



Newham London

A new single point of contact for requesting support or protection for a Newham child:

The Children's Triage Service

...your questions
answered

We are committed to working with vulnerable children, young people and families in Newham. We want to get in early and take action as quickly as possible to help people get back on track. This includes early intervention as well as more intensive support or child protection.

We have established a new Children's Triage Service to make it as easy as possible for residents and professionals to access support or protection for Newham children. This will be the single point of contact for requests for support or protection for vulnerable children and young people in the borough.

How should I make a request?

From 6 June, requests for support or protection for Newham children must be made online at www.newham.gov.uk/triage. Please note you will have to create an account to access this site so we can keep you updated on the action being taken. Schools will need to enter a PIN number to authenticate their requests. Please ask your child protection coordinator for details. You will be asked to complete a brief online form detailing information about the child and family and the nature of your concerns.

To enable a smooth transition to the new way of working, we will continue to accept faxed Request for Support or Protection forms or Inter-agency

Referral forms up until 30 June.

Thereafter, we will only accept faxed forms from professionals who do not have online access. The fax number for the Children's Triage Service is 020 8430 1003.

What happens next?

Your request will be sent automatically to the Children's Triage Service which will include representatives from Children Social Care, Early Intervention, Community Health, Youth Offending and the Police. Each service will check what information they currently hold about the child and family to enable a collective, informed decision about which service is best placed to respond.

How long will this take?

The Children's Triage Service will make a decision about which service is best placed to respond and pass your request on accordingly within 24 hours where a child appears to be in need of protection or 48 hours for all other cases. You will be notified automatically by email once this has happened.

What if you need to speak to someone about your concerns?

If you need to speak to someone about your concerns, e.g. because there is an emergency or you don't have access to the internet then please dial our new golden number

0203 373 4600. This replaces the four numbers we had previously for the Safeguarding Duty Teams.

What are the benefits of this new way of working?

- > A single point of contact for making requests for support or protection for a vulnerable Newham child
- > A single phone number
- > A streamlined approach to information sharing and decision making – avoiding duplication of services and/or delay in families receiving services
- > Automatic notification of the action being taken

What about Police MERLINS?

Police MERLINS are created when a child comes to the notice of the police and there are concerns about that child's vulnerability. There are currently about 12,000 MERLINS created in Newham a year. These MERLINS will be passed to the

Children's Triage Service and dealt with in exactly the same way as an online request for support and protection.

Is this a MASH?

MASH – Multi-Agency Safeguarding Hub – is a term being used to describe the triage service in other boroughs. London Councils, the Metropolitan Police and NHS London are committed to rolling out MASH across London.

What if I need to make an emergency request out of hours?

The Children's Triage Service will be operational from 9am to 5pm Monday to Friday. If you need to make an emergency request for protection outside of these hours, please call 020 8552 9587.



Are you concerned about the safety or wellbeing of a Newham child?

You can make a request for support if you think a child has additional needs which require multi-agency intervention, for example, persistent truanting, chronic/recurring health problems or behaviour that is harmful to themselves and/or others. Before making a request for support, every effort should be made to obtain the consent of the child or family concerned.

If you are worried that a child is at risk of significant harm, e.g. through abuse or neglect, you should make a request for protection.

To make a request for support or protection, please log on to www.newham.gov.uk/triage

In an emergency situation, i.e. if a response is needed within an hour, please call **0203 373 4600.**