



REQUEST	18887	Children's Social Care	Adult Social Care
<p>I request information about your Out-of-Hours / Emergency Duty Team (EDT) service for Children's and/or Adults Social Care.</p> <p>I would appreciate data for the current financial year (2025/26) and, where readily available, the previous year (2024/25).</p> <p><b>Section 1 — Service Structure and Coverage</b></p> <ol style="list-style-type: none"><li>Please confirm whether the local authority operates its own Out-of-Hours / Emergency Duty Service (EDT) for Children's Social Care, Adults Social Care, or both.</li><li>If not directly operated, please identify the organisation providing the service (e.g. NHS Trust, shared service, or contractor) and the contractual arrangement.</li><li>Please describe the structure of the EDT, including job titles and number of FTE posts by grade or role.</li></ol>		<ol style="list-style-type: none"><li>Children and Adult share responsibility of the OOH service 8pm to 8am on weekdays and 8pm Friday to 8am Monday.</li><li>N/A as above</li><li>The OOH service is operational between 17:00 hours and 08:30 hours seven days/ week.</li></ol> <p>Between 17:00 and 20:00 hours, Monday – Friday, the Out of Hours Service is facilitated by Children's Social Care. This is facilitated by two Social Workers who provide both a</p>	<p>I can confirm that Wigan operates its own EDT for both Adults and Children's social care.</p> <p>N/A</p> <p>The EDT service consists of a team of 6 full-time Advanced Practitioners who are all qualified AMHPs.</p> <p>The EDT service is within Adult's social care.</p> <p>EDT staff have a hybrid working arrangement in place.</p>

	<p>telephone response and a response to those concerns which require an immediate visit to safeguard a child.</p> <p>Between 20:00 and 08:30 hours, OOH Service is facilitated by Adult Social Care and consists of 1 x Team Manager and 6 x Social Workers who work shift patterns. Shifts are organised by rota. Shift patterns comply with European Working Time Directives and in the interests of Health and Safety Guidance.</p> <p>Social workers are paid at G9</p> <p>There is a rota of Senior Managers in Children's Social Care who are available to provide information and guidance during the out of hours periods</p>	
<p>4. Please specify which teams or functions are integrated (e.g. Children's, Adults, AMHP, Housing).</p> <p>5. Please confirm whether EDT staff work primarily from a designated base, from home, or through a hybrid arrangement.</p>	<p>4. Children's, Adult's and AMHP are integrated.</p> <p>5. Primarily from home</p>	

<p><b>Section 2 — Staffing and Pay</b></p> <p>Please provide details of EDT staffing, including:</p> <ol style="list-style-type: none"> <li>1. job titles and grades; copy of the structure</li> <li>2. whether sessional/bank staff are used and their pay rates;</li> <li>3. details of any Out-of-Hours/Unsocial Hours or standby allowances (including method of calculation and whether sessional/bank staff also receive these);</li> <li>4. any market supplements or retention payments applied to EDT roles; and</li> <li>5. whether staff receive time off in lieu (TOIL), overtime, or other additional compensation.</li> </ol>	<ol style="list-style-type: none"> <li>1. Social workers are paid at G9 and support workers G6.</li> <li>2. No, employed staff only.</li> <li>3. On call service manager or service lead receive stand by allowance when they are on rota. The 2 social workers covering OOH receive pay at G9 equivalent.</li> <li>4. No</li> <li>5. OOH social workers do not receive TOIL.</li> </ol>	<p>EDT staff are all Advanced Practitioners on Grade 10 salary.</p> <p>Wigan do not use sessional / bank staff.</p> <p>No unsocial hours or standby allowances.</p> <p>EDT staff do not receive any market supplements or retention payments.</p> <p>Staff receive TOIL.</p>
<p><b>Section 3 — Rota and On-Call Arrangements</b></p> <p>Please provide a copy or outline of the current EDT rota and on-call arrangements, including shift hours, number of staff per shift, management cover, and handover process.</p>	<p>The OOH service is operational between 17:00 hours and 08:30 hours seven days/ week.</p> <p>From 8:30am – 8:00pm Saturday and Sunday, Out of Hours is delivered by CSC.</p> <p>There is one support worker (childrens) on Saturday and Sunday 10am – 6pm</p>	<p>Between 17:00 and 20:00 hours, Monday – Friday, the Out of Hours Service is facilitated by Children’s Social Care</p> <p>Between 20:00 and 08:30 hours, OOH Service is facilitated by Adult Social Care</p> <p>There is one KFTP on Saturday and Sunday 10am – 6pm</p>

<p><b>Section 4 — Finance and Budget</b></p> <p>Please provide:</p> <ol style="list-style-type: none"> <li>the total annual budget allocated to the EDT service for the current and previous financial year;</li> <li>a breakdown of this budget by staffing, management, allowances, and commissioned elements;</li> <li>any funding contributions from partner organisations (e.g. NHS, district councils, other Local Authorities if shared services, police); and</li> <li>any known efficiency or savings targets applied to the EDT service.</li> </ol>	<ol style="list-style-type: none"> <li>24/25 £194,300 25/26 £205,280</li> <li>Budget all relates to staffing / out of hours allowance payments</li> <li>None</li> <li>None</li> </ol>	<table border="1"> <thead> <tr> <th></th><th>2024/25 Budget</th><th>2025/26 Budget</th></tr> </thead> <tbody> <tr> <td>Staffing</td><td>659,750</td><td>658,608</td></tr> <tr> <td>AMPH Allowance</td><td>26,612</td><td>44,996</td></tr> <tr> <td>Appropriate Adult services</td><td>9,900</td><td>9,900</td></tr> <tr> <td>Mobile Phones</td><td>1,000</td><td>1,000</td></tr> <tr> <td>Call handling</td><td>10,600</td><td>10,600</td></tr> <tr> <td></td><td><b>707,862</b></td><td><b>725,104</b></td></tr> </tbody> </table> <p>N/A</p> <p>N/A</p>		2024/25 Budget	2025/26 Budget	Staffing	659,750	658,608	AMPH Allowance	26,612	44,996	Appropriate Adult services	9,900	9,900	Mobile Phones	1,000	1,000	Call handling	10,600	10,600		<b>707,862</b>	<b>725,104</b>
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<p><b>Section 5 — Performance and Future Plans</b></p> <p>Please provide:</p> <ol style="list-style-type: none"> <li>a summary or copy of the most recent internal or external review, audit or inspection relating to the EDT service;</li> <li>the number of referrals or contacts handled by the EDT in the past 12 months (broken down by Children's and Adults if available);</li> <li>any current proposals, consultation documents or business cases regarding future changes (or recent changes), restructuring or reorganisation (LGR?) of the EDT or OOH service.</li> </ol>	<ol style="list-style-type: none"> <li>Ofsted report to be attached once received</li> <li>Unable to provide for Children's.</li> <li>Current proposal within the next month to review support staff being on standby.</li> </ol>	<p>CQC inspection scheduled for December 2025.</p> <p>The number of contacts/referrals handled by EDT Team. Data has been taken from our Adult Social Care System. Period 01/10/24 – 31/10/25. Residents&lt;18 = 6 and Residents 18+ = 331. Grand Total off 337</p> <p>N/A</p>																					