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| **Safeguarding Children** | **Police**  Where there is ***immediate concern or danger*** to a child, you need to call the Police. | | Police  **101/999** |
| **Multi Agency Safeguarding Hub (MASH)**  Coventry operates one central number (MASH) for all issues relating to Children's Services –  Social Care and Early Help.  You can call MASH to make a referral or to ask for advice in relation to a safeguarding concern. Where you are calling for advice only, please be aware that this would then, not be logged.  In all circumstance the provider is responsible for keeping records in relation to their concerns.  If there is no immediate danger, a referral to  Children's Service’s (Social Care) should be made using the  [**Online Multi-agency Referral Form** **(MARF)**](http://www.coventry.gov.uk/safeguardingchildren). | | MASH  **024 7678 8555** |
| **Social Worker – Out of hours**  Your contact details will be taken & a Social Worker will call you back. | | **024 7683 2222** |
| **Police Child Abuse Investigation Team** | | **024 7653 9044** |
| **Local Authority Designated Officer for Safeguarding**  **LADO**  **(Quality Assurance)** | Report allegations and concerns against staff, carers and volunteers  [LADO@coventry.gov.uk](mailto:LADO@coventry.gov.uk) | | [LADO@coventry.gov.uk](mailto:LADO@coventry.gov.uk)  [online reporting form](https://www.coventry.gov.uk/ladoreferral) |
| Ofsted | Reporting significant events to Ofsted:  [Online Notification Form](https://www.gov.uk/guidance/report-a-serious-childcare-incident#how-to-tell-ofsted)  Ofsted reporting accident, injury or illness  <https://www.gov.uk/guidance/childcare-reporting-childrens-accidents-and-injuries> | | **0300 123 4666**  [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) |
| **Coventry Early Years Team**  **General Advice & Support** | Early Years Advisors (EYA’s)   * Quality Improvement and Standards Team * Business, Sufficiency and Funding Team | | [EYCentral@Coventry.gov.uk](mailto:EYCentral@Coventry.gov.uk)  **024 76 975451**  [EYproviderfunding@coventry.gov.uk](mailto:EYproviderfunding@coventry.gov.uk) |
| **Workforce Development & Training** | Coventry Early Years Training Team | | [eytraining@coventry.gov.uk](mailto:eytraining@coventry.gov.uk) **024 7678 5898** |
| **Family Information Directory** | <https://cid.coventry.gov.uk> | | [Mary.Bryce@coventry.gov.uk](mailto:Mary.Bryce@coventry.gov.uk) |
| Coventry Prevent Team | **Prevent**  <https://www.coventry.gov.uk/prevent-3>  Prevent referral form <https://www.coventry.gov.uk/downloads/download/6406/prevent_referral_form> | | [prevent@coventry.gov.uk](mailto:prevent@coventry.gov.uk) |
| Anti-TerrorismHotline | <https://actearly.uk/> | | **0800 789 321**  Dial **999** in an emergency |
| **Coventry Food Safety Team** | Information and Advice  <https://www.coventry.gov.uk/food-safety> | | **08085 834333**  [ehcommercial@coventry.gov.uk](mailto:ehcommercial@coventry.gov.uk) |
| **UK Health Security (UKHSA)**  **Health Protection Team** | Information about notifiable diseases  <https://www.gov.uk/topic/health-protection/infectious-diseases>  Notifiable diseases and How to Report:  <https://www.gov.uk/guidance/notifiable-diseases-and-causative-organisms-how-to-report>  Practical Guide on Managing Cases  <https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities>  Resources, posters (schools & childcare) Should I keep my child off How long should I keep my child off  https://www.gov.uk/government/publications/infectious-diseases-schools-and-other-childcare-settings | | **0344 225 3560**  (Option 2)  **Out of hours**  **01384 679 031**  For urgent health protection issues which need responding to at the weekend, please contact **UKHSA** on **01384 679031** and ask for the person on-call for Coventry and Warwickshire |
| **Early Help -** [earlyhelp@coventry.gov.uk](mailto:earlyhelp@coventry.gov.uk)  Early Help services can help families, children and young people - pre-birth to 19 years old and 25 years old where there are special educational needs or disabilities.  <https://www.coventry.gov.uk/earlyhelp>  Families or professional can make a referral to request support.  Once you have talked to the family and gained their consent, you can make an online referral for Early Help.  Duty workers are available if you need advice on how to make a referral to a Family Matters Meetings and to request family support,  or find out about the family services offered within Coventry family hubs contact:  **Family Hubs and Local Contacts**  <https://www.coventry.gov.uk/familyhubs> | | | |
| **Family Hubs** | **Locations** | **Contact** | |
| **Pathways Family Hub** | Radford Primary School  Lawrence Saunders Rd  Coventry  CV6 1HD | **024 7676 8444** | |
| **Mosaic Family Hub** | Jardine Crescent  Coventry  CV4 9PL | **024 7678 7801** | |
| **Aspire Family Hub** | Gosford Park Primary School  Humber Rd  Coventry  CV1 2SF | **024 7678 8489** | |
| **Wood Side Family Hub** | Middle Ride  Coventry  CV3 3GN | **024 7678 8430** | |
| **Moat Family Hub** | Moat House Primary School  Deedmore Road  Coventry  CV2 1EQ | **024 7678 5621** | |
| **Park Edge Family Hub** | Roseberry Avenue  Coventry  CV2 1NE | **024 7678 6868** | |
| **Families For All Hub** | 454 Foleshill Rd  Coventry  CV6 5LB | **024 7678 5575** | |
| **Harmony Family Hub** | Clifton St  Coventry  CV1 5GR | **024 7678 7474** | |
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**Safeguarding Children in Coventry**

**Children have an absolute right to be safe and live without fear**

**Concerned about a child’s safety?**

**Other Concerns**

**Emotional Abuse**

**Neglect**

**Sexual Abuse**

**Physical Abuse**

**What Do I Do?**

**Record**

in as much detail as possible.

Keep the information factual.

**Contact appropriate service/person using**

**Useful Contact Numbers**

**Record** who you have spoken to. Includes times and dates.

**Complete an online referral form – submit**

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Complete a referral form.

**Ask**

The professional to contact you with feedback.

**Always** follow up if you have not heard back from the professional within an agreed timescale.

**Safeguarding is Everybody’s Business**