



my AFK Safeguarding and Child/Adult at risk protection Policy

1. Purpose

my AFK (Action For Kids Charitable Trust) has a mission to give as many disabled young people as possible the opportunity to work or volunteer in their community.

To achieve the Mission, the charity:

- involves, informs and empowers disabled young people;
- provides equipment to support personal mobility;
- provides the best possible education, training and support;
- champions the rights and interests of disabled people;
- shares its experience and what it has learnt.

my AFK works with disabled children and young people, adults at risk and families as part of its activities. Disabled children and adults are at much greater risk of abuse than other people. Some of the reasons for this are communication barriers, reliance on adults or professionals for care and support and fewer opportunities outside the home or school than their peers. Sometimes people may not even be aware that they are being abused, and this is especially likely if they have a cognitive impairment.

We are committed to the welfare of young people and adults at risk.

The purpose of this policy statement is:

- to protect children, young people and adults at risk who receive my AFK's services.
- to provide parents, staff and volunteers with the overarching principles that guide our approach to child protection.

2. Scope

This policy statement applies to anyone working on behalf of my AFK, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students, contractors and consultants.

3. Policy Statement

We believe that

- Children, young people and adults at risk should never experience abuse of any kind
- we have a responsibility to promote the welfare of all children, young people and adults at risk, to keep them safe and to work in a way that protects them.

We recognise that:

- the welfare of the child/adult at risk is paramount
- all people, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have a right to equal protection from all types of harm or abuse
- some people are additionally at risk because of the impact of previous experiences, their level of dependency, communication needs or other factors
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep people safe by:

- valuing, listening to and respecting them
- appointing a nominated safeguarding lead, a deputy safeguarding lead and a lead trustee
- developing child protection and safeguarding policies and procedures which reflect best practice
- ensuring that the needs of adults at risk are specifically included in our policy and practice
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- developing and implementing an effective online safety policy and related procedures
- sharing information about child protection and safeguarding best practice with children, their families, staff and volunteers
- following safer recruitment practices when recruiting staff and volunteers
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- implementing a code of conduct for staff and volunteers
- using our procedures to manage any allegations against staff and volunteers appropriately
- ensuring that we have effective complaints and whistleblowing/confidential reporting measures in place
- ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- recording and storing information professionally and securely.

4. Related policies and procedures

This policy statement should be read alongside our organisational policies and procedures, including:

- Procedures for responding to concerns about a child or young person's wellbeing

- Managing allegations of abuse against a child or young person
- Role of the designated safeguarding officer
- Managing allegations against staff and volunteers
- Safer recruitment policy and procedures
- Code of conduct for staff and volunteers
- Anti-bullying policy and procedures (in Employee Handbook)
- Online safety policy and procedures
- Child protection records retention and storage policy (in production)
- Confidential Reporting policy (in Employee handbook)

5. Roles and Responsibilities

my AFK Designated Safeguarding Lead (DSL)	Harriet Fisher hfisher@my-afk.org 07584688553
Deputy	Kate Jackson kjackson@my-afk.org 07392 086300
Trustee with responsibility for Safeguarding	Caroline Hattersley

6.1 Designated safeguarding Lead

The Designated Safeguarding Lead (DSL) takes lead responsibility for managing child protection referrals, safeguarding training and raising awareness of all child protection policies and procedures. They ensure that everyone, including temporary staff, volunteers and contractors, is aware of these procedures and that they are followed at all times. They act as a source of advice and support for other staff on child protection matters and ensure that timely referrals to the relevant Children’s or Adults Social Care Team are made in accordance with London Child Protection Procedures. They work with statutory, targeted and universal agencies as required.

The DSL takes lead responsibility for keeping full written chronological records of all concerns about a child or adult at risk even if there is no need to make an immediate referral. These records are kept confidentially and securely.

The DSL or deputy should always be available to discuss safeguarding concerns. If for any reason the DSL is unavailable, the named deputy DSL will act in their absence.

For more detail on the Lead Safeguarding role see the Lead Safeguarding Role Description.

