Child Protection

Feb 2025

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
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 Consultation line for professionals 020 3855 6241.Lines open 10:00am-14:00pm 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
https://eh.childrensportal.enfield.gov.uk/web/portal/pages/ehmref#h1
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
Child & Family Support Team: 0208 379 2574
Looked After Children Team: 0208 379 8200

In the event of an allegation/concern against a member of staff please contact the Local Authority Designated Officer (otherwise known as the LADO)
The Designated Lead Practitioner must inform the LADO within 1 working day and prior to any internal actions taking place. You will be asked to complete a LADO referral form if the matter requires an "Allegations against Staff and Volunteers" safeguardingservice@enfield.gov.uk and MPESupport.SCS@enfield.gov.uk
Ofsted MUST be notified within 14 Working days
Contacts: **Cathy Phelan (Enfield Lado)** Department: Schools & Children's Services **Tel: 020 8379 4392/2850**
In the event that Cathy is unavailable, please call the Safeguarding and Quality number on 0208 379 2850 and one of the Independent Reviewing officers will respond.
Email: **Cathy.Phelan@enfield.gov.uk** or safeguardingservice@enfield.gov.uk webpage: Allegations against adults working with children | Safeguarding Enfield

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*
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 Hub 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

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:
Anti - Terrorism Hotline (Metropolitan Police Service) **Tel:** 0800 789 321 (www.met.police.uk/terrorism)
Local Authority Community Safety Unit Tel: 0208 379 4085/6137
Staff can raise concerns relating to extremism directly to the DFE Tel: 0207 340 7264
https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-referral/tackling-extremism-and-radicalisation
http://www.elearning.prevent.homeoffice.gov.uk

Ofsted Helpline
General enquires: 0300 123 1231 (9am-5pm)
Concerns: 0300 123 4666 (8am-6pm)
enquiries@ofsted.gov.uk

Ofsted Whistle Blowing
Whistle blowing helpline: 0300 123 3155
Email: whistleblowing@ofsted.gov.uk

NSPCC Whistleblowing advice line for professionals: Advice line for anyone concerned how workplace Child Protection issues are being handled. Tel: 0800 028 0245 Email help@nspcc.org.uk
NSPCC 24-hour emergency service **Tel:** 0808 800 5000
Child line Tel: 0800 1111

ENFIELD Council