

CITY OF
WOLVERHAMPTON
COUNCIL

Response to Request for Information

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Emergency Duty Services in the Midlands Region 2017

Request:

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Job Title	Senior Social Work Manager Graduate Management Trainee
Team	EDT
Local Authority	Wolverhampton
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1.	The population size your EDT cover
	Approximately 250,000
2.	Which LAs does your EDT cover?
	Wolverhampton City
3.	The annual cost of your service. This should include hidden costs.
	The 2016/17 outturn position for EDT service was £643,275. Included in this cost are non-controllable costs of the service (which we believe you mean as Hidden cost) these consist of all back off support costs (eg – HR, Finance, Payroll), insurance, printing, corporate landlord etc.
4.	What service areas does your EDT cover- Children, Adults, AMHP, housing etc
	The service is a generic service covering both adult and child safeguarding emergencies, Mental Health Act Assessments (MHAA's), Appropriate Adults (AA) and Youth Offending Team (YOT), Court and Package of Care (POC) / Respite for Adult emergencies. We also attend emergencies housing including Wolverhampton homes Emergencies.

5.	<p>The number of FTE & PT out of hour's duty staff employed by the service</p> <p>There are 5 FTE –Plus one Service Manager</p>
6.	<p>Are your duty staff specialist or generic –please describe</p> <p>We have 5 FTE Approved Mental Health Practitioners (AMHP's), including the Manager. the 6th staff Member is not AMHP qualified but has extensive child and adult Safeguarding experience.</p>
7.	<p>Do you have sessional / casual staff, what do they cover, are they duty or on call?</p> <p>We have sessional ad hoc sessional staff. They are a mixture of skilled experienced social workers. Some offer AMHP in call support from home, some that offer specialist childcare support and can cover the Emergency Duty Team (EDT) desk and some that are able to cover adult and child safeguarding emergencies and the desk.</p>
8.	<p>What are staffing arrangement and cover for a shift</p> <p>Monday to Friday EDT is operational 16;30-09;00 next day. During the week there is 2 shifts- 16;30-22;30 lone worker and a night shift 22;30-08;30. There is a 2 hours window for double up visits and handover.</p> <p>Friday additional worker in at 16: 00 - Multi Agency Safeguarding Hub (MASH) handover until 16;30. shift ends 21;00 - This is normally completed by the Service manager.</p> <p>Saturday, Sunday and B/ Holidays are x2 12 hours shift patterns.</p>
9.	<p>What social work grade and salary are EDT duty social worker e.g. Advanced Practitioners, Senior Social workers, social workers etc plus salary, and what allowances or additional payments made e.g. shift allowance, increments if AMHP, essential care allowance, or any other payments</p> <p>The Manager is Senior Social Work Manager at Grade 9 £68-72k including on costs (NI & superannuation) and this role doesn't have a shift allowance.</p> <p>Social workers are Advanced Practitioners at Grade 8 £59-64k including on costs (NI & Superannuation) plus 10%-night shift allowance.</p>
10.	<p>If you have on call staff what do they cover, what on call fee do they get paid and payments for work covered</p> <p>AMHP's on call from home working via Agency claim x2 hours of their hourly rate @35;00 PH. If they are called out they claim JUST the hours they have worked and not the stand-by rate.</p> <p>Childcare- the same.</p> <p>NB – this is correct at the time of writing but currently under review</p>