6.2 All staff and volunteers

Individual managers are responsible for ensuring that this policy is applied within their own area. All employees and volunteers must be familiar with this policy and act in accordance with it.

If anyone associated with my AFK commit criminal acts, in or outside the context of their work, infringes the rights of young people/adults at risk, or acts against the principles and standards contained in this document, the Trust will take immediate disciplinary action. This may mean:

- Staff -disciplinary action/dismissal
- Volunteers -ending the volunteering relationship
- Partners -withdrawal of funding/support
- Contractors -termination of contract.

6.3 Senior managers and Trustees

The C.E.O. and the Trustees, have the responsibility for ensuring the maintenance, regular review and updating of this policy. Changes to the policy can only be implemented following consideration and approval by the Chief Executive and the Board.

7 Legal Framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children and adults at risk in England

- Keeping Children Safe in Education (DfE, 2018)
- Working Together to Safeguard Children (HMG, 2018)
- Education Act 2002
- Children Act 2004
- Children and Social work Act 2017
- The Care Act 2014
- Data Protection legislation (including the General Data Protection Regulation, 2018).
- Information sharing advice for safeguarding practitioners (HMG, 2015)
- What to do if you're worried a child is being abused (HMG, 2015)
- Mandatory reporting of female genital mutilation (FGM) (Home Office, 2015)
- Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Bill

A summary of the key legislation and guidance for children and young people is available from [nspcc.org.uk](https://www.nspcc.org.uk) and for adults at risk at SCIE www.scie.org.uk/publications/guides/guide15/legislation/otherlegislation/vulnerablepeoplelegislation.asp

8 Definitions

my AFK works with children, young adults and adults at risk.

Children and Young People: Anyone aged 17 years or under is considered a child or young person. Safeguarding children is defined in Working Together to Safeguard Children (HMG, 2017) as:

- protecting children from maltreatment
- preventing impairment of children’s health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

Adults at Risk: An adult at risk is a person aged 18 or over who is in need of care and support and because of those needs, is unable to protect themselves against abuse or neglect. Safeguarding adults at risk is defined under the Care Act (2014) as:

- protecting the rights of adults to live in safety, free from abuse and neglect
- people and organisations making sure that the adult’s wellbeing is promoted, taking fully into account their views, wishes, feelings and beliefs in deciding on any action
- recognising that adults sometimes have complex interpersonal relationships and may be ambivalent or unclear about their personal circumstances and therefore any potential risks to their safety or well-being

9 Guidance For Working with Young People / Adults at Risk

All staff and volunteers must read and sign the **Code of Conduct: Working with Young People**. The following principles must be followed when working with young people/adults at risk:

- The welfare of the young person/adult at risk is paramount
- All young people/adults at risk without exception have the right to protection from abuse
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- All of the Trust’s trustees, staff and volunteers have a responsibility to report concerns
- We recognise that the right to self-determination can involve risk and ensure such risk is recognised and understood by all concerned, and harm is minimised whenever possible

We will:

- Provide a proportionate response and seek to ensure that the individual’s life will be improved as a result of using safeguarding procedures.
- Actively promote the empowerment and well-being of adults at risk through the work we do

- Actively support the rights of the individual to lead an independent life based on self-determination and personal choice
- Ensure the law is followed when assessing an individual's capacity to make particular decisions and that any decisions made on their behalf are in their best interests
- Ensure that all young people/adults at risk who work with my AFK understand what to do and who to talk to if they have been physically, sexually or emotionally abused by an adult or by another young person/adult at risk
- Ensure that a culture of openness exists to enable any issues or concerns to be raised and discussed
- Ensure that a sense of accountability exists between staff so that poor practice or abusive behaviour does not go unchallenged
- Treat young people/adults at risk equally, with respect and dignity
- Give positive and constructive feedback rather than negative criticism
- Act as excellent role models

10 Abuse of Children and Young People and Adults at Risk

10.1 What is abuse?

Abuse happens when a person harms a child, young person or adult at risk. It can be physical, sexual or emotional, but can also involve a lack of love, care and attention. Abuse is normally categorised into four main forms: physical, sexual and emotional abuse, and neglect. Neglect can be just as damaging as physical or sexual abuse.

