

Contact Details

The Emergency Duty Team can be contacted in a variety of ways

Telephone:
01344 786543

Text:
07867 907877

Email:
edt@bracknell-forest.gov.uk

Feedback

We value your comments. If you would like to talk about our service please contact the Emergency Duty Team Manager.

Telephone:
01344 786512

In writing:
Emergency Duty Team Manager
C/O Times Square
Market Street
Bracknell
RG12 1JD

By email:
edt@bracknell-forest.gov.uk

Alternatively you can speak to the
Department's Customer Response
Officer on 01344 351588.



Emergency Duty Team

**For Social Services
& Homelessness
Emergencies**

**Covering the Six Unitary
Authorities of Berkshire**

**Outside Normal Office
Hours**

**Designed & printed by Bracknell
Forest Borough Council's
Design & Print Services**

on
01344 786543

Introduction

The Emergency Duty Team provides a service outside normal office hours, for the six Unitary Authorities of Berkshire, covering social care and homelessness crises.

The service deals with referrals, which cannot wait until the next working day and includes:

- Support to children and their families
- Child Protection
- Mental Health
- Older persons
- Physical and learning disabilities

The Emergency Duty Team can help by:

- Providing advice and information
- Referring you to another agency
- Arranging for necessary services
- Providing support over the telephone
- Visiting to assess your situation, where appropriate

Role and Responsibilities

- The Team is staffed by skilled and experienced social workers.
- On receiving a referral the social workers will assess your situation. Please be aware that child protection, mental health assessments and vulnerable people at risk are given the highest priority.
- The Team can only deal with referrals, which occur out of office hours. Referrals made during the day to local social services and housing departments should be resolved by the respective office.
- A record of all referrals to the Team is made and passed to the relevant local office.
- Due to the nature of our work you may be asked to leave a message on our answer machine, we will endeavour to ring you back within 20 minutes.

Please note all our telephone calls are recorded for quality assurance purposes.

During the normal working hours Social Services and Homelessness Teams can be contacted via these telephone numbers:

Bracknell Forest Borough Council
01344 352000

Reading Borough Council
0118 955 3600

Royal Borough of Windsor and Maidenhead
01628 798888

Slough Borough Council
01753 690400

West Berkshire District Council
01635 42400

Wokingham District Council
0118 974 6800

The Emergency Duty Team operates outside of normal office hours:

Monday to Thursday 5.00 pm to 9.00 am

Friday 4.45 pm to Monday 9.00 am

We also operate throughout all Bank Holiday periods.