

## How and when will the service operate ?

**MONDAYS TO FRIDAYS**  
**5.00pm to 9.00am**

**Between**

**5.00pm and 12 midnight**

the service will be covered by an **on-duty** Team Manager or Senior Practitioner and a Social Worker

**Between 12 midnight and 9.00am**

the service will be covered by an **on-call** Team Manager or Senior Practitioner

**SATURDAYS, SUNDAYS AND**  
**BANK HOLIDAYS**

On Bank Holidays the service will operate from 5.00pm the previous day through to 9.00am on the next working day

**Between 9.00am and 12 midnight**

the service will be covered by an **on-duty** Team Manager or Senior Practitioner and two Social Workers

**Between 12 midnight and 9.00am**

the service will be covered by an **on-call** Team Manager or Senior Practitioner

## ON-CALL COVER

**(FROM 12 MIDNIGHT TO 9.00AM)**

The on-call team will be available to support children, young people and their families. They will receive calls via triage and decide whether further support is required by offering advice and guidance or visiting the family.

## SENIOR MANAGEMENT COVER

The team will have access to a Service Manager should they need senior management advice and support throughout the Out of Hours Service delivery times.



*Should you wish to make a comment, compliment or complaint about the service ...*

please in the first instance contact the Service or Team Manager on  
01202 738256

Email address: [childrensOOHS@poole.gov.uk](mailto:childrensOOHS@poole.gov.uk)

Or via [www.poole.gov.uk/feedback](http://www.poole.gov.uk/feedback)  
or email  
[comments.childrengervices@poole.gov.uk](mailto:comments.childrengervices@poole.gov.uk)

# BOURNEMOUTH & POOLE CHILDREN'S SOCIAL CARE OUT OF HOURS SERVICE

## A guide for professionals



**01202 738256**



**childrensOOHS@  
poole.gov.uk**

Service launch date

**Monday 5th November  
2018**



Working together

## What is the Out of Hours Service ?

### The aim of the service is:

To provide an essential social work service outside of normal office hours on behalf of Bournemouth Borough Council and Borough of Poole Council Children's Services.

### The objectives of the service are:

- To respond to **emergencies** where immediate Children's Social Care intervention is required to safeguard a vulnerable child.
- To respond to all referrals that the Local Authorities have a statutory obligation to respond to.

### The purpose of the service is:

To offer a single point of access whereby all referrals/calls will be screened and signposted or advice and information offered. If a call meets the required statutory criteria it will be passed to a Social Worker for action outside of normal daytime Children's Social Care hours.

## Are there situations the Out of Hours Service cannot assist with ?

- Due to the statutory remit, and working within the limits of available resources, the Out of Hours Service cannot seek to duplicate that offered by daytime Children's Social Care Departments.
- Work is limited to crises that arise outside of normal office hours and priority will be given to those situations seen to be most at risk and in need.
- In general terms, priority will be given to child **safeguarding** situations and particularly those where a child protection response is required.



## When should you call the Out of Hours Service and what is an emergency ?

You should call only if a child or young person is at serious risk of significant harm, and the situation cannot wait until 9.00am the next working day.

**For all other emergencies involving a child please call the relevant emergency services via 999 or 101**

## How will your enquiry be dealt with ?

The Out of Hours Triage Service will be the first point of contact and they will determine if:

- There are valid reasons why the request cannot await a response until the next working day.
- After the initial screening process, whether the referrer should be signposted or transferred to a Social Worker.
- The situation requires urgent action. The service response will then be determined by priority according to the perceived vulnerability of the child or young person requiring the involvement of the Out of Hours Service.

If transferred to a Social Worker calls will be immediately assessed for priority against other demands being made at that time and dependent on the needs and risk posed to the child.

### Other related services

Bournemouth & Poole Adult Emergency Duty Service: 01202 657279

Dorset Children's OOHS: 01202 228866

Dorset Adult EHS: 01305 858250