

Family Hubs Safeguarding Policy and Child Protection Policy

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Key Contacts

Role	Contact
DSL	
Deputy DSL	
Family Hub Transformation Lead	Katy Sparrow-Robins Katy.SparrowRobins@croydon.gov.uk
Director of Education	Shelley Davies Shelley.Davies@croydon.gov.uk
Croydon MASH	Monday to Friday, 9am to 5pm 0208 255 2888 (see instructions Appendix A) Out of hours Team on 0208 726 6400. (see instructions Appendix A)
Croydon LADO	lado@croydon.gov.uk ~ 020 8726 6000
Police (non-emergency)	101
Emergency	999

1. Introduction and Aims

This policy outlines how Croydon Family Hubs safeguard and promote the welfare of all children and young people accessing our services. It aligns with the **Croydon Safeguarding Children Partnership (CSCP)** [Croydon Safeguarding Children Partnership](#) and national statutory guidance to ensure a consistent, proactive, and community-informed approach to child protection and safeguarding.

Governance and Oversight

This policy is owned by the **Family Hubs Transformation Lead**

Strategic oversight sits with:

- Family Hubs Strategic Oversight Group

Operational assurance is provided through:

- Designated Safeguarding Leads (DSLs) within each Family Hub
- Safeguarding audits and quality assurance activity
- Learning from safeguarding incidents, allegations, and multi-agency reviews

2. Safeguarding Statement

Croydon Family Hubs are committed to safeguarding and promoting the welfare of all children, young people, and vulnerable adults. We believe that:

- The welfare of children, young people and vulnerable adults is paramount.
- All children, young people, and vulnerable adults have the right to be protected from harm, abuse, exploitation, and neglect and to grow up in a safe and supportive environments.
- All staff, volunteers, and partners have a duty to safeguard and promote the welfare of children, young people, vulnerable adults and their families using our services.

Partnership Working Statement

All partner organisations, staff, and volunteers delivering services through Croydon Family Hubs must act in concordance with this policy and with their own organisational safeguarding policies. Where discrepancies arise, the highest safeguarding standard applies.

3. Scope of the Policy

Employment Arrangements and Accountability

Croydon Family Hubs operate through a partnership model. Staff and volunteers working within or delivering services from Family Hubs may be:

- Directly employed by the lead/primary provider organisation, or

- Employed by a partner organisation, commissioned provider, or statutory agency operating within the Family Hubs network.

Regardless of employment status, all staff, volunteers, students, and sessional workers working from or on behalf of Family Hubs are required to:

- Act in accordance with this Safeguarding and Child Protection Policy, and
- Act in accordance with the safeguarding and workforce policies of their employing organisation.

The primary provider for Croydon Family Hubs is London Borough of Croydon, operating in partnership with commissioned and voluntary sector providers.

4. Types of Abuse, Neglect and Exploitation

Croydon Family Hubs recognise the following categories of abuse, as defined in **Working Together to Safeguard Children 2023**:

- **Physical Abuse** – Hitting, shaking, poisoning, burning, or otherwise causing physical harm.
- **Emotional Abuse** – Persistent emotional maltreatment, including threats, humiliation, or isolation.
- **Sexual Abuse** – Forcing or enticing a child to take part in sexual activities, including online abuse.
- **Neglect** – Persistent failure to meet a child's basic physical and/or psychological needs.
- **Child Criminal Exploitation (CCE)** – Involvement in criminal activity (e.g., county lines).
- **Child Sexual Exploitation (CSE)** – Manipulation or coercion into sexual activity.
- **Domestic Abuse** – Includes coercive control, emotional, physical, and financial abuse.
- **Modern Slavery** – Trafficking, forced labour, and exploitation.
- **Online Abuse** – Grooming, exploitation, and exposure to harmful content.

