

Safeguarding

Update: January 2025

If a child is in immediate danger, call 999



Children's Resource Service during office hours:

Number for Professionals: 023 8083 2300

Number for Public use: 023 8083 3004

Out of Hours:

Emergency Duty Team: 023 8023 3344

E-Mail: childrensresourceservice@southampton.gov.uk

If you are unsure about whether you wish to make a referral, please consult the [Southampton Pathways Document](#). If you are a professional, please consult the DSL within your organisation.

Local Authority Designated Officer [LADO](#):

For advice, guidance and the management of allegations.

Tel: 023 8091 5535

Mobile: 07500 952 037

Email: LADO@southampton.gov.uk

ChildLine: 0800 1111

NSPCC Helpline: 0808 800 5000

Named DSL for setting: _____
(to be completed by setting)

Setting Emergency Contact Number: _____
(Out of Hours)

The Children's Resource Service Conversation Model ensure children in Southampton get the right help at the right time.

This checklist will help you to prepare for conversations when contacting the Children's Resource Service for advice or with concerns:

Confirm that the family have been spoken to about the referral to CRS – what has their response been? If not spoken to yet, discuss with CRS worker the reasons why.	
Clarify household – consider use of genogram. This can be emailed to the CRS.	
Presenting issue:	
Outline the worry - Fact/Hearsay?	
Where has this information come from?	
Why now?	
Consider antecedents and known history:	
Name the concern – is this immediate/chronic?	
Who is the concern for? Impact on them/family?	
If contact is from a school – is this based on educational attendance?	
Have they contacted Education Support?	
Explore referrers conversation with parents/carers/young people/children:	
What is their explanation? What are their views? What do they want? Have they identified any area of support they would benefit from?	
Explore referrers conversation with their DSL or line manager. What have they advised?	
Current or offered support:	
What is in place? What has been offered? Support network for child/young person/family?	
With Contextual Safeguarding:	
What context (school, peer group, family, neighbourhood) needs to change first for safety to increase for the child?	
Could there be other children impacted by the concerns raised?	
Has a CERAf been completed and what is the score? Has this been shared with CRS?	
Have you Considered?	
<ul style="list-style-type: none"> – Neglect toolkit and Neglect toolkit for children with additional needs – Child sexual abuse toolkit, Harmful Sexual Behaviour, Child-on-Child (Peer-on-Peer) abuse toolkit – Abusive Head Trauma and ICON – Modern Slavery – Harmful practices linked to faith and culture – Child exploitation Toolkit – completion of a CERAf – Unidentified Adults – good practice guide – Working with Resistant Families – practitioner guidance – Serious Violence toolkit 	

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