Children, young people and adults at risk may be abused by:

- family members
- friends
- people working or volunteering in organisational or community settings
- people they know
- or, much less commonly, by strangers.

People suffering abuse often experience more than 1 type of abuse. The abuse usually happens over a period time, rather than being a single, isolated incident. Increasingly, abuse can happen online.

10.2 Types of Abuse:

- **Physical abuse:** the actual or likely physical injury to a young person/ adult at risk, or a failure to prevent physical injury or suffering to a young person/adult at risk.

- **Neglect:** neglect includes the failure to protect a young person/adult at risk from exposure to any kind of danger, or extreme failure to carry out important aspects of care. Neglect can result in a significant impairment of the young person's health or development, including failure to thrive.
- **Sexual abuse:** sexual abuse is the actual or likely sexual exploitation of a young person or adult. This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts to which the adult has not consented, or was pressured into consenting
 - **Emotional abuse:** emotional abuse is the negative effect on the emotional and behavioural development of a young person/adult at risk caused by persistent or severe emotional ill-treatment or rejection.
 - **Bullying and cyber bullying:** Bullying is behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone. Cyberbullying is bullying that takes place online.
 - **Child Sexual Exploitation:** Child sexual exploitation (CSE) is a type of sexual abuse. When a child or young person is exploited they're given things like gifts, drugs, money, status and affection, in exchange for performing sexual activities. Children and young people are often tricked into believing they're in a loving and consensual relationship. This is called grooming. They may trust their abuser and not understand that they're being abused.
- **Child Trafficking and Modern Slavery:** Child trafficking is child abuse. It's defined as recruiting, moving, receiving and harbouring children for the purpose of exploitation. Child trafficking is a form of modern slavery (HM Government, 2014).
- **Domestic Abuse:** Domestic abuse is any type of controlling, coercive, threatening behaviour, violence or abuse between people who are, or who have been in a relationship, regardless of gender or sexuality. It can include physical, sexual, psychological, emotional or financial abuse. It also includes so-called "honour" based violence.
- **Female Genital mutilation:** Female genital mutilation (FGM) is the partial or total removal of the external female genitalia for non-medical reasons. It's also known as female circumcision or cutting.
- **Grooming:** Grooming is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them. Children and young people who are groomed can be sexually abused, exploited or trafficked.
- **Online abuse:** Online abuse is any type of abuse that happens on the internet. It can happen across any device that's connected to the web, like computers, tablets and mobile phones. Children can be at risk of online abuse from people they know or from strangers. It might be part of other abuse which is taking place offline, like bullying or grooming.

- **Sexting:** Sexting is when someone shares sexual, naked or semi-naked images or videos of themselves or others or sends sexual messages. It's online abuse if a child or young person is pressured or coerced into creating or sending these types of images
- **Radicalisation:**
Radicalisation is the way a person comes to support or be involved in extremism and terrorism. It's a gradual process so young people who are affected may not realise what's happening.

If you think a child or the people around them are involved in radicalisation and there is an immediate risk of harm, inform the Safeguarding Lead or Deputy. They will call 999 straight away. If it isn't an emergency, the police anti-terrorism hotline on 0800 789 321 can be called.

For fuller information see the 'Definitions and Signs of Child Abuse' and 'Adult Safeguarding Types and Indicators' documents

10.3 Abuse of Adults at Risk:

In addition to the above, we recognise that the abuse of adults at risk may include one or more of the following:

- **Discriminatory abuse:** Discrimination is abuse based on difference or perceived difference with respect to race, gender, disability, or any of the protected characteristics of the Equality Act.
- **Financial or material abuse:** This includes theft, fraud, internet scamming, and coercion in relation to someone's financial affairs including wills, property, inheritance or financial transactions. It can also include the misuse or misappropriation of property, possessions, or benefits.
- **Organisational or Institutional abuse;** This includes neglect and poor care practice within an institution or care setting such as a hospital or care home, or care provided in one's own home. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Disability Hate Crime, including Mate crime:** A "mate crime" is when "vulnerable people are befriended by members of the community who go on to exploit and take advantage of them" (Safety Network Project, ARC). It may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private.
- **Modern slavery:** This encompasses slavery, human trafficking, forced labour, and domestic servitude. Modern slavery should be reported using the online reporting form <https://www.modernslaveryhelpline.org/report>

- **Neglect or acts of omission:** This includes ignoring medical or physical care needs and failing to provide access to appropriate health social care or educational services. It also includes the withdrawing of basic needs such as medication, food, and heating.
- **Self-Neglect:** This covers a wide range of behaviour, but it can be broadly defined as not looking after your own personal hygiene, health, or surroundings. An example of self-neglect is behaviour such as hoarding.

11 Criminal Offence

Some instances of abuse constitute a criminal offence. Examples of this are assault, physical or psychological, sexual assault and rape, theft, fraud or other forms of financial exploitation, and certain forms of discrimination, based on race or gender.

Crimes committed against someone because of their disability, transgender-identity, race, religion or belief, or sexual orientation are hate crimes. Hate Crime should be reported to the police, it can also be reported online here http://report-it.org.uk/your_police_force .

Female Genital mutilation should be reported to the police as it is illegal in the UK. If you're concerned that someone may be at risk and you cannot follow the usual safeguarding procedure, call the police or, for advice, contact the NSPCC helpline on 0800 028 3550 or fgmhelp@nspcc.org.uk

Upskirting is now a criminal offence. Upskirting is defined as “taking a picture under a person’s clothing without them knowing, with the intention of viewing their genitals or buttocks to obtain sexual gratification, or cause the victim humiliation, distress or alarm” (DfE, 2019a).

All instances of abuse that are a criminal offence will be reported to the police.

12 Recognition and reporting of abuse

12.1 Recognition:

It is not the responsibility of employees or others in scope for this policy to decide if someone has been abused. However, we have a responsibility to act on any concerns through contact with the appropriate authorities.

The following may be signs of abuse:

- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries;
- any injury for which the explanation is inconsistent;
- the child or adult at risk describing what appears to be an abusive act;
- someone else expressing concerns about the welfare of the child or young adult;
- unexplained changes in behaviour;

- sexual awareness inappropriate for age;
- engaging in sexually explicit behaviour in games;
- being mistrustful of adults, particularly those with whom a close relationship would normally be expected;
- being prevented from socialising with their peers;
- variations in eating patterns including overeating or loss of appetite;
- loss of weight for no apparent reason;
- becoming increasingly dirty or unkempt.
- never having any personal money;
- talking about being sent abroad to get married;
- appearing fearful of personal assistant or care worker.
- talking about not being allowed to

Anyone concerned about the welfare of a young person/adult at risk must act, and must not assume that someone else will.

For fuller information see Definitions and Signs of Child Abuse and Adult Safeguarding types and indicators documents

12.2 What to do if you suspect abuse:

The process is shown as a flowchart in **Appendix I**. Further information is provided in the ***Responding to a Disclosure Document***

Any suspicion that a young person/adult at risk has been abused should be reported without delay (i.e. normally the same day) to the Designated Safeguarding Lead, the Deputy or another member of the Senior Management Team. They will take steps to ensure the safety of the person in question and anyone else at risk.

The Designated Lead may refer the allegation to Social Services, who may involve the police. (See Appendix II for information that, if appropriate, should be given to Social Services/the police.) If appropriate, the parents/carers of the young person/adult at risk will be contacted as soon as possible.

Any concerns, allegations or disclosures must be written down at the time or as soon as possible after the concern is raised, and ideally no longer than 24 hours afterwards. All records should be signed and dated.

12.3 Allegations against a child or young person:

In some cases a child or young person may be abused by another young person. Where

an allegation is made against another child or young person please follow the procedures outlined in the **Managing Allegations Made Against a Child** document. The Designated Lead or Deputies will still need to be informed as per the process in Appendix 1.