5. Contextual Safeguarding and Vulnerable Groups

'Contextual safeguarding recognises that as young people grow and develop they are influenced by a whole range of environments and people outside of their family. For example, in school or college, in the local community, in their peer groups or online. Children and young people may encounter risk in any of these environments. Sometimes the different contexts are inter-related and can mean that children and young people may encounter multiple risks. Contextual safeguarding looks at how we can best understand these risks, engage with children and young people and help to keep them safe. It's an approach that's often been used to apply

to adolescents, though the lessons can equally be applied to younger children, especially in today's changing world.'

Croydon Family Hubs tailor safeguarding responses to local risks and vulnerabilities.

Vulnerable Groups

While all children have a right to be protected from harm, some may be at greater risk due to their individual circumstances or experiences. These children may face additional barriers to accessing help and may require specific support to keep them safe.

In the context of this policy, vulnerable groups may include, but are not limited to:

- Children with physical or learning disabilities or complex health needs
- Children with mental health needs or neurodivergent conditions
- Children from Black, Asian, or other minoritised ethnic backgrounds
- Children who are refugees, asylum seekers, or have insecure immigration status
- Children who are looked after (in care) or have been previously
- Children who identify as LGBTQ+
- Children affected by domestic abuse, parental substance misuse, or parental mental ill health
- Young carers
- In line with Fuller 2 (May), we recognise that bereaved children and children affected by the death of a significant caregiver or family member are a vulnerable group and may require additional safeguarding awareness and support.
- Children experiencing poverty, housing instability, or social exclusion

We recognise that children in these groups may:

- Be less likely to disclose abuse or neglect
- Be more likely to experience discrimination or marginalisation
- Face communication or trust barriers when seeking support
- Have their safeguarding needs misunderstood or overlooked

Our commitment is to ensure that safeguarding practice is responsive to these risks. Staff and volunteers are trained to recognise and respond appropriately to the needs of all children, including those who may be more vulnerable. We are committed to inclusive, anti-discriminatory practice and to working in partnership with families, carers, and relevant services to ensure the safety and wellbeing of every child.

6. Continuum of Need and Threshold Guidance

Within the Family Hubs partnership, a range of support is available to meet the varying needs of children, young people, and their families. All staff are expected to seek guidance from their managers and make use of supervision to understand their specific role and the level of support or intervention they are able to provide using the Continuum of Need Matrix: [Threshold Document: Continuum of Help and Support](#).

Please ensure that children and young people are referred to the appropriate service based on their level of need and any safeguarding concerns.

Making a Safeguarding Referral

All safeguarding concerns arising within Family Hubs should be discussed with the **DSL without delay**.

Where thresholds are met, a referral will be made to **Croydon MASH** in line with CSCP guidance.

This policy confirms that **MASH is the single point of access for safeguarding referrals**; Family Hubs do not operate a separate referral pathway.

7. Disclosure & Immediate Actions

Disclosure by a Child, Young Person or Adult

Where a disclosure is made:

- Listen calmly and without judgment
- Do not ask leading questions
- Do not promise confidentiality
- Record the disclosure verbatim where possible
- Report immediately to the DSL

Concerns must be recorded and acted upon in accordance with safeguarding procedures **on the same working day**.

PREVENT and Radicalisation

Family Hubs recognise safeguarding responsibilities under the **Prevent Duty**. Staff must be vigilant to signs of radicalisation and refer concerns in line with CSCP and Croydon Prevent procedures.

Harmful Practices

Safeguarding responses also include concern for harmful practices such as:

- Honour based abuse
- Female Genital Mutilation (FGM)
- Forced marriage

Any concern must be treated as a safeguarding issue and reported to the DSL and MASH as appropriate.

