

South East Wales

Social Services Emergency Out Of Hours Service



0800 328 4432



Social Services provide an emergency service outside of normal office hours. This service deals only with emergency situations that cannot wait until the next working day.

Please call us if:

- A child or young person is in urgent need of protection from harm.
- A parent, foster carer or child needs emergency help, advice or support.
- A carer or a vulnerable adult (those with mental health problems, physical or learning disabilities or older people) is in urgent need.

We cannot help if:

- The situation can wait until the next working day, without risk of harm.
- It is a working day. We are not available so please contact your local Social Services.
- It is a medical emergency – you must phone your GP or an ambulance.

WHO CAN USE THE SERVICE?

- People living in the county boroughs of Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen, who need emergency help from Social Services, whether they already receive our service or not.
- Anyone who is calling on behalf of someone else, whether as a professional, relative, friend or carer.

WHEN IS THE SERVICE AVAILABLE?

The out of hours emergency service operates whenever other Social Services offices are closed. It can only be contacted by telephone or fax.

You can contact us:

Monday – Thursday 5pm – 8.30am.

Friday 4.30pm until 8.30am on the following Monday.

Bank Holidays and weekends 24 hrs.

WHO ARE WE?

The emergency service is provided by qualified and trained social workers and team managers.

The emergency service works closely with the daytime services. All calls are logged and details you give to the emergency service are passed on to the appropriate daytime social work team the following day.

HOW WILL THE SERVICE DEAL WITH MY REQUEST?

The service prioritises requests on the basis of the information you give us so it is important you give us as much information as you can.

Confidentiality is important to us. We only ever give information to people who need to know it to deal with the emergency situation.

If we do not agree you need an emergency service, we will give you advice about where you can get help.

COMPLAINTS

If you have any complaints about the service you receive from the out of hours emergency service, contact your local Social Services Complaints Officer to find out about the complaints procedure.

HOW DO I CONTACT THE SOCIAL SERVICES OUT OF HOURS EMERGENCY SERVICE?

TELEPHONE: 0800 328 4432

FAX: 01495 767 057

For any non Social Services emergency council service, call:

Blaenau Gwent	01495 311556
Caerphilly	01443 875500 (Textphone 01443 863183)
Monmouthshire	01594 836833 or 832845
Newport	01633 214222
Torfaen	01495 762200

The Emergency Out of Hours Service is only for Social Services Emergencies when offices are closed.

**For other council emergencies, telephone the relevant number on the last page.
For the police or an ambulance, call 999.**