should be recorded accurately as an essential element of the EDT Performance Monitoring.

Complexity Assessment

| | Complexity Definition | Examples |
|---|---|--|
| 1 | Referrals which could be managed by unqualified Officers where no decision-making or risk assessment has been required | <ul style="list-style-type: none"> Accepting messages for teams. Providing contact details for other services. |
| 2 | Low level risks and decision making required, could be supported by a Social Work Assistant or newly qualified worker with minimal direction | <ul style="list-style-type: none"> Initial assessment for additional care. Missing LAC children. Information and advice. Signposting. |
| 3 | Social Worker risk assessment and decision making required regarding vulnerable adults or children. Extensive liaison between family members, professionals and other agencies | <ul style="list-style-type: none"> High risk family situations. Risk of harm to self and others Detailed EDT Assessment required. Investigating concerns or allegations. |
| 4 | Complex cases requiring multi-agency planning, Social Worker will be leading, managing or attending complex assessments. Complex negotiations required with the possibility of legal advice being required. | <ul style="list-style-type: none"> All MHAA referrals. Strategy Discussions. Child protection investigations. Adult Safeguarding. Appropriate Adult issues. |

5. Emergency Support Available from the Team

- 5.1 Following an EDT Officer gathering all information available, undertaking the risk assessment and Complexity Assessment they will determine what intervention is required. Should an EDT Officer have trouble in reaching this decision, support will be sought from other Officers on shift or via the EDT On-call Manager.

- 5.2 In most cases the EDT Officer will address the majority of contacts themselves and be able to determine the support required. The main focus should always be to ensure appropriate contingency plans are in place to reduce risks and safeguard vulnerable adults and children out of hours.
- 5.3 In all cases the first option to be explored is advice, guidance and signposting. This will be based on the EDT Officer's own experience and knowledge of the local area. All EDT Officers have access to the EDT Resource Pack via Sharepoint which provides an overview of services and resources in Bedfordshire and Luton. The EDT Management team ensure this Resource Pack is updated.
- 5.4 The Resource Pack is vital in supporting EDT Officers within their role and allowing them the opportunity to signpost or commission resources as required. All EDT Officers are encouraged to invest the time in reviewing the Resource Pack so they are able to utilise this on shift.
- 5.5 Should a person present with needs which require an occupational therapy assessment, the EDT Officer will consider if any urgent support is required to manage any identified risks. EDT Officers are able to recommend repairs if a person is in need of this support. No EDT Officer should undertake an occupational therapy assessment as they are not qualified to be making complex decisions regarding equipment.
- 5.6 Depending on the individual circumstances being presented, a variety of options are available for EDT Officers to recommend. The following provides an overview of the possible support options available:

Adults

- **Home Care** - Domiciliary care provided by private care agencies. The EDT Officer is able to assess the level of support required and commission emergency care to manage situations out of hours. The approved home care provider list which can be found in the EDT Sharepoint file structure should be used by the EDT Officer.
- **Enhanced Night Care** - Some Domiciliary Providers provide additional night support, if required. This will be used to manage situations overnight and to prevent admissions to respite or hospital. The approved home care provider list which can be found in the EDT Sharepoint file structure should be used by the EDT Officer.
- **Respite Care** - In emergencies, when there is no suitable alternative, an EDT Officer may recommend a residential or nursing respite stay. EDT will not approve permanent residential or nursing placements, but respite can be explored to manage situations as an interim measure. A list of care homes available locally can be found in the EDT Sharepoint file structure.
- **Equipment** - EDT has access to equipment and emergency repairs out of hours. At times, depending on the providers' knowledge of the process, there can be delays but support should be sought from the EDT On-call Manager in these situations. Details of the out of hours repair service can be found in the EDT Resource Pack.
- **Appropriate Adult (AA) for Vulnerable Adults** – The AA Practice Guidance should be utilised when managing contacts for AA.
- **Mental Health** - Responsibility for providing mental health advice, guidance and support is with East London NHS Foundation Trust. Should EDT Officers receive contact regarding a vulnerable adult in need of mental health support they will liaise with the relevant Crisis Team or the Duty Senior Nurse. All conversations and signposting must be recorded by the EDT Officer.