8. Online Safety and Social Media

Digital platforms are a central part of many children and young people's lives, offering opportunities for connection, learning, and creativity. However, they also carry safeguarding risks that can affect both children and staff. Our policy aims to promote **safe, respectful, and responsible online behaviour**, while protecting everyone involved in our services. e.g using our services

Safeguarding Children Online

'The breadth of issues classified within online safety is considerable and ever evolving, but can be categorised into four areas of risk:

- **content:** being exposed to illegal, inappropriate, or harmful content, for example: pornography, racism, misogyny, self-harm, suicide, antisemitism, radicalisation, extremism, misinformation, disinformation (including fake news) and conspiracy theories.
- **contact:** being subjected to harmful online interaction with other users; for example: peer to peer pressure, commercial advertising and adults posing as children or young adults with the intention to groom or exploit them for sexual, criminal, financial or other purposes.
- **conduct:** online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images (e.g. consensual and non-consensual sharing of nudes and semi-nudes and/or pornography, sharing other explicit images and online bullying, and
- **commerce:** risks such as online gambling, inappropriate advertising, phishing and or financial scams.' 'Report it to the Anti-Phishing Working Group (<https://apwg.org/>).'

*KCSIE 2025

To address these risks, we:

- Provide age-appropriate education and discussions about online safety
- Support children to recognise unsafe behaviour or content
- Encourage safe use of privacy settings and reporting tools
- Monitor digital activity during our sessions where appropriate
- Respond to online safety concerns in line with our safeguarding procedures
- Signpost children and families to trusted online safety resources and support services

Safeguarding Staff and Volunteers Online

We also recognise the need to safeguard staff and volunteers from inappropriate contact, allegations, or reputational harm arising from digital communication.

To protect staff and maintain professional boundaries:

- Staff and volunteers **must not use personal social media accounts** to communicate with children or young people
- Any necessary digital communication (e.g., sharing event information) must take place via **organisational platforms and accounts**, and be **transparent, purposeful, and recorded**
- Staff must never accept friend or follow requests from children on personal accounts
- Staff must immediately report any inappropriate online contact, messages, or requests they receive from children or others connected to their work
- Staff should take care with personal online profiles and privacy settings to minimise exposure to risks
- Allegations or concerns about staff behaviour online will be taken seriously and addressed through our safeguarding and disciplinary procedures

Use of Images, Videos, and Digital Content

We are committed to respecting privacy and ensuring that all use of photographs, video recordings, or other digital content involving children, families, or staff is safe, lawful, and ethical.

- **Consent must always be obtained in writing** before capturing or sharing any image or video of a child, young person, family member, or staff member.
- Consent must be informed, specific, and time bound. Families and individuals must know how, where, and for what purpose the content will be used.
- No image or video should be taken or shared without proper authorisation from the individual (or from a parent/carer in the case of children).
- Identifiable images of children must not be shared on public platforms (e.g., websites, social media) without clear, written parental consent.
- Staff must not use personal devices to take photos or videos during sessions unless explicitly authorised and in line with organisational procedures.
- All digital media should be stored securely and deleted when no longer needed, in line with data protection policies.

9. Safer Recruitment, Workforce Assurance and Volunteers

8.1 Safer Recruitment Principles

Croydon Family Hubs are committed to ensuring that **all individuals who work with children, young people, and families are suitable, safe, and appropriately supported**. Safer

recruitment and workforce assurance arrangements are a fundamental component of safeguarding and child protection practice.

Where staff are recruited directly, **Croydon Council Safer Recruitment procedures are applied**, which follow **Safer Recruitment guidance from the NSPCC**:

 <https://learning.nspcc.org.uk/safeguarding-child-protection/safer-recruitment>

Safer recruitment practice is implemented in line with:

- Working Together to Safeguard Children (2023)
- Keeping Children Safe in Education (where applicable)
- Croydon Safeguarding Children Partnership (CSCP) guidance
- Employing organisation safer recruitment policies

These principles apply to **all roles**, including paid staff, volunteers, students, agency staff, and sessional workers, whether they are employed directly by Family Hubs or by partner organisations.

