



INTRODUCING CROYDON'S NEW

Single Point of Contact

For Early Help & Children's Social Care

For enquiries and referrals relating to children and young people at risk of harm or where you require support in agreeing an Early Help offer.

Whether a safeguarding or early help response is needed, the Single Point of Contact is here to help. The Single Point of Contact is made up of staff from the Multi-Agency Safeguarding Hub (MASH) and Early Help.



CHILDREFERRALS@CROYDON.GOV.UK

🔒 SECURE: CHILDREFERRALS@CROYDON.GCSX.GOV.UK

MONDAY TO FRIDAY, 9AM – 5PM

Urgent child protection matters needing immediate attention

Tel: 0208 255 2888

Professionals' consultation line – **Tel: 0208 726 6464**

OUT OF HOURS

Our emergency social work service is for urgent child protection matters that cannot wait until the next working day – **Tel: 0208 726 6400**



If you believe a child is at immediate risk of harm call the police on 999.

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CHAMPIONS
for Children


cscb
Croydon Safeguarding
Children Board

FAQs

WHAT HAS CHANGED?

All referrals, assessments and enquiries will be through the single point of contact email childreferrals@croydon.gov.uk

WHY ARE WE CHANGING?

To offer simpler access to advice and support. The Single Point of Contact will ensure a prompt response when children or young people are considered to be at risk, and support practitioners in agreeing an Early Help offer for children and young people.

WHAT ISN'T CHANGING?

■ Thresholds

You still need to consider whether an early help or safeguarding response is appropriate. For thresholds and early help pathways guidance visit www.croydonlcsb.org.uk/professionals/policies

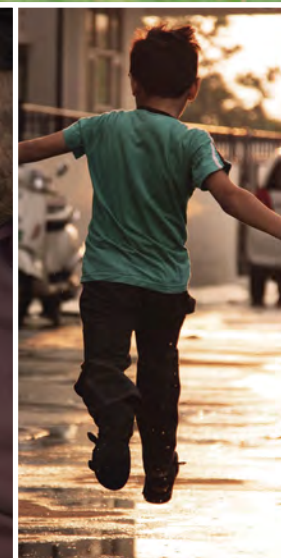
You still need to complete the same referral and, where appropriate, Early Help Assessment (EHA) forms. We are updating the forms with details of how to refer through the Single Point of Contact, but otherwise they remain unchanged.

■ Consent

You must have sought consent from the family before referring, unless this will place the child at significant risk of harm.

■ Your responsibilities

You must continue to follow your organisation's safeguarding policy and where appropriate contact your designated safeguarding lead/officer.



Free online safeguarding awareness and early help training is available at: www.croydonlcsb.org.uk/professionals/learning-development