- **UHFRS** - There are two services provided by the UHFRS - a falls response service and urgent home care. EDT can utilise UHFRS to prevent hospital or respite admissions. Details are held in the EDT Resource Pack.
- **RCRP** - Right Care, Right Person (DoH, July 2023) sets out a collective national commitment from the Home Office, Department of Health & Social Care, the National Police Chiefs' Council, Association of Police and Crime Commissioners, and NHS England to work to end the inappropriate and avoidable involvement of police in responding to incidents involving people. EDT will signpost and respond to contact's taking into consideration the RCRP principles. Meaning, where possible the right person with the rights skills, training and expertise will respond.
- **RCRP** - Staff will use the escalation process in place if they feel this is required. The police have a legal duty to Keep the Kings peace, respond to imminent threat to life and respond where a crime has been committed.

Children and Young People

- **Accommodating children and young people (+16 services, PACE beds and Foster Care)** - Children and young people can be accommodated in an extreme emergency - when there is no alternative available. Authorisation for this must be discussed with the EDT On-call Manager who liaises with the relevant lead for each Local Authority.
 - EDT Officers will utilise the weekly update emails from each Local Authority to source placements, alternatively the preferred provider lists can be used. In emergencies, when all preferred providers have been explored it has been agreed EDT will seek any suitable available placement to ensure the safety of the young person.
 - Each Local Authority e-mails their Foster Care availability each week (this is in the EDT Inbox). Should there be no Foster Care availability from the Local Authorities, Independent Foster Carers can be explored.
- **Respite Care** - EDT can explore respite care for children or young people requiring this support.
- **Appropriate Adult (AA) for Children/Young People** - The AA Practice Guidance should be utilised when managing contacts for AA.

Unaccompanied Asylum-Seeking Children (UASC)

- EDT are not commissioned or authorised to undertake Visual Age Assessments out of hours. Should it be deemed a UASC is under 18, **suitable** accommodation and subsistence will need to be sourced to manage the situation until the relevant day team can progress further. The usual process for securing approval for young person's placement will be followed by the EDT Officer and EDT On-call Manager.

Homeless Accommodation

- Emergency accommodation is the responsibility of the Local Authorities who have designated officers available out of hours. EDT will ensure individuals and their families are referred to the Duty Homelessness Officer.
- People seeking assistance with homelessness can be signposted to local homeless shelters. In addition, there are organisations who support with advice and guidance regarding homelessness, benefits, and other general concerns. These details can be found in the EDT Resource Pack.

- Where it is identified that the vulnerable people have no recourse to public funds or they fall outside the criteria of homelessness, EDT will commission emergency accommodation with the approval of the EDT On-call Manager.
- The EDT Officer will forward information to the relevant Local Authority and if appropriate recommend the locality team complete a needs assessment or Human Rights Assessment.

