

OUT OF HOURS

These are some of the responses from workers who attended the open day.

OPEN DAY

Many thanks to everyone particularly staff from the west who made the journey through to visit us.

A welcome, opportunity to meet some of the team to learn more about their work & roles, seeing the service at first hand, meeting colleagues I do not see very often, seeing some of the useful tools, made me think about potential opportunities for teams to support each other more effectively.

OOH team was very welcoming even though they were all busy. Gave me a real insight into all the brilliant work the team does and how committed the team are it was lovely to meet you all face-to-face. Thank you for taking the time to speak with me and to answer questions.

Very informative visit which gave me an insight into the work OOH does as well as the many other challenges the team face with limited staff numbers especially when they have to respond to a crisis in the community. Staff have a wealth of knowledge and conduct themselves with the utmost professionalism despite the difficult conversations. A huge number of plaudits and praise to you all - keep up the good work!

What an absolute wonderful staff team, the service must be extremely proud. The team found the time to speak and answer questions despite being extremely busy. I came back reflecting on a better understanding of the team and what you do, treating each caller with the utmost respect and care.

Contact Social Work

For Adult Services or Children and Families (Monday to

Friday, 9am to 5pm) call:

030 33 33 3001, or email:

Accessteam@dumgal.gov.uk

Out of hours (Monday to Friday, 5pm to 8am, and all day Saturday and Sunday), call:

01387 273660 or email:

socialworkoutofhours@dumgal.gov.uk

This is for help outside normal working hours – any bank holiday, including Christmas Day and New Year's Day.

