



Child Protection Advice Line

020 7364 3444

The Child Protection Advice Line is a service provided as part of Tower Hamlets Children's Services Directorate's Multi-Agency Safeguarding Hub (MASH).

This service is available to schools and children's centres, education support staff, parents/carers and pupils and to voluntary and community organisations in Tower Hamlets. If there is a concern about the welfare of a child or young person and the Designated Teacher/Person for Child Protection, parent or pupil would like to talk it through then they can contact the Child Protection Advice Line and speak to the Duty Officer.

The Duty Officer will be able to discuss the concern, assist in deciding whether a formal child protection referral is appropriate and facilitate the reporting of a formal child protection referral in accordance with Tower Hamlets Local Safeguarding Children Board Procedures and to offer advice.

The Child Protection Advice Line operates between 9.00am and 5.00pm except at weekends and on public holidays. If the concern arises outside of the hours operated by the Advice Line and it is believed the child may be at immediate risk the Children's Social Care Emergency Out of Hours Duty Team or the Police should be contacted without delay.

Important contact telephone numbers are:

Multi-Agency Safeguarding Hub (MASH)	020 7364 2972 020 7364 2904 020 7364 5601 020 7364 5606
Children's Social Care Emergency Out of Hours Duty Team (5.00pm onwards)	020 7364 4079
Police Child Abuse Investigation Team (CAIT)	020- 8217 6484 (or use 999 if not available)



CHILD PROTECTION ADVICE LINE

A service provided as part of Tower Hamlets Children's Services Directorate's Multi-Agency Safeguarding Hub (MASH) for staff in schools and children's centres, education support staff, parents/carers, pupils, and voluntary and community organisations.

0207 364 3444

direct line 9.00am – 5.00pm weekdays
(not including public holidays)

Designated Teacher

/Person for Child Protection:.....Date.....