Local Welfare Provision

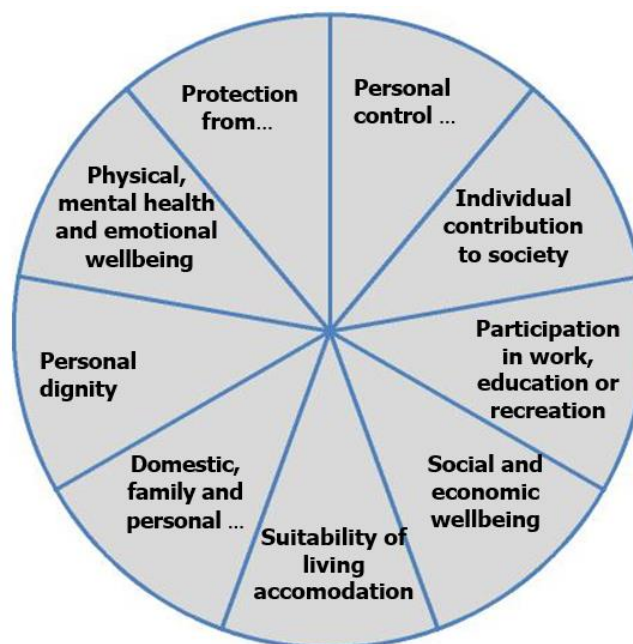
- Local Authorities have the duty to manage Local Welfare Provisions, out of hours this responsibility falls to EDT.
- EDT Officers will need to consider and assess requests for Local Welfare Provisions via the EDT Assessment form, this will evidence rationales behind decision making.
- EDT are not expected to undertake any financial assessment for Local Welfare Provision however, the record on the system or EDT Assessment Form must be focused on vulnerability and risk.
- Requests which could be received are for emergency funds, food, utility bills (electric gas), heaters etc.
- In all instances the EDT Officer will initially consider Universal Services and charity assistance available, so signposting can be undertaken. The EDT Resource Pack has information regarding local services who provide food parcels and assistance.
- Should Local Welfare Provision be deemed appropriate this will be agreed through discussions with the EDT On-call Manager and via a Confirmation of Provider form.

EDT Safeguarding Practice Guidance

1. Adults

- 1.1 It is acknowledged that EDT Officers operate over three local authorities. Therefore, the approach adopted to providing Adult Services may vary. All assessments undertaken with adults should have a focus on wellbeing and outcomes.
- 1.2 EDT offers undertaking assessments with adults (older people, physical disability, learning disability, vulnerable, mental health, substance misuse, dual diagnosis) must adhere to the Care Act 2014. Central to the Care Act is wellbeing and a person-centred approach. The Care Act and associated statutory guidance sets out the legal framework to be followed.
- 1.3 The Care Act also provides regulations regarding assessments, which EDT Officers may find beneficial.
- 1.4 The Care Act focuses on the Wellbeing principles which should be considered throughout all contact and assessments. The Wellbeing Principles are detailed below

Wellbeing principles



- 1.5 The Act reinforces that the person is best placed to make decisions around their care, support and wellbeing. The EDT Officer's focus should be on promoting wellbeing whilst taking into account assessed needs and desired outcomes.
- 1.6 The Act also highlights the importance of preventing and delaying the need for care and support by offering preventative offers or signposting.
- 1.7 Further information regarding the Care Act and specialism assessments within Adult Social Care can be found in the EDT Sharepoint file structure.

Safeguarding

- 1.8 EDT Officers operate over three Local Authorities but there is a shared approach to safeguarding adults through the Multi-Agency Adult Safeguarding Policy, Practice and Procedures. This can be found on the CBC intranet. All EDT Officers are expected to have an understanding of the main principles. Alongside this, EDT Officers will find useful guidance regarding safeguarding vulnerable adults in the EDT Sharepoint folder structure under Adults Resources.
- 1.9 The Care Act requires that Local Authorities make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect and, if so, by whom.
- 1.10 In EDT, Officers will respond to concerns of abuse. If deemed necessary, immediate Safeguarding Discussions will be undertaken to manage immediate risks. Actions will be agreed to manage situations out of hours until the locality team can undertake further enquiries.
- 1.11 The EDT Officer is responsible for arranging and facilitating the immediate Safeguarding Discussions with partners, with clear actions being agreed.
- 1.12 EDT Officers will never conclude a S.42 enquiry as it is expected the relevant day services will undertake full strategy meetings during working hours with all relevant professionals involved.
- 1.13 EDT Officer will use the EDT Safeguarding Discussion Form and SV1 Form to record any actions undertaken with vulnerable adults. These can be found in the EDT Sharepoint file structure.
- 1.14 Should EDT received allegations regarding a professional who is working with a vulnerable adult, it is a legal requirement for the service to notify the designated Officer (formally known as the LADO) within one working day of the allegation being made. Out of hours it is identified initial discussions will take place to safeguard people but referrals will be sent to:
 - Central Bedfordshire [Council- lado@centralbedfordshire.gov.uk](mailto:lado@centralbedfordshire.gov.uk).
 - Luton Borough Council lado@luton.gov.uk
 - Bedford Borough Council lado@bedford.gov.uk

