

## Hackney Children's Social Care Out of Hours Protocol

### Introduction

Hackney Children's Social Care provides a 24 hour service to children and their families. The service deploys 'day staff' on a voluntary out of hours rota to deliver a seamless service. This approach provides for a consistent, effective and timely response to children in need of support or protection and is managed within the Access and Assessment Service; the service is supported by a daily CSC Head of Service on call arrangement.

### Referrals to Hackney CSC during office hours:

Referrals can be made to CSC during office hours in a variety of ways:

- Phoning First Response Team on 020 8356 5500 (managers are on 5116/5850/2806)
- Emailing a referral to [cscreferrals@hackney.gov.uk](mailto:cscreferrals@hackney.gov.uk) or [cscreferrals@hackney.gov.uk.cjism.net](mailto:cscreferrals@hackney.gov.uk.cjism.net) (secure address)
- Faxing a referral to 020 8356 5516
- Visiting Hackney Service Centre, 1 Hillman Street, E8 1DY

All children **must** be referred to the day service unless there is a very good reason why a child cannot be referred during office hours e.g. the child is in need of immediate support and/or protection out of office hours.

### Referrals to Hackney CSC outside office hours:

- The out of hours service is operational every night from 5pm – 9am and 24 hours over weekends and all Public Holidays when normal services are closed to the public.
- Urgent referrals can be made to CSC outside office hours by calling **020 8356 2710**. Please do not e-mail referrals as these will not be picked up until the next working day.
- In the event that there are problems with the Hackney Council telephone system the number for out of hours Children's Social Care is 07508 697 883 which will go through to a manager.
- Hackney and City of London CSC staff can provide a written summary to the out of hours service if they believe an open case is likely to come to the attention of the out of hours service via an internal e-mail address.
- Any public or professional callers to the out of hours service will immediately access a qualified senior social worker who will be able to assist with their enquiry

- If the out of hours social worker is on the telephone you will be able to leave a voicemail and they will return your call as soon as they are free.
- The out of hours service is not office-based and use remote-working technology; they are able to access CSC databases only
- The service cannot facilitate, manage or review on-going social work arrangements e.g. undertaking visits or holding meetings unless these are taking place within a place of safety e.g. hospital, police station etc. The out of hours service will not undertake a lone home visit out of hours.
- If there are immediate concerns for a child's safety one of the emergency services (police, ambulance, fire) must be called first; if the child is in danger the emergency services can remove them to a place of safety where the out of hours social worker can meet with them to assess their welfare.
- The out of hours social worker will send an email record of any intervention directly to the allocated Social Work Unit. If the child is not allocated to a social work unit the information will be sent by email to [cscreferrals@hackney.gov.uk](mailto:cscreferrals@hackney.gov.uk) and the First Response Team will begin a new contact/referral process
- Referrals to Adults' Emergency Duty Team who respond to adult mental health or care issues should be made on 020 8356 2579 or, if there are telephone system issues, 07984 699 009

### **City of London out-of-hours cover**

- Hackney CSC and the East London NHS Foundation Trust provide out-of-hours cover for the City of London regarding children and adults respectively.
- The out of hours service can remotely access City of London CSC records via the on-call Hackney CSC Head Of Service who has a VPN token.
- City of London children dealt with by Hackney CSC's out of hours service have their details passed to City of London CSC by First Response Team at the start of the next working day (emailed to [social.services@cityoflondon.gov.uk](mailto:social.services@cityoflondon.gov.uk), telephone 020 7332 1224).