

RISK TO LIFE
– CALL 999

Call emergency services on **999** if you or a person you are referring is in immediate danger or if a crime is being committed.

If there is no immediate risk but a police response is required, call **101** as soon as possible, or if health advice is required, call **111**.

**Children and
Adult
Safeguarding**

CHILD - For any family involving a child refer via [Report concerns about a child or request support | Hertfordshire County Council](#) or call 0300 123 4043 (children can also call this number).

ADULT - If you are concerned about an adult who may need care and support, is at risk of abuse or neglect, or has come to harm report via the Hertfordshire County Council website here: [Report a concern about an adult | Hertfordshire County Council](#) or call 0300 123 4042

ALL AGES - Worried about someone being radicalised? Email: prevent@hertfordshire.gov.uk or call:

- 0800 789 321 (anti-terrorist hotline) OR 0900 555111 (Crime Stoppers)

**Mental Health
and
Wellbeing**

Flourish: community-based mental health & wellbeing support for refugees and asylum seekers in Hertfordshire aged 16+ Flourish – Refugee and Asylum Seeker Service | Hertfordshire Mind Network Email referral form to flourish@hertsmindnetwork.org or phone 020 3727 3600.

NHS Mental Health service in Hertfordshire: Hertfordshire Partnership
Phone the 'Single Point of Access (SPA)' on 0800 6444 101 or email hpft.spa@nhs.net
If urgent dial 111 and select option 2 or 0800 6444 101

**Domestic
Abuse**

If you are worried about a woman's safety call Herts Beacon D

Domestic Abuse Outreach Helpline 0300 002 0008 or email Beacon.DASH@oneymca.org

Open to professionals and self-referrals, Beacon will assess the risk before referring on to the most appropriate service. Open Mon- Fri 9am – 4.30pm. [Outside of these hours call Safer Places on 03301 025811]

For advice and guidance see Direct Local Support in

[Asylum seekers and refugees information for Professionals and Volunteers](#)

<https://www.hertfordshire.gov.uk/asrprofessional>



Police, Crime,
Modern
slavery or
exploitation

The police are interested in building relations to increase trust and confidence, and encourage reporting of individual concerns, crime, community tensions and hate crime/ incidents. The Engagement Officers will assist partner agencies and interact with the community giving advice. They will act as a point of contact for the Constabulary and will direct you to relevant departments when needed. You can contact Dani and Emma on communityengagement@herts.police.uk.

You can report modern slavery as a member of the public or report it yourself if you are a potential victim. Call the modern slavery helpline on 0800 0121 700 or [report it online](#)

Hertfordshire Constabulary is interested in building intelligence about issues. [If your organisation has an information sharing agreement, please report intelligence via your agreed pathway]. Otherwise, you can report information online via: [Report | Hertfordshire Constabulary \(herts.police.uk\)](#) or 101/Crimestoppers.

If you have a concern about a situation in one of the asylum contingency hotels or properties, then AFTER reporting to the correct safeguarding route (if appropriate), then please email asylumsupport@hertfordshire.gov.uk so that the team can liaise with relevant partners

Housing and
homelessness

If someone under 18 is a risk of homeless this amounts to a Children's Safeguarding risk (see above)

Otherwise, in general housing and homelessness is the responsibility of Hertfordshire's ten district and borough councils

Contact details of the housing teams in each of the ten districts/boroughs can be found here:

[\[Housing support in Hertfordshire map – Google My Maps\]](#)

Children

Family Centres offer advice and guidance. Family Support Service (from pregnancy to 11yrs), Health Visitor (from pregnancy to 5yrs) to 19 yrs & School Nursing (5yrs to 19yrs) [Family centres in Hertfordshire](#)

For school admissions: Email Migration.Admissions@Hertfordshire.gov.uk do **not** use the standard process via the Hertfordshire County Council webpages

For advice and guidance see Direct Local Support in

[Asylum seekers and refugees information for Professionals and Volunteers](#)

<https://www.hertfordshire.gov.uk/asrprofessional>