8.2 Employment and Partnership Model

Croydon Family Hubs operate through a **multi-agency partnership model**. Individuals working within or delivering services from Family Hubs may be:

- Employed directly by the **primary provider (London Borough of Croydon)**
- Employed by a **partner organisation, commissioned provider, or statutory agency**
- Volunteering or undertaking a student placement

Regardless of employment arrangement, **all individuals working within Family Hubs are required to act in accordance with this Safeguarding and Child Protection Policy**, alongside the safeguarding and workforce policies of their employing organisation.

8.3 Recruitment of Family Hubs–Employed Staff

Where staff are recruited directly to work within Family Hubs:

- Recruitment will be conducted in line with **Croydon Council Safer Recruitment procedures**, informed by **NSPCC Safer Recruitment guidance**
- Roles will have clear job descriptions outlining safeguarding responsibilities
- Shortlisting and interviews will explore values, attitudes, and suitability to work with children and families
- Employment will be subject to satisfactory:
 - Enhanced DBS check (including barred list checks where required)
 - Identity and right-to-work checks

- Full employment history and references, including the most recent employer
- Verification of relevant qualifications and professional registration where applicable

No individual will be permitted to commence work in a regulated role until all required checks are completed, unless a fully risk assessed and authorised conditional arrangement is in place and supervised appropriately.

8.4 Staff Employed by Partner Organisations

Staff employed by partner organisations and delivering services from or on behalf of Family Hubs remain the responsibility of their **employing organisation**.

Partner organisations must provide assurance that:

- Safer recruitment processes are aligned with national safeguarding standards
- Appropriate DBS checks are in place, proportionate to the role
- Staff receive safeguarding training relevant to their role and level of contact
- Professional supervision, management oversight, and disciplinary procedures are in place

Family Hubs may request confirmation of DBS status, safeguarding training, and compliance with safer recruitment standards as part of partnership and quality assurance arrangements.

8.5 Volunteers, Students and Sessional Workers

Volunteers, students, and sessional workers are subject to **the same safeguarding expectations and standards as paid staff**.

All volunteers and students will:

- Be recruited using safer recruitment principles appropriate to their role
- Receive safeguarding induction prior to starting their role
- Undergo an enhanced DBS check where their role involves contact with children, young people, or families
- Have a clearly defined role description and named supervisor
- Receive safeguarding training appropriate to their responsibilities

Volunteers will not be placed in positions of **sole or unsupervised responsibility** for children unless appropriate safeguards, checks, and authorisations are in place.

8.6 Induction, Training and Supervision

All staff, volunteers, and students working within Family Hubs must:

- Complete safeguarding induction before or immediately on commencing their role
- Undertake safeguarding training at a level appropriate to their role
- Complete refresher safeguarding training in line with CSCP and employing organisation requirements
- Engage in supervision that includes safeguarding as a standing agenda item

Designated Safeguarding Leads (DSLs) must undertake advanced and update safeguarding training in line with CSCP expectations.

8.7 Professional Conduct and Codes of Practice

All individuals working within Family Hubs are expected to:

- Always maintain professional boundaries
- Follow their employing organisation's Code of Conduct
- Adhere to policies relating to digital communication, online safety, and social media
- Immediately report any safeguarding concern, allegation, or unsafe practice to the Family Hub Designated Safeguarding Lead (DSL)

Failure to meet safeguarding and professional conduct expectations may result in removal from duties within the Family Hubs, escalation to the employing organisation, and/or safeguarding action.

8.8 Workforce Assurance and Compliance

Family Hubs will maintain oversight of safeguarding compliance through:

- Partnership agreements and service level- expectations
- Workforce assurance and safeguarding audits
- Learning from incidents, allegations, and safeguarding reviews
- Ongoing review of workforce arrangements as the Family Hubs model develops

Where safeguarding standards are not met, Family Hubs reserve the right to **escalate concerns, restrict access to services, or review partnership arrangements** in line with safeguarding responsibilities.