	<p>Not all sessional are external – if City of Wolverhampton Council (CWC) employed they claim a grade 8 hourly rate c/o additional hours system- being phased out.</p>
11.	<p>How are calls taken – direct to SW or via call centre-please describe</p> <p>Most calls internal or external come via the on City Direct Call Handlers system. However MASH and Mental Health Social Care team call direct. (message taken and passed to EDT worker- basic details, EDT staff triage and prioritise their own calls.)</p> <p>Referrals also come via face to face handovers.</p>
12.	<p>Do you respond to referrals by email? If yes how is this managed</p> <p>Emails are sent to the team with information and requests / referrals. However if a call has not been logged EDT will not respond as a handover of work has not been completed.</p> <p>Referrals / requests are also put on the Care First desk top- again unless a handover / discussion has been had EDT will not respond.</p>
13.	<p>How is worker lone working safety managed?</p> <p>Alert Com is available to all staff.</p> <p>CCTV camera's are monitored 24 hours per day around the main parking and transit areas used by EDT staff</p> <p>Arrangements are in place for EDT staff to liaise with the 24 hour City direct with regards to where they are going and any protocols required to check on their safety whilst out and about.</p> <p>Often visits are undertaken jointly with the Mental health triage service, police or S12 Doctors.</p>
14.	<p>Apart from responding to emergencies, does your EDT any additional tasks, if yes what?</p> <p>Manage the desk top – (as they are paid on managers grades) Rota with day time colleagues to attend Multi Agency Risk Assessment Conference (MARAC)</p> <p>All EDT staff are a lead on one thematic area. e.g. Child Sexual Exploitation or Gangs etc.</p> <p>They offer advice and support (as managers) to social workers carrying out Duties after hours.</p> <p>They attend team meetings, supervision, training and briefings also within the day time.</p>

15.	Do you have a management on call system? yes / no, if yes please describe system and function in place	
	<p>There is a Manager on Call rota for the children's aspect of service. An Adult rota is currently being considered to support the Adult aspect of the service.</p> <p>Calls are mostly regarding funding issues and funding approval. However for childcare on call managers will often receive calls for Police issues / Children in Custody, placements no being available etc, Advice.</p> <p>The service manager triages these calls apart from straight forward funding approvals</p>	
16.	What type of local authority are you?	
	<i>Shire</i>	<i>County</i>
	Metropolitan ✓	<i>Borough</i>
	<i>Unitary</i>	<i>Other (please give details)</i>
17.	Do you have access to any resources ooh? If yes what are they and which service user group do they cover? Please describe	
	<p>Post 65 years - For A&E discharged – respite placements available but may be difficult to access at short notice.</p> <p>MH- Local Psychiatric hospital for 18 +. 1 male, 1 female and x1 elderly ward locally. PICU hospital out of area as is CAHMS units</p> <p>Place of Safety – Local Psychiatric Hospital has a S136 suite and soon to open a CAMHS s136 suite. Tri Borough MH St Triage car service who carry out MH assessments to try to prevent s136's. Local General Hospital has PoS availability. Children</p> <p>Looked after Children / in Transition (LAC / Lac Tran) – Local YMCA, host families and YP night hostels. Lac workers work ooh's for planned support of Lac Tran.</p> <p>Foster care internal list and external – approval required in All cases but funding agreements.</p> <p>PACE bed and Crises Bed in s17 children's home (planned short breaks)</p>	
18.	What time does your EDT cover from and until what time	
	As detailed above.	

19.	Please describe your shift rota used, are AL, BH training supervision / meeting hours calculated in ?
	<p>Rota is not annualised. Staff take A/L when they need it by giving notice. Only 2 staff off at any time and no A/L is approved over Christmas / New year periods.</p> <p>Staff work residual hours across the week taking into account 5 days mandatory training per year, monthly supervision, monthly team meetings and bi-monthly AMHP meetings.</p> <p>All other training is requested c/o yearly appraisals and either TOIL or additional hours payments are considered.</p>
20.	The number of referrals on average per month
	<p>Appx 650 – 700.</p> <p>More for weeks with B/Holidays included.</p>
21.	What percentage are calls children, adults, mental health housing
	<p>Appx 20% adults, 70% children's, 7% MH, 3% housing</p>
22.	The number of visits average per month
	<p>Appx 40</p>
23.	Number of Mental Health Act Assessments average per month
	<p>14</p>
24.	Do you operate a shift log system if so what system do you have in place e.g excel, or word document or data system etc
	<p>Yes- hand written log book.</p>