

Using the Emergency Duty Service (EDS) and Fostering Out-of-Hours Call Service (FOOHAS)

0808 800 4005

This number will take you through to the call centre, at busy times you may need to leave a message

EDS Call Handler - First point of contact who will help in identifying the most appropriate support

EDS - Emergency Duty Social Workers (North, South and West)

FOOHAS - Fostering Social Worker

Plus - Operations Manager

Is there an immediate concern for the child's health and safety or welfare, for example a child missing from care? If yes contact EDS, following making any immediate calls to the emergency services.

If the child needs emergency medical treatment which requires permission from birth parents or the local authority contact EDS.

If the issue relates directly to the child then the Emergency Duty Service worker, who is a qualified social worker or manager, may be able to help in the first instance.

If you worried and wish to seek advice and support directly from a Fostering Social Worker call the EDS number and ask the call handler for a call back from the FOOHAS worker.

If the child has disclosed historic abuse and there is no current risk of harm to the child this can be reported to your supervising social worker and child care social worker the next working day.

Non-emergency situations should be dealt with during office hours when your supervising social worker who knows you and the child well is better placed to support and advise you.