



# CSCCP

CROYDON SAFEGUARDING  
CHILDREN PARTNERSHIP



# Safeguarding Children Information and Resources

CSCP response to COVID-19 – March 2020

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(March 2020)

CSCP response to COVID-19.

**The safeguarding of children and young people, and the promotion of their well-being is everybody's responsibility.**

During the current outbreak of COVID-19 and the subsequent impact on the daily lives of all children and families, we want to ensure that all children, families and professionals have access to information to help keep children and their families supported and safe.

**Croydon Health Services** are working hard to protect all residents and provide additional support where needed.

To help stop the spread of COVID-19 it's important to avoid face-to-face medical help whenever possible. If you need to contact a GCP – do not go to the surgery in person – visit the surgery website or phone your GP surgery.

Please visit [Croydon Health Services Trust News](#) for up to date information on action being taken, including visiting restrictions. [Follow NHS advice to protect yourself and others.](#)

**Croydon Council** services continue to be available during this time go to [LBC Coronavirus information](#) - for information: including advice on support for hardship and difficulties, volunteering, business support and advice, rubbish and collection services and school closures.

**Met Police** are continuing to provide a service to protect lives and prevent crime, including operations to reduce knife crime, responding to domestic abuse and child protection concerns. Visit [Met Police website](#) for latest updates.

## What to do if you are worried about a child



If you suspect that a child or young person is being abused or neglected, report your concerns.

If you think a child is at **IMMEDIATE RISK**, call **999** and ask for the Police

If you think **URGENT action is needed**, i.e. same day intervention by a social worker, call the Croydon Single Point of Contact\* on **0208 255 2888**

For **URGENT action OUT OF HOURS**, call the Children's Social Care Emergency Duty Service on **0208 726 6400**

### \*Croydon Single Point of Contact is here to help.

The Single Point of Contact is made up of staff from the Multi-Agency Safeguarding Hub (MASH) and Early Help. The Single Point of Contact offers simpler access to advice and support ensuring a prompt response when children or young people are considered to be at risk.



Non-Urgent Referrals – can be made online: [Multi-Agency Referral Form](#)



Professionals can obtain advice from the SPoC Consultation Line on **0208 726 6464**

# Domestic Abuse

During this time, Croydon's Domestic Abuse Service's are available to help anyone experiencing or at risk of domestic abuse

**Croydon FJC** is open for drop-in's and booked appointments, though where possible appointments may be conducted via phone calls and to support victims/survivors.

The FJC is a multi-disciplinary service for victims of domestic abuse, sexual violence and their children. Support is provided to families through listening and responding to needs, including children, in a safe way

The FJC facilitates access to a wide range of domestic abuse and sexual violence expertise



Croydon FJC

020 8688 0100

fjc@croydon.gov.uk

## If you know someone living in fear, advise them to

- Always keep their phone charged and close by
- If you feel threatened in the house, try to go to low risk areas – avoid the kitchen and bathroom
- If you have a family member or a friend you can provide a safe word which informs them to call the police (e.g. I need my red jumper back)
- If you have neighbours you trust, tell them what is going on, and ask them to call the police if they hear sounds of a violent attack
- Teach the children to call 999, and if possible, for them to say their full name and address
- iPhone users can set up a quick emergency call button on the side of the phone, make sure to turn the sound down
- Encourage women to think about a safe place to go to, such as a refuge, family or friends house

## Useful numbers



- National Domestic Abuse Helpline – 0808 200 0247
- RASAC – 0808 802 9999
- Law centre – 0208 767 2777
- Paladin (Stalking helpline) – 0808 8020300
- Refuge National Helpline – 0808 200 0247
- Respect Helpline for Men – 0808 8010327
- LGBT+ Domestic Abuse – 0800 999 5428



## Online Help

- [Womens Aid live online chat service Rights of Women](#)
- [Refuge National](#)
- [Respect Helpline for Men](#)

**!** In an emergency  
call 999, ask for the  
Police

## Early Help in Croydon

Every family can go through challenging times at some point. Early help means that services will work with and your family so that small problems don't become big problems.

There are lots of reasons why people look for early help:

- You may be worried about your child's health, development or behaviour
- You may be worried about how they are doing at school
- You may be worried about money or housing and how that is affecting your family
- Your child and family may be affected by domestic abuse, drugs, alcohol, mental ill health or crime.

Currently many of the Best Start services delivered from Children's Centres are not currently running, however, most Children's Centres are able to offer advice and guidance over the telephone.

Health clinic provision in children's centres and Chatterbox sessions will cease until further notice.

Parents are directed to the Chat Health text messaging service 07507 334150 Monday to Friday 9am to 5pm and COVID-19 maternity helpline 07976 681775 open daily from 8am to 6pm daily. Parents with concerns with their child's speech and language should be signposted to the SaLT advice line 0208 714 2594.

