

Worried about a child?

Safeguarding Referral Flowchart

Concern

If you are concerned about an immediate risk to the safety of a child, call Customer First on 0808 800 4005. Or call Suffolk Police main switchboard on 01473 613500. If the child is in immediate danger, call the Police on 999.

If you are unsure whether a referral is required, call the Multi-Agency Safeguarding Hub's (MASH) Professional Consultation Line on 0345 606 1499 (Mon – Thur 0900-17.00, Fri 09.00-16.25)



Record

If you suspect abuse by either a child disclosure, observation, report by another person or an anonymous communication, complete a **Record of Concern**. This should be signed and dated.

Include a body map to record physical injuries to the child's body, e.g. bruising. **Do not** take photographic images.

Example templates for Records of Concerns and a body map can be found on Suffolk Learning.

[Safeguarding Training, Resources & Safer Recruitment Guidance – Suffolk Learning](#)

Do not investigate the concerns yourself.



Consult

Refer to your settings' Safeguarding Policy. Speak to the Designated Safeguarding Lead (DSL) or their Deputy to discuss your concerns. **Do not delay**. The DSL may need to speak to the child, their parents or gain more information from you.

Record, sign and date the Record of Concern.



Action

The DSL (or their deputy) will refer to the Suffolk Threshold Matrix [Safeguarding Framework and Threshold Matrix — Suffolk Safeguarding Partnership \(suffolksp.org.uk\)](https://www.suffolksp.org.uk) and either make a referral or, if they are unsure, will telephone the Multi-Agency Safeguarding Hub (MASH) Professional Consultation Line on 0345 060 1499 to discuss the concerns and whether a referral should be made. The MASH team can also be contacted on Webchat on the Suffolk Safeguarding Partnership's website.

[Concerned — Suffolk Safeguarding Partnership \(suffolksp.org.uk\)](https://www.suffolksp.org.uk)

Multi Agency Referral Forms (MARFs) are completed on the secure Children and Young People's Portal

[Suffolk Children and Young People's Portal](https://www.suffolksp.org.uk)

Parents and carers should be advised that you are doing this unless this might put the child at risk or cause a delay in making the referral.

Record, sign and date the Record of Concern.



What next?

On receipt of the referral, the MASH team will decide on the initial rating of risk and then take appropriate action.

The MASH should provide feedback to the referrer as to the course of action to be taken. Once notified of this, update and sign and date the Record of Concern.

Settings should continue to monitor the child and update the Record of Concern if further concerns arise.

Settings should keep the Records of Concern securely, even when closed, and pass these on to the next setting/school when the child leaves.