

## Making a safeguarding referral

Professionals and members of the public can contact the First Response Team (FRT) if they are worried about the welfare of any child or young person living in Hackney.

If you have safeguarding concerns about a child who lives in Hackney, you can contact the First Response Team directly 9am – 5pm, Monday – Friday except Bank Holidays.

Tel: 020 8356 4844  
Fax: 020 8356 5516  
Email: [cscreferrals@hackney.gov.uk](mailto:cscreferrals@hackney.gov.uk)  
Secure emails: [cscreferrals@hackney.gov.uk.cjism.net](mailto:cscreferrals@hackney.gov.uk.cjism.net)  
[cscreferrals@hackney.gcsx.gov.uk](mailto:cscreferrals@hackney.gcsx.gov.uk)

Outside of the above hours, the Emergency Duty Team (EDT) can be contacted on 020 8356 2710.

FRT, and most of CYPS, is based at Hackney Service Centre, 1 Hillman Street, E8 1DY.

If you are making a referral in a professional capacity, it should initially be made by telephone to the First Response Team and followed by completing a multi-agency referral form available online at <http://www.hackney.gov.uk/Assets/Documents/agency-referral-form.doc>

FRT will make contact with the referrer once a decision has been made on the referral and inform you of any allocation for assessment. Where applicable, the allocated social work unit will follow up with you during and at the conclusion of any statutory assessment of need and risk.

Except in cases where it is felt a child may be at immediate risk of harm, parents or carers should be notified that a referral to CYPS has been made. It is helpful to have as much detail as possible about the child(ren) and parents/carers, the event that prompted the referral and information about the child or young person's presentation, such as:

- health and hygiene
- whether they appear unduly hungry or tired
- whether they are dressed appropriately for the weather
- interactions between them and their parent or carer
- any indication of parental issues (e.g. domestic violence, substance misuse, mental health)
- the level of risk
- the child or young person's wishes and feelings