### Children's Centre contact numbers are -

- Aerodrome Children's Centre – 020 8688 7710
- Byron Children's Centre – 020 8763 6285
- Crosfield Children's Centre – 020 8654 7566 / 020 8655 5655
- Kensington Avenue Children's Centre – 020 8764 2923
- New Addington Children's Centre – 01689 847136
- Purley Oaks Children's Centre – 020 8325 4517
- Selhurst Children's Centre – 020 8684 3777
- Shirley Children's Centre – 020 8 777 2119
- Woodlands Children's Centre – 020 8916 0543



## Safeguarding e-learning

Safeguarding e-learning is free to any community member, volunteer or professional working with children and families in Croydon.

It is also available to parents and carers living in Croydon. These courses can be completed by practitioners themselves, or can be signposted for completion to help build skills and knowledge across the community network.

### Courses available

Safeguarding Awareness: Adults and Children (1.5hours)
Safeguarding Children Level 1 (2 hours) & Level 2 (2 hours)
Safeguarding Children Level 2 (2 hours)
Child Sexual Exploitation Level 1 (2 hours) & Level 2 (1.5 hours)
Autism Awareness (1 hour)
Online Safety – risks to children (30 min)
Bullying and Cyberbullying (30 min)
Domestic Abuse (1.5 hours)
Online safety for parents and carers (30mins)

### Users can self-register at:

[Croydon Me Learning Course Centre](#)

When registering, use a relevant work address where possible, this will make registration quicker. If you don't have a work email address, please make sure you provide detail of your role and how you support children Croydon



## Information for parents/carers of children with disability and SEN



[Find support, advice and guidance for children and young people with SEND and their parents and carers](#)

Croydon's SEN Service team members are contactable by email only, until further notice. If you have an enquiry email: [senenquiries@croydon.gov.uk](mailto:senenquiries@croydon.gov.uk)

If you would like to speak with Croydon's SEN Service, please email your contact details and convenient times/dates for us to call. A member of the team will get back to you as soon as possible.

[For more information visit the Croydon Local Offer website](#)





## Information for parents and carers

### HELLO!

I am a VIRUS,  
cousins with the Flu and  
the Common Cold



My name is Coronavirus

Times of uncertainty can be worrying for children as well as adults. If you want some tips on ways to explain to children about Covid-19 take a look at these resources

- [NSPCC – Help if your child is worried](#)
- [How to talk to my children about Covid-19](#)
- [Kids guide to Coronavirus](#)

### BE A SUPER HERO



WASH YOUR HANDS  
SAVE A LIFE!

If a little encouragement is needed to wash hands, use [this NHS video and song to help](#)

**And practice the elbow bump and leg shake instead of high fives!**



Did you know that if you are caring for someone else's child for more than 28 days there's help available? You might have what's called a 'Private Fostering' arrangement [Get advice here](#)

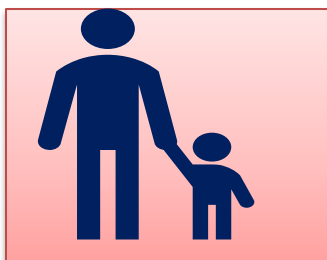


## Home Learning Resources for parents and carers



To help parents during school closures, [ThinkUknow](https://www.thinkuknow.co.uk) have a range of activity packs for parents and kids to about **online safety together**

Includes activity packs for **Early Years & Primary** | **Secondary**



[Department For Education – Hungry Little Minds](https://www.gov.uk/government/collections/hungry-little-minds) – is a DFE Learning at Home resource to help parents of **pre-school children kick-start their learning**



Promoting offline activities is essential here is a fun way of getting together for daily physical activity

[Get moving - 5-a-day exercise](https://www.gov.uk/government/collections/get-moving-5-a-day-exercise)

## Information for young people



**ChildLine  
(NSPCC)**

[www.childline.org.uk](http://www.childline.org.uk)

Phone - 0800 1111

Childline is yours – a free, private and confidential service where you can talk about anything.

**If you are worried about Coronavirus you can speak to a Childline counsellor online or on the phone from 9am – midnight.**



**Croydon Drop In**

[www.croydondropin.org.uk](http://www.croydondropin.org.uk)

Phone – .020 8680 0404

Email - [enquiries@croydondropin.org.uk](mailto:enquiries@croydondropin.org.uk)

Currently our staff are all working remotely and we are offering a phone, email and Skype service to all young people and families with whom we are engaged and very much open for support to the community. Face to face services at Croydon Drop In are now temporarily closed.



**Off the Record**

[www.talkofftherecord.org](http://www.talkofftherecord.org)

Phone - 020 8251 0251

Email - [croydon@talofftherecord.org](mailto:croydon@talofftherecord.org)

Due to the concerns about Coronavirus our online service is operating as usual. However we have taken the difficult decision to close all OTR buildings for the safety of both our clients and staff. So there will be no face-to-face appointments or Walk-In service at present.