12.4 Allegations against staff:

An allegation may be made against a member of staff or volunteer who has:

- behaved in a way that has harmed a child, or may have harmed a child
- possibly committed a criminal offence against or related to a child
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children

Any allegation against people who work with children should be reported immediately to the DSL or deputy. The DSL should be informed within one working day of all allegations that come to an employer's attention or that are made directly to the police.

They will make an immediate decision about whether an individual accused of abuse should be temporarily suspended pending further internal investigation and/or Social Service and police inquiries.

The Designated Officer (LADO) in Children and Young People's Services should be alerted to all allegations against staff or volunteers. This applies to allegations both in and outside the work place.

If a decision is taken to remove a paid worker or unpaid volunteer from work with children or adults at risk, because the person poses a risk of harm to children, even if they leave before this is possible, a referral must be made to the Disclosure and Barring Service.

If the Designated Lead or a member of the Safeguarding team is the subject of the suspicion/allegation, the report must be made to the CEO who will report to the Trustee responsible for Safeguarding or the Chair of Governors. If an allegation is made regarding the CEO the Chair of the board of Trustees must be notified.

Members of staff who feel unable to raise these concerns internally, should follow the confidential reporting policy or they can call the NSPCC whistleblowing helpline on: 0800 028 0285 (line is available from 8:00 AM to 8:00 PM, Monday to Friday) or email: help@nspcc.org.uk. If the Trustees consider any allegation to be a serious incident they have a responsibility to report it to the Charity Commission.

13 Multi-agency working

my AFK commits to working with the safeguarding partners to keep children and adults at risk safe, this may include attending reviews, child in need or child protection meetings, sharing concerns with local authority teams and sharing information.

14 Records and Information Sharing

Sharing clear information about a child or adult at risk's wellbeing in a timely manner helps other professionals build a clearer picture of the child's life and gain a better understanding of any risks the child is facing. General principles of best practice for information sharing are outlined below.

14.1 When to share information:

We may need to share information about the children and families they are involved with for a number of reasons.

These include:

- making a referral to arrange additional support for someone in the family
- someone from another agency has asked for information about a child or family
- someone in the family has asked to be referred for further help
- a statutory duty or court order requires information to be shared
- you are concerned that a child or a member of their family may be at risk of significant harm
- you think a serious crime may have been committed or is about to be committed which involves someone in the family.

Staff or volunteers must always have a clear and legitimate purpose for sharing someone's personal information. We will keep a record of the reasons why we are sharing or requesting information about a child or their family. We should also make sure we are not putting a child's safety and wellbeing at risk by sharing information about them.

15 Confidentiality and Consent

Children and adults at risk should be given the opportunity to decide whether they agree to their personal information being shared. If they do not have the capacity to make their own decisions, it is ok to ask their parent or carer (unless doing so would put them at risk of harm). If you can't get consent, you can still share information with relevant professionals if this is in the public interest. This includes protecting people from significant harm and promoting the welfare of children and adults at risk. When deciding whether to share information without consent, you should consider each case individually.

Every effort will be made to ensure confidentiality is maintained. Information is stored in a secured place with access to designated people, in line with data protection laws.

16 Training

The DSL and Deputy undertake Designated Lead Safeguarding training every 2 years and regularly update their safeguarding and child protection knowledge and skills through attending DSL briefings and reading safeguarding newsletters, e.g. NSPCC Casper Weekly Update.

All staff and volunteers take part in an online safeguarding course when they start and complete a safeguarding induction with the DSL or Deputy. All staff read and sign the

Child Protection and Safeguarding policy and the code of Staff Behaviour.

All staff recruitment includes someone who is trained in Safer Recruitment on the interview panel. Young people are involved in all staff interviews as part of this process.

In addition, my AFK runs regular face to face training for all staff.

