



# Single Point of Contact Consultation Line

## 0208 726 6464

The Single Point of Contact (SPOC) Consultation Line is a service provided as part of Croydon's Early Help and Children's Social Care. This service is available to all professionals across the Borough.

Before calling the Consultation Line, you should always discuss your concern with the Safeguarding Lead or Designated Safeguarding Lead (Schools) within your home organisation or setting, in the first instance, and consider if you have done all you should reasonably have done before contacting the Consultation Line. If the matter cannot be resolved following this, then you are able to contact the consultation line to support you in your decision making.

The Duty Social Worker will be able to discuss your concerns, assist in deciding whether a referral is appropriate and if not then, will be able to advise as to the next steps.

The Consultation Line is for cases where there is not an allocated social worker.

**The Consultation Line cannot put you through to children or young people's allocated social workers in a different part of the department, or give you any information about cases. Where you need to speak to a Social Worker for an allocated case, please contact 0208 726 6400.**

**If the child is at risk of significant harm or actual harm has occurred, then please contact 0208 255 2888 and make an immediate referral which will be taken over the phone, please do not call the consultation line. This will then need to be followed up with a written referral within 24 hours. If you believe a child is at immediate risk of harm call the police on 999.**

The Consultation Line operates between 9.00am and 5.00pm except at weekends and on public holidays.