

What situations are treated as an emergency?

There are a number of situations in which the RESWS will become involved or work with other agencies to ensure the safety of an individual and the community. Examples of emergency situations are where:

- there are immediate significant protection and welfare concerns in relation to children and young people and vulnerable adults
- urgent advice and/or support is required by families or carers
- older people are at risk
- there is consideration that compulsory admission to hospital under the Mental Health Order (NI) 1986 is required.

If you have any comments or suggestions, compliments or complaints, please forward to:

The Service Manager
Regional Emergency Social Work Service
PO Box 826
Belfast BT8 7WZ
Tel: 02895048500

Or
The Complaints Officer
McKinney House (6th floor)
Musgrave Park Hospital
Stockman's Lane
Belfast BT9 7JE
Tel: 028 9063 0023

Useful contact numbers

NIHE Emergency Repair line	03448920901
Police Service NI (Non Emergency)	0845 600 8000
NSPCC Help Line	0808 8005000
Childline	0800 1111
Lifeline	08088088000



**Regional
Emergency
Social Work
Service**

Providing an emergency out of hours
Social Work Service for the population of Northern Ireland

028 95049999

What does this service offer?

The aim of the RESWS is to provide an emergency social work service outside normal office hours, which responds to a wide range of people in crisis **and which cannot be left until the next working day.**

People in crisis include

- Children & young people
- Older people
- People with mental health problems
- People with learning disabilities
- People with physical disabilities
- Families and carers of all of these groups

Other situations that RESWS can deal with

- An out of hours service for homeless people on behalf of the Northern Ireland Housing Executive (NIHE) by providing temporary accommodation **in cases of priority need.** We do not deal with housing applications, repairs or transfers.
- A service on behalf of the Social Security Agency in emergency only situations outside normal office hours.

Service Availability

The service is available outside normal office hours including weekend and Public holidays. These are:

5pm to 9am Monday to Thursday and 5pm on Friday to 9am on Monday.

There is 24 hour cover over public holidays

Contacting the RESWS

When you contact this service your call will be answered by a Switchboard Operator who will take a few details from you such as your contact details and the nature of your call. The Telephonist will then pass your details to one of the Social Workers who will ring you back. All Social Workers are experienced in dealing with emergency and crisis situations.

If you have hearing difficulties you can communicate with the service through, e-mail or text.

Tel: 028 95049999

Text: 07799867698(sms only)

Email: resws1@belfasttrust.hscni.net

This document can be made available on request in accessible formats including ethnic languages.

What happens next?

The social worker will then either:

- Provide advice and guidance to assist you in dealing with the emergency
- Arrange to provide necessary services
- Recommend that you contact another agency
- Refer you to your local office on the next working day.
- Visit to make an assessment of the emergency

All contacts with the service will be passed to the relevant social services /NIHE /SSA office on the next working day.

This is an emergency service. Referrals will be dealt with according to the social worker's evaluation of the risk and its urgency.

All users of the RESWS will be provided with a service that is fair and equal regardless of race, religion, language, culture, gender, disability, age and sexual orientation.