



An Oifig Náisiúnta um Chumhdach

Ospidéal Naomh Iósaf

Sráid Mulgrave

Luimneach

V94 C8DV

T: 061 461165 R: safeguarding.socialcare@hse.ie

National Safeguarding Office,

South East Wing,

St Joseph's Hospital, Mulgrave Street

Limerick.

V94 C8DV

T: 061 461165 E: safeguarding.socialcare@hse.ie

27/06/2023

Róisín Shortall TD
Dáil Éireann
Kildare Street
Dublin 2
E: roisin.shortall@oireachtas.ie

Dear Deputy Shortall,

PQ Number: PQ 27023/23

Question: To ask the Minister for Health the contact arrangements that are in place, outside of the hours 9.00am to 5.00pm Monday to Friday, for emergency safeguarding services (details supplied); and if he will make a statement on the matter.

I refer to the above Parliamentary Question which has been referred by the Minister for Health to the Health Service Executive for direct response. The HSE has Safeguarding and Protection Teams based in each team of the 9 Community Healthcare Organisations around the country. These teams operate on a Monday to Friday basis, 9 am to 5pm with each of the teams having a direct telephone number and email address. People can make contact and request to speak with a social worker during these hours.

The National Safeguarding Office similarly operates on a 9am to 5pm, Monday to Friday 5 five day week basis and has professional social work staff available to deal with safeguarding concerns/ queries that come into the National Office. In addition, staff of HSE Live (1800-700700/ 01-2408787) are available to take calls between 8am and 8pm (Monday to Friday) and from 9am to 5pm (on Saturday



National Safeguarding Office

and Sunday). Staff of HSE Live have a pathway response to queries and if the matter is a safeguarding concern, they will take the caller's details for referral on to the appropriate Safeguarding and Protection Team.

Outside of these hours, people will access the emergency services (An Garda Síochána, ambulance service, fire service or local accident & emergency dept,) as they would in the normal course of events.

Any requirement for an adult safeguarding 24/7 helpline would be subject to an evidence base and business case for the development of such a service. The HSE will continue to keep this matter due consideration in service development planning and remains responsive to feedback and data that emerges to support the requirement for such a service.

Yours Sincerely,

Tim Hanly

A handwritten signature in black ink, appearing to read 'Tim Hanly', written over a horizontal line.

General Manager | National Safeguarding Office

Copy to HSE PAD at PQuestions@hse.ie