

Job roles factsheet: What does the Duty team do?

If you have ever telephoned Hartlepool social care services you will probably have spoken to someone in our Duty team. The Duty team is the first point of contact for anyone who would like help or advice from social care.

The Duty team's social workers and contact officers take requests for help (called **referrals**) over the telephone or in person at the Civic Centre. Duty deals with referrals for all areas of adults' and children's social care, including:

- child protection
- social work assessments
- occupational therapy assessments

You can talk to Duty about yourself, someone you care for, or a relative or friend. When you contact the Duty team a social worker or contact officer will talk to you about the difficulties you are having. The social worker or contact officer will take some information about you (or your relative or friend). They may want to speak to your doctor or district nurse, too, but will only do this with your permission. The social worker or contact officer will offer advice or suggest things we can do to help. If you need a full assessment the Duty team will pass your referral on to the appropriate team so that someone can arrange to come and visit you.

» Facts and figures

The Duty team consists of 5 social care officers, 3 social workers, one occupational therapy assistant, one team manager and two team clerks.

Duty receives referrals from members of the public, the police, doctors and hospitals. The team gets between 500 and 600 referrals each month.

The team is based in the Civic Centre in Hartlepool.

» The Emergency Duty Team

The Emergency Duty Team (EDT) takes emergency social care calls outside office hours. You can contact the EDT by telephone or textphone. The EDT handles social care cases whilst our offices are closed, and passes them to our own Duty team when our offices re-open.

» Duty team contact details

- Office hours: 8.30am – 5pm Monday to Thursday
8.30am – 4.30pm Fridays
- Telephone: 01429 523872
- Textphone: 01429 284130
- Email: socialcare@hartlepool.gov.uk

» Emergency Duty Team contact details (outside office hours)

- Telephone: 08702 402994
- Textphone: 01642 602346

» About this factsheet

This factsheet tells you about the role of the social care Duty team. We issued this factsheet in August 2011. We will check the information is up to date in August 2012.

» Other useful factsheets

Title	Reference
■ How to contact us	Factsheet 01
■ What we do	Factsheet 02



You can download all of our factsheets from **www.hartlepool.gov.uk/factsheets**
If you do not have access to the internet you can request factsheets from our administration team on 01429 523745