17 Further Help and confidential Reporting

In some cases employees and others may not know who it is best to turn to for advice, or may be worried about sharing concerns with a senior colleague. In this case, (subject to the conditions within the Confidential Reporting policy) it is recommended that Social Services be contacted directly, or alternatively the NSPCC can be telephoned on 0808 800 5000, or Childline can be contacted on 0800 1111.

If you have serious concerns about the charity as a whole then this can be reported to the Charity Commission through their online reporting tool

<https://www.gov.uk/guidance/report-serious-wrongdoing-at-a-charity-as-a-worker-or-volunteer>

Last reviewed: September 2019 **Next review date:** September 2020

APPENDIX I

HOW TO RAISE CONCERNS – A FRAMEWORK FOR ACTION

If you are concerned about the safety of a young person:

You see or suspect abuse

An allegation of abuse is made

A young person discloses abuse

If responding to a disclosure:
Reassure the person and clarify concerns if necessary e.g. ambiguous words and phrases
Use child's own words and indicate any marks, sign and date all records

Discuss your concerns with the Designated Lead, the Deputy Leads or another Director

Discussions should focus on:

Nature of concerns
Risks to young person/adult at risk
Action/Next steps

Concerns should normally be reported in the same working day

Ensure detailed written records are made of all events and what the young person/adult at risk has said (where this applies)

The Designated Officer/Director will then decide on an appropriate course of action

If appropriate, the parents/carers of the young person will be contacted as soon as possible

If you are unhappy with the response
Staff: Follow Confidential Reporting Procedures available in the Staff Handbook or Follow the complaints procedures <https://www.my-afk.org/about-us/reports-policies>

Where serious concerns exist and there is immediate risk to the young person, act!

It is essential to avoid delay, as inaction may place the young person/adult at further risk

At all stages the child's circumstances will be kept under review.
The DSL/staff will re-refer if required to ensure the **child/young person's ongoing safeguarding and welfare needs are addressed.**

APPENDIX II

INFORMATION THAT, IF APPROPRIATE, SHOULD BE GIVEN TO SOCIAL SERVICES / THE POLICE

- Name of young person/adult at risk.
- Age of young person/adult at risk and date of birth.
- Home address and telephone number.
- Is the person making the report/allegation expressing their own concerns or those of someone else?
- What is the nature of the allegation? (Include dates, times, any special factors and other relevant information.)
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries.
- Details of witnesses to the incidents.
- The young person's/adult at risk's account, if it can be given, of what has happened and how any bruising or injuries occurred.
- Have the parents/carers been contacted? (if appropriate)
- If so, what has been said?
- Has anyone else been consulted? (If so record details.)
- If it is not the young person/adult at risk making the report, has the young person/adult at risk concerned been spoken to? (If so, what was said?)
- Has anyone been alleged to be the abuser? (If so, record details.)

APPENDIX III

Child Protection and Safeguarding Contact details for Children, Young people and Adults at risk

For Children and young People: NSPCC helpline is on 0808 800 5000 or Childline on 0800 1111.

Adults at risk should contact their local authority adult referral and advice line.

Haringey: First Response Team (adult social services):

Telephone: 020 8489 1400

Email: firstresponseteam@haringey.gov.uk

Single Point of Access for children 020 8489 4470

Out of hours for children 020 8489 0000

For advice and information about allegations against staff and volunteers please contact us on **020 8489 2968/1186** or email LADO@haringey.gov.uk

Barnet: 020 8359 5000 for Adults and 020 8359 2000 out of hours

MASH <https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/Safeguarding-children/multi-agency-safeguarding-hub-mash.html>

or 020 8359 4066

Enfield: **For Adults:** 020 8379 3196 (office hours) or 020 8379 5212 (out of office hours)

Children Single Point of Entry contact 020 8379 5555 and 020 8379 1000 (option 2) out of hours

Islington: 020 7527 2299 for Adults

020 7527 7400 for children, 020 7226 0992 out of hours

Camden: 020 7974 4000 (office hours)

020 7974 4444 (out of office hours)

Children 020 7974 3317 or 020 7974 4417 for Multi agency safeguarding hub