

**If you have an immediate Child Protection concern about a child or family that needs an urgent safeguarding response, contact: Enfield Children's MASH (Multi-Agency Safeguarding Hub)**

**Tel:** 0208 379 5555

For urgent child protection concerns please call the **MASH** first before submitting a referral in writing. Written referrals will need to be completed on the Child Protection section of the Children's Portal. <https://cp.childrensportal.enfield.gov.uk/web/portal/pages/home>

**For urgent safeguarding concerns** that occur outside of normal working hours, contact the emergency **Duty Team on 0208 379 1000**

**For non-urgent referrals** that still require a safeguarding response, please visit the Children's Portal and complete an online **Child Protection** referral by visiting [www.enfield.gov.uk/childrensportal](http://www.enfield.gov.uk/childrensportal)

If you are concerned about a child's safety and wellbeing and are aware the case is already open to children's social care, please contact the social worker directly or contact the switchboard on 0208 379 1000 if you do not know their contact number but know their name. Otherwise, please contact MASH who can identify who the social worker is and put you through.

**If you have a concern and are unsure how to proceed, please call The Enfield Childrens MASH Professional Consultation line 0203 855 6241. Lines open 10:00am-16:00pm Mon-Fri. Otherwise, please call MASH.**

## Early Help & support

For children & families that require early help and support please contact the Early Help service duty team on: 020 8379 2002 or 020 8379 2525. The document previously called the GREEN non-safeguarding Early Help Form (EHF) will now be completed via the Family Hub icon on the Children's Portal. Referrals must be completed online [Early Help](#)

## For general safeguarding processes and policy advice you should contact:

Enfield Safeguarding Partnership (Enfield Council, NHS Enfield & Met Police) **Tel:** 0208 379 2767

webpage: [Children's Multi-Agency Safeguarding Hub | Safeguarding Enfield](#)

Looked After Children Team: 0208 379 8200

## Allegations Against Staff

**In the event of an allegation/concern against a member of staff the Designated Safeguarding Lead (DSL) must inform the Local Authority Designated Officer (LADO) within 1 working day and prior to any internal actions taking place.**

Email [safeguardingservice@enfield.gov.uk](mailto:safeguardingservice@enfield.gov.uk) for the attention of the **LADO (Cathy Phelen)**

**You may be asked to complete a LADO referral form if the matter requires an "Allegations against Staff and Volunteers"**

[Referral to LADO](#)

**For advice & guidance contact:** Safeguarding and Quality Team: 0208 379 2850.

## Whistleblowing

Where a staff member feels unable to raise an issue with their employer, or feels that their genuine concerns are not being addressed, they should use the other channels open to them:

- NSPCC whistleblowing advice line is available. Staff can call 0800 0280285 – 08:00 to 20:00, Monday to Friday and 09:00 to 18:00 at weekends. The email address is: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)
- Ofsted provides guidance on how to make complaints about a provider: Complaints procedure - Ofsted - GOV.UK [Complaints procedure - Ofsted - GOV.UK](#)
- Reporting an allegation against staff (Whistleblowing) must be reported to LADO

## Domestic Violence Support & Wellbeing

**Solace Women's Aid Advice Service** offers information, advice and support for domestic and sexual violence. Phone the advice line on **020 3795 5068** (Monday to Friday, 9am to 6pm) or visit Solace Women's Aid [www.solacewomensaid.org](http://www.solacewomensaid.org)

**VS- Victim Support** – Supporting people affected by crime and traumatic events <https://www.victimsupport.org.uk/>

**Young minds** – Advice and information <https://youngminds.org.uk/>

**Enfield Council Domestic Violence Helpline 0800 923 9009** <https://new.enfield.gov.uk/services/community-safety/domestic-abuse/>

## Female Genital Mutilation

If you are concerned that a child or young person may be in danger or risk of FGM

**Tel:** 0800 028 3550 or email [fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk)

## Prevent Duty 2015

If children/young people are identified as being vulnerable to radicalisation, further advice and support can be found in The Prevent Duty. Serious concerns should be referred to the below Services:

To contact a Prevent officer in Enfield for support with concerns about radicalisation, you should email [prevent@enfield.gov.uk](mailto:prevent@enfield.gov.uk)

Anti - Terrorism Hotline (Metropolitan Police Service) **Tel:** 0800 789 321 [How to report possible terrorist activity | Metropolitan Police](#)

**Local Authority Community Safety Unit** [Community Safety Unit | Enfield Council](#)

<https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-referral/tackling-extremism-and-radicalisation>

[Prevent Resources | Enfield Council](#)

<http://www.elearning.prevent.homeoffice.gov.uk>