

Useful Safeguarding Contacts

Hammersmith and Fulham



Worried that a child may be at risk? Anyone can contact us

Our family services front door service are told about cases of possible abuse or neglect by teachers, doctors, health visitors and members of the public. They also hear from parents needing support, other family members concerned about a child's welfare and sometimes children themselves. They also help with any queries you may have about support for children in the borough. Regardless of who contacts us, we take the information seriously.

Safeguarding children

If you have a concern about a child or young person, you can contact us:

020 8753 6600

Fax: 020 8753 4209

Familyservices@lbhf.gov.uk

Walk-in: Ground Floor, 145 King St, Hammersmith, W6 9XY

Out of ours service: 020 8748 8588

Westminster Duty Line – Tel: 020 7641 4000 (Out of hours – 020 7641 6000)

Safeguarding adults

If you are being abused or you suspect that someone is being abused, please tell us.

Call us on 020 8753 4198 – Option 3

Email us at h&fadvice.care@lbhf.gov.uk

What happens when a child is referred to us? We recognise that our involvement can be stressful for families but our first priority is to keep children safe. We explain to parents why we have been asked to help them and try to involve the whole family in working out what is best for the child. Where necessary we also speak to other professionals such as nursery or school teachers, doctors or health visitors. This is to help us build up a clear picture of how the child is being cared for to find out what support the family needs. If we believe that a criminal offence has been committed against a child we may need to involve the police. They work with us in cases where a child needs urgent protection.

What happens next? This varies from case to case. The social worker who has been assigned will work with the family to develop the best plan for the child and will put them in touch with the services they need. We will hold regular meetings to make sure that we continue to provide the right support for the child and his or her family. It is very unusual for a child to be removed from their home. We believe that children are usually best brought up in their own families and will provide support to help keep families together wherever possible. In extreme cases, and where no other option is available, social workers can apply for a court order to look after a child away from their family home.

If it is a serious matter or you believe a criminal offence has been committed, please call 101

In an emergency always call 999