**Multi Agency Safeguarding Hubs**

The Domestic Abuse Helpline does not replace either the Children’s or Adult’s Multi-Agency Safeguarding Hubs but will be linking closely to them both with key link professionals in place. Reporting into child protection and safeguarding adults’ processes will continue as normal with this process adding an additional support and opportunity for services to work together.

Referrals to the Children’s MASH and Family Support services should go through the online portal.

[www.enfield.gov.uk/childrensportal](http://www.enfield.gov.uk/childrensportal)

If you have a child safeguarding concern that can’t wait for a referral form, you should call the Children’s MASH on 020 8379 5555.

If you are concerned about an adult experiencing domestic abuse, then you can refer them to the Domestic Abuse Hub or sign-post them. Adults with disabilities of any kind (including age related frailty) are sadly twice as likely (as the general population) to be subject to domestic abuse in any given year. If you think that an adult you’ve identified (or anyone within their household/ related to the situation) has other care and support needs, then you can refer via the attached numbers.

To report abuse of an adult with care and support needs, Monday to Friday during working hours, you can ring Enfield Council and speak to the Adult Multi-Agency Safeguarding Hub:

Tel: 020 8379 3196

Or e-mail TheMASHteam@enfield.gov.uk

We also have a dedicated phone line (to take reports) which is available day or night:

Tel: 020 8379 5212

To report abuse in Enfield from a textphone

Tel: 18001 020 8379 5212

Please note that these are not emergency services – always dial 999 if an ambulance or Police are required.

If you believe an adult needs support from carers or occupational therapy on a non-urgent basis then please call the Enfield Single Point of Access on: 0208 379 1001

Or e-mail adultsocialcare@enfield.gov.uk