



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, other agencies and professionals and to voluntary and community organisations in Tower Hamlets.

If there is a concern about the welfare of a child or young person and you would like to talk it through then you should contact the Child Protection Advice Line. 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.

When there is a specific concern of a child protection nature whereby it is thought that a child has been harmed or at risk of being harmed then the LBTH Inter-Agency Referral Form should be completed in the first instance. The Child Protection Advice Line should then be contacted on 0207 364 3444 to discuss the matter and the completed Inter-Agency Referral Form then emailed/faxed through.

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 information:

Child Protection Advice Line email Note – information should only be emailed following prior discussion with the Duty Officer.	CPAL@towerhamlets.gov.uk Secure: MASH@towerhamlets.gcsx.gov.uk
Children's Social Care Emergency Out of Hours Duty Team (5.00pm onwards)	020 7364 5006 – choose Option 3
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, other agencies and professionals and voluntary and community organisations.

0207 364 3444

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

Designated
Safeguarding
Lead:.....

Date.....