

Who to contact

Emergency service involvement

If you think someone is in immediate danger or you require emergency services the best thing to do is call 999

When the safeguarding concern relates to a child, you will need to make a referral to the appropriate team in the area that the child resides in. Please see below for a list of contact details for each local authority.

Kent County Council

During the day and in office hours

Concerned about a child

To tell us about an child safeguarding concern, either:

Call 03000 41 11 11

Email social.services@kent.gov.uk

Text relay 18001 03000 41 11 11

Out of hours and in an emergency

If you need to contact us outside of normal office hours call 03000 41 91 91

Medway Council

Monday to Friday, 9am to 5pm

Concerned about a child either:

Call 01634 334466.

To report a concern for a child under the age of 18 years online:

<https://www.medwayscp.org.uk/mscb/info/5/mscb-1/34/worried-child>

Out of hours: 03000 419191

East Sussex County Council

During the day and in office hours - Monday to Thursday 8.30am to 5pm.
Friday 8.30am to 4.30pm

Concerned about a child - contact the Single Point of Advice (SPoA) either:

Phone: 01323 464222

Or email SPoA 0-19spoa@eastsussex.gov.uk.

Out of hours - Weekdays from 5pm to 8.30am. Also weekends and bank holidays

For a serious concern about a child that cannot wait until the next working day, contact the Emergency Duty Service..

01273 335906 or
01273 335905

West Sussex County Council

During the day and in office hours - Monday - Friday 9.00am - 5.00pm

Concerned about a child:

Complete the Integrated Front Door (IFD) form online -

<https://www.westsussex.gov.uk/education-children-and-families/keeping-children-safe/request-support-or-raise-a-concern-about-a-child/>

If you are unsure what support you require or have an urgent safeguarding concern that requires a same day response, phone: 01403 229900.

Out of hours (weekends and bank holidays)

Contact the Emergency Duty Team on 033 022 26664. If you experience difficulty contacting this number, phone: 07711 769657 (Does not accept text messages). This will connect you to the duty Social Worker.

Surrey County Council

During the day and in office hours

Concerned about a child either:

Call: 0300 470 9100

Email: cspa@surreycc.gov.uk (available 9am to 5pm, Monday to Friday)

Textphone (via Text Relay): 18001 0300 200 1005

SMS: 07527 182 861 (for the deaf or hard of hearing)

VRS: Sign Language Video Relay Service

Out of hours:

Call 01483 517898 to speak to the emergency duty team.

Essex County Council

Concerned about a child:

Monday to Thursday 8:45 am to 5pm, and Fridays 8:45am to 4:15pm.

Call 0345 603 7627 and ask for the priority line.

For out of hours or bank holidays:

Call the Emergency Duty Team on 0345 606 1212.