

# The Right Support at the Right Time



CHILDREN  
& FAMILY  
SUPPORT

## REMEMBER

**EARLY HELP** can provide tailored, preventative support. Contact them when you first think a child or family might be struggling, to help avoid a problem becoming a crisis.

If you need to talk through the right course of action call the **DSL INFOLINE** for advice.

As well as providing urgent help, **MASH** will support with specialist help for disabled children.

## Which service is right for the child?

### Early Help

Call:  
**01926 412412**

#### WHEN

The situation would be improved with additional support for the child or family. To help prevent a problem becoming a crisis.

#### WHY

You may be concerned about poor school attendance, substance abuse, the child is a young carer, or if the family is experiencing financial problems or they would benefit from parenting support. Call for easy and rapid access to support, and signposting to a range of specialists.

### DSL Helpline

Call:  
**01926 418608**

For Early Years and  
Childcare Providers,  
call **01926 742547**

#### WHEN

The situation is complex, or you are concerned about a child's safety or welfare – but they are not in immediate risk of harm.

#### WHY

If you are uncertain and want some advice before deciding on the best course of action.

## Only call MASH...

### MASH

Call:  
**01926 414144**



#### WHEN

You have an urgent or ongoing safeguarding concern and immediate action is needed.

Contact the MASH helpline directly or submit the contact form. The Team will assess the concern and will respond to you.

#### WHY

You feel the child may be at risk of harm, or of exploitation, or they have significant or ongoing mental health problems.

#### OR

A disabled child needs a specialist social care assessment.