9. Allegations Against Staff & Volunteers

Allegations Against Staff, Volunteers or Professionals

Any allegation, concern, or complaint that a person working with children has:

- Behaved in a way that may have harmed a child
- Possibly committed a criminal offence
- Behaved towards a child in a way that indicates they may pose a risk
- Behaved inappropriately online or offline

must be reported **immediately** to the Family Hub **DSL** and managed in line with the **Croydon LADO procedures**.

This applies to:

- Family Hub staff
- Volunteers
- Students
- Staff employed by partner organisations

The employing organisation retains responsibility for disciplinary action, but Family Hubs will cooperate fully with safeguarding and investigatory processes.

10. Policy Review and Audit

- This policy is reviewed **annually** or in response to legislative updates.
- Regular audits will be carried out by the Safeguarding Lead and updated as necessary.

11. Related Policies and Guidance

Employing Organisation Policies

Staff, volunteers, and students must follow the safeguarding, safer recruitment, disciplinary, whistleblowing, and allegations management procedures of their **employing organisation**, including but not limited to:

- Safer Recruitment Policy
- DBS and workforce vetting procedures
- Allegations Against Staff or Volunteers Policy
- Disciplinary and Capability Policies
- Code of Conduct / Professional Boundaries

Family Hubs will request assurance that partner organisations hold **up to date safeguarding policies** that are compliant with national guidance.

Related policies for reference:

- Children's Act 1989: [Children Act 1989](#) and 2004: [Children Act 2004](#)
- Keeping Children Safe in Education 2025: <https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>
- Working Together to Safeguard Children 2023: <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>
- London Safeguarding Children Procedures, Threshold Guidance (last updated 2023): [Threshold Document: Continuum of Help and Support](#)
- CSCP Guidance for professionals (last updated 2025): [Guidance & Policy | Croydon Safeguarding](#)
- Information Sharing 2024: [DfE non statutory information sharing advice for practitioners providing safeguarding services for children, young people, parents and carers](#)
- Care Act 2014: [Care Act 2014](#)
- Croydon Neglect Strategy 2025: [Neglect strategy | Croydon Safeguarding](#)
- CSCP Escalation and resolution Policy 2024: [Escalation and Resolution Policy | Croydon Safeguarding](#)
- LADO: Local authority Designated officer: [Local Authority Designated Officer \(LADO\) | Croydon Safeguarding](#)
- Parental Infant Mental Health Strategy: To be added following launch

12. Appendices

[Appendix A](#) - Croydon MASH: Referral Process

[Appendix B](#) - Neighbouring Borough Links

Appendix C – Useful links for parents, carers, staff and other visitors to the Family Hub.

Appendix A - Croydon MASH: Referral Process

[Concerned about a child? | Croydon Council](#)

The **Multi-Agency Safeguarding Hub (MASH)** is the single point of contact for **safeguarding referrals** regarding children in Croydon. It brings together professionals from children's social care, police, education, health, and others to make timely and informed decisions.

When to Refer to MASH

You should refer a case to Croydon MASH when:

- You believe a child is **at risk of significant harm** (physical, emotional, sexual abuse or neglect).
- You are concerned about the welfare or safety of a child, and thresholds for early help have been exceeded.
- A child discloses abuse or another professional raises a concern.

How to Refer

1. Make a referral:

You can make a referral using Croydon Safeguarding Children Partnership on Making referrals [Thresholds and Referrals | Croydon Safeguarding](#)

2. Urgent referrals:

If you have an urgent concern about a child that needs an immediate response, consider calling 999 and request the appropriate emergency service.

If it is not appropriate to call 999, but you have an urgent safeguarding concern that requires a same day response, you can contact the MASH team in the following ways:

During office hours, Monday to Friday, 9pm to 5pm: Call the MASH on 0208 255 2888. The referral, if appropriate, will be accepted over the telephone and you will need to follow this up by completing the online referral form within 24 hours.

Out of Hours:

Call our Out of Hours Service on 0208 726 6400. Press 5 for Children's Services and listen to the message until you hear 'If your call is an emergency, please wait and your call will be transferred'.