2. Children

- 2.1 A child is anyone who has not yet reached their 18th birthday. 'Children', therefore, means 'children and young people' throughout this guidance.
- 2.2 It is acknowledged that EDT Officers operate over three local authorities. Therefore, the approach adopted to providing Children Services may vary. The main focus for all EDT Officers is to provide proportionate responses in line with the Practice Guidance provided by EDT.
- 2.3 It is a statutory requirement that the Local Authority responds to contacts and undertake assessments to determine the needs of children, young people and families in their area according to the 1989 and 2004 Children Act. When considering contacts, EDT Officers consider what support may be required by using the EDT Risk and Complexity Assessments.
- 2.4 EDT Officers will be able to establish if a Child in Need (CIN) or Child Protection (CP) response is required. EDT has a duty to work with other key lead professionals under the Working Together Guidance 2015. EDT Officers are encouraged to use their own professional judgement in order to determine what support is required from EDT.

General Guidance:

- 2.5 Detailed multi-agency guidance for assessment and thresholds of needs, risk and intervention for children and young people can be found on the CBC intranet.
- 2.6 Section 11 of the Children Act 2004 places a duty on key persons and bodies to make arrangements in any local area to safeguard and promote the welfare of children and improve the outcomes for children. EDT Officers should ensure this principle is upheld throughout their practice. It is important to remember the child's needs are paramount.
- 2.7 EDT Officers can assess the level of needs and risks with the EDT Complexity Assessment; the following can also be used to support EDT Officers with their assessments involving children.

| Level 1: Universal Needs | Level 2: Additional Needs / Early Help | Level 3: Complex Needs / Child in Need | Level 4: Urgent, Immediate or Other High Priority Needs |
|---|---|---|--|
| Universal support for all children and families. | Children and families, experiencing difficulties and requiring additional support to enable achievement of good outcomes for children in the family and to prevent abuse and neglect. | Children and families whose needs are complex and without co-ordinated support are likely to escalate into specialist services. | Children and families, whose needs are complex and enduring and cross many domains. They are at risk of significant harm or removal from home. |
| Needs are met by universally accessible services. | Needs are met by universal and targeted services. | Needs are met by a combination of universal and targeted services and are overseen by a social worker. | Needs are met by a combination of universal, targeted and specialist services which are co-ordinated by a social worker. |

- 2.8 Day Services offer children and their families a variety of assessments depending on the level of need and risk. For EDT, should an assessment be required the relevant recording database, or the EDT Assessment Form will be used on all occasions and recorded in line with the Recording Practice Guidance.

Children and Young people with specific needs or risks

- 2.9 Some children and young people require a specific assessment and / or help because of their particular circumstances or because of the nature of the risk they are exposed to. These children are likely to require on-going or prolonged assessments, but EDT are expected to manage any immediate risks identified. Children who may present with specific needs are:-

a) Children who commit offences and are known to the Criminal Justice System

Children involved in the Criminal Justice System will be known to and supported by the local Youth Offending Service (YOS). The YOS undertake a range of interventions to reduce the risk of re-offending by young people, including working with their parents, carers and the victims of crime. There is a shared YOS service across both Bedford Borough and Central Bedfordshire; Luton has a unitary service. They work with young people aged between 10 and 18 who are within the criminal justice system.

b) Children who return home from care

Children usually come into care because there are serious concerns about the care they received from their parents or there are other serious family difficulties. Children who return home from care are at greater risk than other children who are experiencing abuse or neglect. There are three circumstances in which children can return home:-

- i. the return home is planned by the Social Work Team and the child ceases to be looked after.
- ii. the return is unplanned (e.g. an older child takes themselves home)
- iii. the child is placed at home while remaining subject to a Care Order, so s/he remains looked after.