**CAYSH**

[www.caysh.org](http://www.caysh.org)

Phone - 0208 683 0227

E-mail - [info@caysh.org](mailto:info@caysh.org)

Drop in Zone - Housing and General Advice Service at:

**Phone** - 0208 760 5530

FAX: 0208 688 2447

E-mail: [diz@caysh.org](mailto:diz@caysh.org)

## Information for young people

### FREE Apps for Mental Health Wellbeing

#### [SAM](#)

Available on iOS  
Anxiety management and anxiety tracker.  
Adults and Young People

#### [My Possible Self](#)

iOS and Android  
My Possible Self mental health app. Use the simple learning modules to manage fear, anxiety and stress and tackle unhelpful thinking. Record your experiences and track symptoms to better understand your mental health.  
Adults and Young People

#### [Breathe2Relax](#)

iOS and Android  
Breathing exercises.  
[Adults and Young People](#)

#### [Headspace](#)

iOS and Android  
Themed sessions on everything from stress and sleep to focus and anxiety and guided meditations.  
Adults and Young People

#### [In Hand](#)

iOS and Android  
The app allows you to focus yourself in a moment of stress or low mood.  
Adults and Young People

#### [ReachOut WorryTime](#)

iOS and Android  
A place to store your worries, and alerts you when it's time to think about them. The app also helps to manage stress levels and develop an effective method to dealing with daily worries. Young people



## What to do if you are worried about a vulnerable adult

If you suspect that a **vulnerable adult** is being abused or neglected, report your concerns.

If you think they are at **IMMEDIATE RISK**, call **999** and ask for the Police

If you think **URGENT action is needed**, i.e. same day intervention, call the Adult Support Team\* on **0208 726 6500** (ask for duty social worker out of hours)

### \*Croydon Safeguarding Adults website

You can also find information and advice on the CSAB website <https://www.croydonsab.co.uk>



Email : [croydonadultsupport@croydon.go.uk](mailto:croydonadultsupport@croydon.go.uk)



Non-Urgent Referrals – can be made online: [Adult Safeguarding Referral Form](#)



Older relatives (and children) will benefit from keeping in touch. Consider, Skype, Zoom, WhatsApp and other electronic mediums to "see" and speak to each other.

If you know of any older person who needs support during this time, The Silver Line is a free and confidential helpline open 24 hours a day.

<https://www.thesilverline.org.uk/>

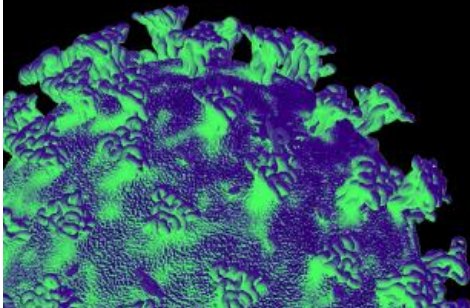
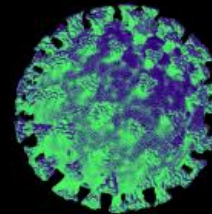


# CORONAVIRUS STAY AT HOME SAVE LIVES

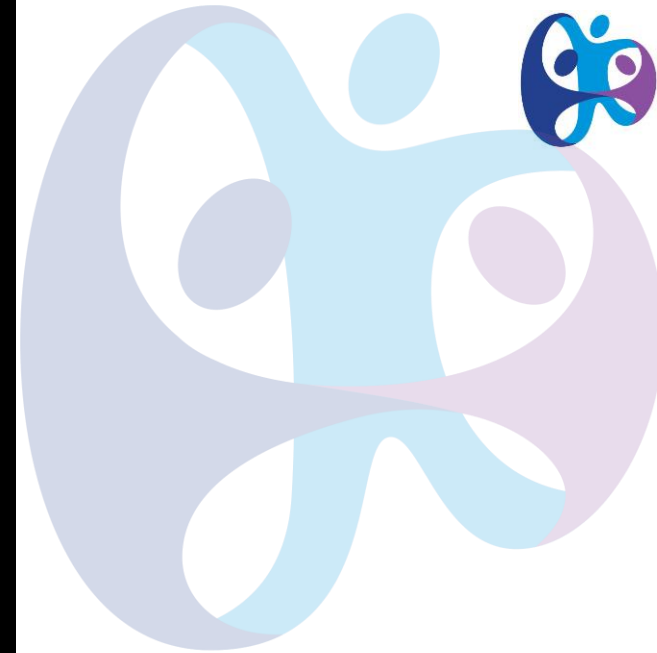
**Anyone can spread Coronavirus.**

**The only reasons to leave home are:**

- ✓ To shop for basic necessities or pick up medicine
- ✓ To travel to work when you absolutely cannot work from home
- ✓ To exercise once a day, alone or with members of your household
- ✗ Do not meet others, even friends or family



**CORONAVIRUS**  
**STAY HOME**  
**PROTECT**  
**THE NHS**  
**SAVE LIVES**



Coronavirus  
(COVID-19)

[Visit NHS Advice  
for everyone](https://www.nhs.uk/advice-coronavirus-covid-19/)