



ABERDEEN  
CITY COUNCIL

**Neighbourhood Services**  
*Health and Care*

# OUT OF HOURS SOCIAL WORK TEAM

معلومات من قسم العمل الاجتماعي  
資訊來源於福利救濟工作部  
ہنگی ہیوڈ کے اوت سے سہاوت حاصل کریں  
سوسل ورک ڈیپارٹمنٹ  
ہنگے سہاوت کا پتہ

## **Out of Hours social Work Team**

Telephone - 01224 693936  
Email - [oohs@aberdeencity.gov.uk](mailto:oohs@aberdeencity.gov.uk)  
Fax - 01224 663956

Aberdeen City Council provides a limited social work service outwith normal office hours, staffed by a dedicated team of qualified and experienced social workers.

### **Who is the service for?**

The Council provides this service for the citizens of Aberdeen, to assist them with urgent social problems, which cannot safely be left until the next working day.

### **What are the operational hours?**

The service is available from:

Monday - Thursday	04:30 – Midnight
Friday	04:00 – Midnight
Weekends & Public Holidays	08:30 - Midnight

### **What happens after midnight?**

Staff leave the office at midnight, but the phone line is diverted to allow the senior staff member on duty to continue to answer and screen calls overnight.

Calls to the service after midnight should be limited to emergencies only.

### **What can the service do to help me?**

Callers can expect a social worker to discuss their problem over the phone and then decide if any immediate action is needed. Assessment visits will be made if necessary, but the most urgent problems will be dealt with first.

The full range of social work services is not available out of hours, but the team receive calls from or about the following:

- Child welfare and protection.
- Support to vulnerable adults and older people.
- Support to people with disabilities.
- Support to families in crisis.
- Support to people with mental health problems.
- Provision of MHO (Mental Health Officers)  
– for statutory duties under the Mental Health (Care & Treatment) (Scotland) Act 2003.

### **What situations will be treated as an emergency?**

There are a number of situations in which the OOHS will become involved as a matter of urgency. Examples of emergency situations are:

- There are serious child protection and welfare concerns.
- Urgent assistance and advice is needed to prevent family breakdown.
- Older people are at risk.

- People with learning disability, mental health problems or physical disabilities are in need of urgent assistance.

The OOHS works in co-operation with partner agencies and other council services. The team may receive referrals from these sources and will also refer to them as appropriate. Details of referrals will also be shared with the neighbourhood social work offices.

For help with **language/interpreting** and other formats of communication support, please contact: 01224 523542

ভাষা/ইন্টারপ্রেটিং এবং অন্যান্য ফরমেটের  
যোগাযোগ সাহায্যের জন্য দয়া করে  
:01224 523 542  
নম্বরে যোগাযোগ করবেন।

如果需要語言/傳譯及其他形式的傳訊支援服務，  
請聯絡:01224 523 542。

Если требуется помощь при выборе  
языка / переводчика или других  
способов общения, звоните по  
телефону: 01224 523 542

للحصول على مساعدة بخصوص اللغة/ الترجمة  
و وسائل الاتصال الأخرى، الرجاء الاتصال  
بالرقم التالي: 01224 523 542

زبان / ترجمانی (انٹرپرائٹنگ) میں مدد اور اپنی بات دوسروں  
تک پہنچانے میں مدد کی دوسری طرزوں کیلئے، براہ کرم اس نمبر پر  
رابطہ کریں: 01224 523 542

Jeśli potrzebujesz pomocy **językowej /  
tłumacza** lub innej pomocy w  
porozumiewaniu się, proszę zadzwonić  
pod numer: 01224 523 542

Arrangements can be made to have this leaflet available in audio-cassette, Braille and large print. Telephone 01224 523933



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