The call operator will take your details and pass the message on to the Out of Hours Social Worker to respond. This may not be immediately, dependent on other calls into Out of Hours Service. Out OF Hours Service responds to any urgent child safeguarding concerns that cannot wait until the next working day.

Online: An online MASH referral is the preferred method of making a referral.

3. **Always inform the DSL** and record the referral on internal safeguarding records.

4. For any other enquiries, please email mash@croydon.gov.uk (the MASH inbox automatic response has clear instructions on what the MASH inbox can respond to, make sure you read this as some enquiries are not suitable for the MASH inbox)

What to Include in a Referral

- Using Croydon Safeguarding Children Partnership on Making referrals [Making Effective Referrals: A CSCP guide - supporting effective multi-agency referrals in Croydon](#)
- Full details of the child and family (name, DOB, address)
- Nature of the concern or incident
- Any actions already taken
- Whether parents/carers are aware of the referral
- Your contact details

After the Referral

- MASH will review the referral within **24 hours**.
- You will be informed of the outcome where appropriate.

Roles & Responsibilities link to the Competency framework

Designated Safeguarding Lead (DSL)

Each Family Hub must have a trained **DSL** and deputy. They are responsible for:

- Managing safeguarding referrals.
- Liaising with social care, police, and external agencies.
- Maintaining secure, up-to-date safeguarding records.
- Providing safeguarding supervision to staff.
- DSLs must attend advanced safeguarding training.
- Regular safeguarding audits will be conducted to ensure compliance.

All Staff and Volunteers:

- Be familiar with this policy and safeguarding procedures.
- Complete safeguarding induction within 2 weeks.
- Undertake mandatory safeguarding training up to Level 3. Staff must complete safeguarding training via Croydon Safeguarding Training Portal. All staff must complete safeguarding induction and refresher training.
- Attend regular safeguarding refresher training, in line with [Croydon Safeguarding Children Partnership \(CSCP\) Training](#).
- Participate in safeguarding supervision.

- Report any safeguarding concerns to the DSL immediately.
- Maintaining secure, up-to-date safeguarding records.

Partner organisations must:

- Have their own up-to-date safeguarding policies.
- Agree to this safeguarding policy.
- Cooperate with audits and joint working arrangements.

Recognising and Responding to Concerns

Signs of abuse or neglect may include:

- Unexplained injuries
- Sudden changes in behaviour
- Poor hygiene or clothing
- Disclosure from a child or family member

Immediate Actions:

- Listen without judgment or leading questions.
- Reassure the person that they've done the right thing.
- Do not promise confidentiality.
- Record the concern factually and report to the DSL **on the same day**.

Refer to London Child Protection Procedures – Recognition of Abuse for more.

Appendix B - Neighbouring Borough Links

Sutton – [Report a concern about a child - sutton.gov.uk](#) - Contact Children's Social Care. If you are worried that a child or young person is in immediate danger, call 999. If you are worried that a child is being abused or neglected, call us on 020 8770 6001 between 9am and 5pm, Monday to Friday. You can contact us out of hours or at the weekend on 020 8770 5000

Merton – [What You Can Do - Merton Safeguarding Children Partnership](#) - Requests should be made by completing the [Children and Family Hub Request for Service form](#) and emailing to candfhub@merton.gov.uk. If you would like to discuss a possible referral or seek advice and guidance you can contact the Children and Families Hub for consultation on: Tel: 020 8545 4226 or 020 8545 4227 (out of hours: 020 8770 5000) You do not have to give your name and your conversation will be treated confidentially. In an emergency contact the police by telephone on 999

Lambeth – [Report concerns about a child | Lambeth Council](#) - Professional referrals - If you are a professional working with children, speak to your safeguarding lead first. To make an early help or child protection referral to Lambeth Children's Services, you can call [0207 926 3100](tel:02079263100) (Monday to Friday, 9am to 5pm) / complete the [multi-agency referral form for early help or child protection](#). Our professionals dedicated phone line means we can provide immediate help should you have a request for information or want to discuss your referral. All telephone referrals need to be followed up with a completed form within 24 hours.

