

## Further action

If following consultation more information comes to light or the situation changes, you can seek further clarity by calling the consultation line again.

If you feel that the response you have received following a consultation is inadequate, does not meet the needs of the child/family or leaves a child at risk of harm you can still make a referral in the usual way or escalate your concerns through your organisations safeguarding process.



# Professional Consultation Line:

A guide for professionals and paid carers who work with children and adults

**Tel: 0345 6061499**

Monday – Thursday: 9:00am to 5:00pm

Friday: 9:00am to 4:25pm

## What is the MASH?

In 2014 Suffolk County Council and partners established a Multi-Agency Safeguarding Hub (MASH) in Suffolk.

The MASH is a team of professionals from a range of agencies brought together to ensure all safeguarding concerns are dealt with in the most effective way. For more information on the MASH visit [www.suffolk.gov.uk/MASH](http://www.suffolk.gov.uk/MASH)

## What is the MASH consultation line?

However experienced you are, there may be times where you are not sure what action you should take, or you just need support and guidance to ensure you make the most informed decision.

The MASH consultation line is for you to discuss the most appropriate and effective way of providing or obtaining help and support for a child or adult you feel is at risk of abuse.

Where the child may need help and protection you will be given advice and guidance about making a referral, including how to involve parents.

Where a child and family have an allocated Social Worker you will need to contact the named Social Worker directly to discuss any concerns.

## What to do before you ring the consultation line

You should follow your organisations safeguarding processes before calling the consultation line.

All statutory organisations should provide a way for staff to seek help and advice on individual cases.

All organisations are required to have named/designated safeguarding professionals and you should make yourself familiar with their contact details.

You may also take advice through your line manager or the person who offers you safeguarding supervision.

### When discussing an adult

The consultation line should be used to discuss whether a referral should be made or not.

For enquiries about ongoing cases please use the Adult Protection Team Duty Line on **01449 724593**.

If you have an immediate safeguarding concern, or wish to make a referral, use this link:

[www.suffolk.gov.uk/care-and-support/safeguarding/](http://www.suffolk.gov.uk/care-and-support/safeguarding/)

or call Customer First on **0808 800 4005**

## How does the consultation line work?

The person offering advice on the consultation line will ordinarily be a Social Worker within MASH. You will be able to choose to speak to an adult or children's Social Worker.

### During consultation you should:

- Ⓜ Be clear about your concern and what is needed from the consultation
- Ⓜ Clearly identify what your organisation has already done about the concern and the impact of this
- Ⓜ Seek clarification where there are any uncertainties about what is involved

### The MASH will:

- Ⓜ Record detail of the discussions and recommendations made but will not record the child's name.