

London Borough of Merton Safeguarding Children Early Years

Contact List 1

1.1 Making a referral to Merton Safeguarding Children Partnership Children and Families Hub

A child being abused or neglected or at significant risk of being abused or neglected:

Monday to Friday 9.00am – 5.00pm

Children and Families Hub:	020 8545 4226/4227
Email (general enquiries):	candfhub@merton.gov.uk

Out-of-hours emergencies (evenings and weekends)

Emergency Duty Team (EDT Merton, Kingston, Sutton)	020 8770 5000
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Consultation

If you are unsure what support or services may be available or would like to discuss a possible request for service, you can contact the **Duty Social Worker based in the Children and Families Hub** for a consultation by calling **020 545 4226/4227**. Information on the services the Children and Families Hub provide can be found at www.mertonscp.org.uk/working-with-children/children-and-families-hub/

NOTE: *If a child is resident in another local authority area, you must contact the Social Care team where the child lives. You are strongly advised to have telephone numbers to hand.*

1.2 Police

A child being abused or at significant risk of being abused:

Police (non-emergency)	101
Police (emergency)	999

1.3 Allegations* of serious harm or abuse by any person living, working, or looking after children in Ofsted registered settings (*including children*)

You should contact these numbers/emails within 24 hours of the allegation being made, or earlier if the matter is urgent and children are at immediate risk.

Local Authority Designated Officer (LADO)	020 8545 3179 / 3187 or LADO@merton.gov.uk
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Emergency Duty Team (EDT)	020 8770 5000 (immediate concerns outside of 9am to 5pm)
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Ofsted	www.gov.uk/guidance/report-a-serious-childcare-incident#how-to-tell-ofsted 0300 123 4666
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Note: As the registered provider, to fulfil your legal requirements, notify Ofsted of any significant events as soon as reasonably possible, and no more than 14 days from when the event happened. *It will take about 10 to 20 minutes to complete.*

Please also copy in the Early Years Team at **providers@merton.gov.uk** (marked confidential and urgent)

You must not investigate the allegation yourself