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| **Concern about abuse or neglect of a child**  ***or***  **Reporting of a serious accident or injury to, or the death of, any child while in the care of a setting** | | **Concern about a child/young person or adult at risk of being drawn into extremism** | |
| **Solihull Council:**  Natasha Chamberlain - Senior Adviser **0121 704 6620**  Lisa Morris - Early Years Team Manager **0121 704 6150**  WMCTU Prevent Team: **0121 251 0241**  **Referral email:** [**ctu-gateway@west-midlands.pnn.police.uk**](mailto:ctu-gateway@west-midlands.pnn.police.uk) | |
| **Childrens Social Care – for MASH referrals and advice**  Multi-agency Safeguarding Hub  **0121 788 4300**  **Out of hours: 0121 605 6060** | |
| **Allegation against a member of staff or a childminder** | | **DfE Incident Support** | |
| **LADO**  Local Authority Designated Officer  **0121 788 4310**  **OFSTED Complaints** (Early Years)  (must be reported within 14 days)  **0300 1234666** | | Department for Education Incident Support helpline The [Department for Education Incident Support helpline](https://protect-eu.mimecast.com/s/sVAJClR5kcXPJ65CjWscr?domain=gov.uk) is available to answer any questions you have about national emergency issues.  Telephone: 0800 046 8687 Monday to Friday, 8am to 4pm | |
| **Ofsted must be notified of significant events within 14 days**  [**https://www.gov.uk/guidance/report-a-serious-childcare-incident**](https://www.gov.uk/guidance/report-a-serious-childcare-incident)  **if your operating circumstances do change (that is, you open or close):**  **let Ofsted know by sending an email to** [**enquiries@ofsted.gov.uk**](mailto:enquiries@ofsted.gov.uk) **with ‘Change in operating hours’ in the subject field**  **in the body of the email, confirm the unique reference number for each setting and the details of the change.** | | | |
| **Whistleblowing**  NSPCC Whistleblowing Advice Line  0800 028 0285 | **Notifiable diseases**  West Midlands Health Protection Team  0344 225 3560 | | **Environmental Health**  0121 704 8000 |
| **FURTHER SUPPORT** | | | |
| **West Midlands Police Early Help Team** [Solihull]  Email:[SH\_EARLYHELP@westmidlands.police.uk](mailto:SH_EARLYHELP@westmidlands.police.uk) | **Solihull Refugee support**  Email:[refugees@solihull.gov.uk](mailto:refugees@solihull.gov.uk) | | **West Midlands Police Intel Form / FIB**  Email: [C8\_FIBDEPT@westmidlands.police.uk](mailto:C8_FIBDEPT@westmidlands.police.uk)  [Force Information Bureau [FIB] Form](https://www.safeguardingsolihull.org.uk/lscp/wp-content/uploads/sites/3/2023/07/21JUN23-FIB-Form.docx) |