

# BDG Wiltshire HAF Safeguarding Contact Details

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## By Design Group Key Contact Details

Please contact the Executive Chairman, Geoff Parsons, for all initial enquiries with regard to designated person.

### Geoff Parsons – By Design Group Executive Chairman

Office: 01827 316297

Mobile: 07770 452161

Email: [geoffparsons@bydesign-group.co.uk](mailto:geoffparsons@bydesign-group.co.uk)

## **Wiltshire Key Contact Details**

The following are the key Wiltshire contact details:

### **Wiltshire - The Integrated Front Door Service (IFD)**

The Integrated Front Door service provides a 24-hour response to concerns for children 7 days a week, 365 days a year and all staff in the team have training and experience in the support and safeguarding of children.

The service consists of the MASH (Multi Agency Safeguarding Hub), the Early Support Hub (ESH) and the Out of Hours Service (EDS) and is based in one hub in County Hall, Trowbridge.

County Hall  
Bythesea Road  
Trowbridge  
BA14 8JN

### **Multi-Agency Safeguarding Hub (MASH)**

MASH is the front door for all referrals in relation to children and young people in Wiltshire. The team is co-located with police and health colleagues to ensure timely decision making occurs in response to safeguarding referrals.

**Tel:** 0300 456 0108  
Open: Monday - Thursday 8:45am - 5:00pm  
Friday 8:45am - 4:00pm

### **Early Support Hub (ESH)**

The Wiltshire Early Support Hub aims to build effective support within Wiltshire communities for children and families where there is not a safeguarding risk to ensure that children and families receive the right support at the right time for them. ESH is a multi-agency partnership with Police, health, education, domestic abuse services, substance misuse services and child and adolescent mental health service (CAMHS) who are co-located within the Front Door services. The ESH also works with several virtual partners including probation, army welfare service and adult mental health.

### **Emergency Duty Service**

The Out of Hours Service provides an emergency social work service outside of normal office hours, nights, weekends, and bank holidays.

The service responds to the following situations:

Emergencies where immediate social care intervention is required to safeguard a Child or Young Person.  
Significant welfare concerns that cannot safely wait until the next working day.  
Provides support, information, and advice over the phone to keep the situation safe until the next working day.

### **Out of Hours Service**

**Tel:** 0300 456 0100  
Monday to Thursday 5.00pm - midnight and Friday 4pm - midnight,  
Weekends / Bank Holidays 9am - midnight  
Phones are diverted to the Social Work Standby Service from midnight - 9am (7 days a week).  
If there is immediate danger, phone the police or emergency services on 999.

### **For less urgent enquiries**

**Email:** [mash@wiltshire.gov.uk](mailto:mash@wiltshire.gov.uk)

## Wiltshire Children's Support & Safeguarding Teams

Wiltshire has 5 Support and Safeguarding Teams covering different geographical areas:

**North Tel:** 01249 707900  
**East Tel:** 01380 826250  
**South Tel:** 01722 438165  
**West 1 Tel:** 01225 718555  
**West 2 Tel:** 01225 718555

## Wiltshire Designated Officer for Allegations (DOFA)

**Tel:** 0300 456 0108  
**Email:** [dofaservice@wiltshire.gov.uk](mailto:dofaservice@wiltshire.gov.uk)

## Young People's Service (YOT)

**Tel:** 01249 709 400

**YOT** supports young people aged 10 - 17 who are at risk of becoming involved with the criminal justice system, or already offending and been charged with an offence by the police and subject to a Court order.

**Emerald** supports adolescents at risk of extra-familial harm.

**Stronger Families Team** is an intensive service working with young people aged 10 -18 and their families who are on the edge of care. The aim is to rebuild young people's relationships with their families. Referrals come into the team from Social Workers or **YOT** workers.