Surrey – [Report a concern about a child or young person - Surrey County Council](#) - Advice line for professionals - For advice on the course of action, call the C-SPA child protection line. The line is for professionals working with families who live in Surrey. Phone: 0300 470 9100, option 3 Open: 9am to 5pm, Monday to Friday. How to request support for a family - Download and complete a request for support form - Email your completed form and any supporting documents to cspa@surreycc.gov.uk. [Download Request for support form](#)

Bromley – [Are you worried about a child? - Reporting child abuse](#) - Call: Children's services (Mon-Fri, 8:30am-5pm): 020 8461 7373 / 7379. Out of hours/weekends/public holidays: 0300 303 8671. Email: Bromley Children and Families Hub (C&F Hub) candfhub@bromley.gov.uk If you are seriously concerned about a child's immediate safety, call 999 and ask for the police.

Lewisham – [Lewisham Council - Recognising and reporting child abuse](#) - Family First Contact Point (FFCP) Opening hours: Monday–Friday 9am–5pm. If you have concerns about the welfare of a child outside these hours, please contact the emergency duty team on 020 8314 6000 and ask to speak to the out-of-hours duty social worker. Telephone: [020 8314 6660](tel:02083146660)

Wandsworth – [Report a concern about a child - Wandsworth Borough Council](#) - Multi-Agency Safeguarding Hub (MASH)- Telephone: 020 8871 6622. Telephone outside of normal office hours (after 5pm weekdays or on weekends): 020 8871 6000. Email: mash@wandsworth.gov.uk. If you are a professional - If you believe there is an immediate need for a safeguarding response or want to assess whether a safeguarding referral is appropriate, get in touch with MASH. Make a safeguarding referral to the MASH using the online [Multi-Agency Referral form](#).

Appendix C – Useful links for parents, carers, staff and other visitors to the Family Hub

Croydon Family Hubs:

- Family Hubs Service directory: [Children, young people and families support directory | Croydon Council](#)
- Family Hubs website: [Family Hubs | Croydon Council](#)
- Family Hubs Linktree: [familyhubscroydon | Instagram, Facebook | Linktree](#)
- Best Start In Life website: [Homepage | Best Start in Life](#)
- Family Hubs Training platform: [Event List : All Croydon Family Hubs](#)

Online safety information:

- NSPCC online safety information: [Keeping children safe online | NSPCC](#)
- DfE advice for schools for teaching online safety: [teaching online safety in schools](#)
- UK Council for Internet Safety (UKCIS 2020 guidance): [Education for a connected world](#)
- UKCIS guidance: [Sharing nudes and semi-nudes: advice for education settings working with children and young people](#)
- Report and Remove: [Remove nude images shared online | NSPCC](#)
- The UKCIS [external visitors guidance](#) will help schools and colleges to ensure the maximum impact of any online safety sessions delivered by external visitors
- National Crime Agency's [CEOP Education Programme](#): Protecting children and young people from online child sexual abuse through education
<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

Other support:

- Homeless enquires: Homeless-Intervention@croydon.gov.uk
- If applicant is in Temporary accommodation:
TApacements@lbcccloudadacroydongov.onmicrosoft.com
- Living in private accommodation with disrepair issues: HSG-PRIVATEHOUSING@croydon.gov.uk -
- Residing in council property and have issues with the tenancy:
Tenancy.Service@croydon.gov.uk
- Choices 16+ - [16+ Education, training and jobs support | Croydon Council](#)

(Appendix C continues on next page)

Support for professionals :

- Children's social care and Early Help Practice library / direct work tools: [Online Direct Work Tools](#)
- Family Hubs Practitioners Guide: link coming soon
- For Council employee's - CRS Log in page:
<https://protocollbc.syhapp.com:51000/web/login.htm>

