

Safeguarding - Section 4: Useful Contacts

4.1 CONTACT SHEET

Multi-Agency Safeguarding Hub (MASH)

<https://www.suffolk.gov.uk/adult-social-care-and-health/protecting-adults-at-risk-of-abuse/multi-agency-safeguarding-hub-mash/>

Professional Referrers

If you would like to discuss whether the situation you are concerned about should be the subject of a safeguarding referral, please contact the MASH Consultation Line on **0345 606 1499**.

If you think someone is at risk

If you are worried that a child, young person or adult is at risk of abuse, harm or neglect, please call **Customer First on 0808 800 4005**.

Reporting a child at risk of harm, abuse or neglect (safeguarding)

<https://www.suffolk.gov.uk/children-families-and-learning/keeping-children-safe/reporting-a-child-at-risk-of-harm-abuse-or-neglect-safeguarding/>

If it's an emergency:

- Call Customer First on **0808 800 4005** if you're worried that a child or young person is at risk of neglect or harm, abuse, or
- Call the Police on **999**

Making a child safeguarding referral - guidance for professionals

If you would like to discuss whether or not a referral is required, please call the Professional Consultation Line on **03456 061 499** to speak with a MASH (Multi-Agency Safeguarding Hub) social worker.

How to make a safeguarding referral - information for professionals and members of the public

From **Monday 12 November 2018**, if you have a concern or are worried about a child or a young person, you will need to complete and submit a multi-agency referral form (MARF) using the new secure Suffolk Children and Young People's Portal.

Use the click button "Make a Safeguarding Referral", which links to Suffolk Safeguarding Children Board (below).

Suffolk Safeguarding Children Board

<http://www.suffolkscb.org.uk/working-with-children/how-to-make-a-referral/>

How to make a referral

Are you worried about the welfare or safety of a child? See [Safeguarding Guidance](#).

If the child is in immediate danger please call 999.

If you are concerned about a child and unable to use the Portal, you can call Customer First on 0808 800 4005.

Members of the Public

Please note: From Monday 12 November 2018, if you have a concern about a child or a young person, you will need to complete and submit a Multi-Agency Referral Form (MARF) using the new secure Suffolk Children and Young People's Portal:

[Access the Secure Suffolk Children and Young People's Portal](#)

Professionals

If you would like to discuss whether or not a referral is required, please call the Professional Consultation Line on **03456 061 499** to speak with a MASH social worker.

Please note: From Monday 12 November 2018 the Multi-Agency Referral Form (MARF) **must** be completed and submitted using the new secure Suffolk Children and Young People's Portal:

[Access the Secure Suffolk Children and Young People's Portal](#)

Report Abuse of an Adult

<https://www.suffolk.gov.uk/adult-social-care-and-health/protecting-adults-at-risk-of-abuse/report-a-concern-about-an-adult/>

Find out what to do if you think an adult is being abused or at risk of abuse.

What to do in an emergency

Call **999** if you think a crime has been committed or someone is in immediate danger.

How to report abuse

Public

You can report abuse of an adult to Suffolk County Council. We call this a **safeguarding referral**.

Make a safeguarding referral online using our [Suffolk Adult Care Portal](#). You'll need to create an account, which is quick and easy.

Use the click button "Proceed to safeguarding referral", which links to the Suffolk County Council Adults Safeguarding page.

Professionals

You can make a safeguarding referral using the same form as members of the public.

If you need guidance on whether to make a safeguarding referral, contact the Multi-Agency Safeguarding Hub (MASH) on 0345 606 1499.

(Local) Eastern Baptist Association Safeguarding Contact

Safeguarding Contact

Phone: 07941 071965

Eastern Baptist Association – Nick Lear

Contact form: https://www.baptist.org.uk/Articles/417980/Safeguarding_EBA.aspx

If no-one is available at your Association office, please contact the Churches' Child Protection Advisory Service (CCPAS) on their free helpline number, 0303 003 1111, for confidential advice.

Local Authority Designated Officer (LADO) Referrals

If you have concerns about an adult working with a child under the age of 18 that you would like to report, please see the [LADO page](#) for more information.

Local Authority Designated Officers (LADO)

<http://www.suffolkscb.org.uk/working-with-children/local-authority-designated-officers-lado/>

LADO Referrals

If you have concerns about an adult working with a child under the age of 18 that you would like to report, please follow this link for the [Arrangements for Managing Allegations of Abuse Against People Who Work With Children or Those Who Are in A Position of Trust](#) procedure.

Local Authority Designated Officers can be contacted for allegations against all staff and volunteers via:

- Email on LADO@suffolk.gov.uk or
- LADO central telephone number **0300 123 2044**