Safeguarding is everyone’s responsibility and under Ofsted requirements you must be familiar with the following referral routes

### Making a referral to Merton’s Multi Agency Safeguarding Hub (MASH)

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

**Monday to Friday 9.00am – 5.00pm**

MASH Team: 020 8545 4226/4227
Fax: 020 8545 4204
Email (general enquiries): childrensdayservice@merton.gov.uk

**Out of hours emergencies (evenings and weekends)**

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

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

### Police

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

Police (non emergency) 101
Police (emergency) 999

### Referral to Enhanced Preventative Services / Supporting Families Team

According to the level of risk, referrals should be made either via the MASH team (above) OR a CASA form must be completed.

Once completed send the CASA directly via secure mail to **EYCCS, 10th floor, Civic Centre, London Road, Morden SM4 5DX** Or via secure email to fsd@merton.gov.uk

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

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

**LADO**

0208 545 3179 or LADO@merton.gov.uk (note: If there are concerns about radicalisation you should write “Prevent” across your referral and also notify the MASH team).

In the absence of the LADO call the MASH team 020 8545 4226/4227 (9am to 5pm)

**Emergency Duty Team (EDT)**

020 8770 5000 (where there are immediate concerns outside of 9am to 5pm)

**Ofsted**

0300 123 1231 / 08456 404040 or CIE@ofsted.gov.uk (note: The Registered person or manager must make the referral to Ofsted to comply with the statutory framework)

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

**You must not investigate the allegation yourself.**