EDT Officers will assess situations referred to the service to determine what urgent support is required. EDT Officers will seek support from the EDT On-Call Manager regarding complex cases which require management oversight.

c) Children at risk of female genital mutilation (FGM)

Female genital mutilation is a criminal offence and any girl for whom FGM is planned will be a child in need of protection. The [Serious Crime Act, 2015](#) has updated and extended the Law in relation to FGM. There is a new duty on healthcare professionals, teachers and social care workers, to notify the police when, in the course of their work, they discover that an act of FGM appears to have been carried out on a girl who is under-18. In all cases Child Protection enquiries will need to be commenced.

More guidance can be found on the CBC intranet and the Pan-Bedfordshire Children Safeguarding Board website.

d) Children at risk of radicalisation

Radicalisation is defined as the process by which people come to support terrorism and violent extremism and, in some cases, to then participate in terrorist groups. The process of radicalisation is different for every individual and can take place over an extended period or within a very short time frame. The national Prevent Strategy emphasises the importance of a multi-agency partnership to monitor activity and risks, which should include Children's Services. The Channel programme is an initiative led by the Police and provides support to those at risk of being drawn into violent extremism. Young people at risk of being radicalised are likely to be exposed to safeguarding risks or have other needs which require intervention.

More guidance can be found on the CBC intranet and the Pan-Bedfordshire Children Safeguarding Board website.

e) Children at risk of child exploitation (CSE)

Where there are concerns that a child or young person is at risk of sexual exploitation, the risk assessment tool (available to professionals via the CBSCB website) must be considered. Any interventions should be managed via the usual safeguarding processes.

More guidance can be found on the CBC intranet and the Pan-Bedfordshire Children Safeguarding Board website.

f) Children who go missing

Children and young people who go missing are responded to in accordance with the Bedford Borough, Central Bedfordshire and Luton Borough Safeguarding Children Boards Safeguarding Children and Young People who Run Away and go missing from Home and Care protocol. More guidance can be found on the CBC intranet and the Pan-Bedfordshire Children Safeguarding Board website.

Repeatedly going missing should not be viewed as a normal pattern of behaviour. When a young person whose whereabouts is unknown is reported to the police, the police will categorise that young person as missing or absent using the Association of Chief Police Officers definitions. These are:

- iv. Missing - “Anyone whose whereabouts cannot be established and where the circumstances are out of character or the context suggests the person may be subject of crime or at risk of harm to themselves or another”; or
- v. Absent – “A person not at a place where they are expected or required to be and where there is no apparent risk”.

EDT Officers will ensure their recording of Missing or Absent is in line with the definitions. EDT will ensure they record missing, absent or returns children, this will be on the relevant databases system for under 16s and on Missing Forms for over 16’s.

g) Honour-Based Abuse and Forced Marriage

Honour Based Abuse (HBA) is a crime or incident that has been committed to protect or defend the honour of the family or community. IZZAT is a term commonly used within the cultures associated with Honour Based Abuse. IZZAT (aka Family Honour) is very impactful on the victim and plays a large part in motivating the families’ behaviour and actions. Cultures in which HBA exist sometimes also practice forced marriage, and do not accept that a woman can have a partner before marriage or that they can choose their own spouse. In all cases Child Protection enquiries will need to be commenced, in collaboration with the Police.

h) Child in Need

In Child in Need cases, the EDT Officer will establish what support is required to manage the immediate concerns or situation. It is important the EDT Officer records the Assessment, outcomes and support provided on the EDT Assessment Form which will provide a rationale for the decisions made. This can be found in the EDT Sharepoint file structure.

Child Protection

- 2.10 EDT Officers operate over three Local Authorities but there is a shared approach to safeguarding children through the Inter Agency Child Protection Procedures. Full details of these procedures can be found on the CBC Intranet. Alongside this, EDT Officers will find useful guidance regarding safeguarding vulnerable children in the Children Resource Folder on Sharepoint.
- 2.11 The objective of the Section 47 Enquiry is to determine whether action is required to safeguard and promote the welfare of the child. The decision to initiate a Section 47 Enquiry will be taken

by the relevant authority considering recommendations from the EDT Officers Initial Strategy Discussions.

- 2.12 The EDT Officer, when conducting an Initial Strategy Discussion, must assess the potential needs and safety of any other child in the household. In addition, immediate safeguard enquiries and protection planning may be required concerning any children in other households with whom the alleged abuser may have contact.
- 2.13 The EDT Officer is responsible for arranging and facilitating the Initial Immediate Strategy Discussions with partners. This will progress the enquiry with clear actions being agreed.
- 2.14 A result of the Strategy Discussion, a Social Worker may need to assess the child. Before being seen, parental permission must be gained unless there are exceptional circumstances that demonstrate that it would not be in the child's interests and to do so may jeopardise the child's safety and welfare. Relevant exceptional circumstances would include:
- the possibility that a child would be threatened or otherwise coerced into silence;
 - a strong likelihood that important evidence would be destroyed; or
 - that the child in question did not wish the parent to be involved at that stage (and is competent to take that decision).
- 2.15 In such circumstances, the Social Worker must take legal advice about how to proceed and whether legal action may be required, for example through an application for an Emergency Protection Order.
- 2.16 If injuries have been sustained and the child is in hospital, a Paediatric Safeguarding Medical will be undertaken. Following this being completed, further discussions will be required to progress the enquiry.
- 2.17 EDT Officers will use the EDT Initial Immediate Safeguarding Discussion Record to record all contact and actions undertaken with the child and family. Through the investigations, the EDT Officer may undertake an EDT Assessment. All relevant information will be forwarded to the relevant authority and stored on Sharepoint. Templates of these forms can be obtained from the EDT Sharepoint file structure.
- 2.18 EDT Officers will never conclude a S.47 enquiry as it is expected the relevant day services will undertake full Strategy meetings during working hours with all relevant professionals.

Statement of Expectations

- 2.19 Statement of Expectations should be used by EDT as a temporary measure in emergency situations, in response to newly identified risk. The aim of a Statement of Expectations is:
- To highlight concerns;
 - Note what has been agreed between the local authority and parents/carers;
 - What the expectations are of the family;
 - What the family can expect from EDT and relevant Local Authority.
- 2.20 Statement of Expectations should be made with the input and agreement from families/carers.
- 2.21 Statement of Expectations are separate from any other plans involving the children and their family. The Statement of Expectations is a stand-alone temporary agreement which should be

reviewed by the relevant Local Authority or Team and should not be viewed as a long-term measure to keep a child safe.

- 2.22 In cases of domestic violence, Statement of Expectations should be used with caution and considered on a case by case basis. The expectations should be placed on the perpetrator, rather than the victim. However, it is important that the victim also receives a copy of the Statement of Expectations so that they are aware of what the perpetrator is being asked to do. They should sign to acknowledge that they have received a copy of the Statement of Expectations.
- 2.23 The EDT template for a written agreement should be followed and can be found in the EDT Sharepoint file structure.

Sharing Information

- 2.24 It is important for all professionals to understand when they should share information or refer to another service. The Government has issued advice for all frontline practitioners and senior managers working with children, young people, parents and carers: [Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers \(March 2015\)](#). This makes clear that any professional who “has concerns about a child’s welfare, or believes they are at risk of harm should share the information with the Local Authority children’s social care and/or the police. If it is thought that a crime has been committed and/or a child is at immediate risk, the police should be notified without delay. This advice also contains a helpful ‘Myth-busting guide’. There is also guidance in [Working Together](#).