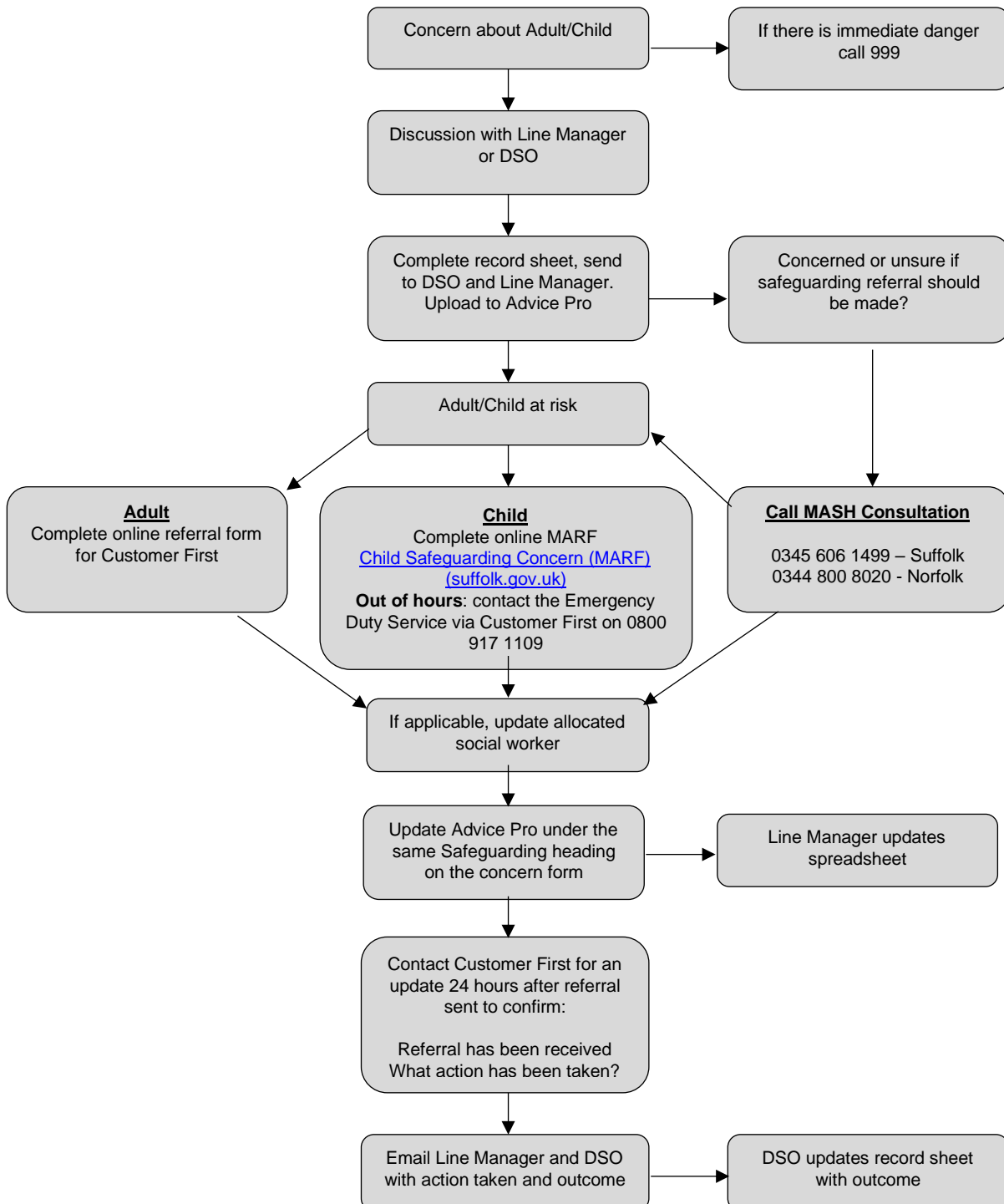


Safeguarding Referral Procedure



The role of the Designated Safeguarding Officer (DSO) is to monitor all Safeguarding referrals, embed good practice in the organisation and hold the specialist knowledge which the organisation should have. The first point of call for all Safeguarding referrals is your Line Manager unless they are unavailable, at which point you should contact the DSO. This procedure should be read in conjunction with the Safeguarding and Child Protection Policy and Safeguarding of Adults Policy.

Referral Procedure



Anglia Care Trust has a Safeguarding Team led by the Chief Executive Officer and 4 Designated Safeguarding Officers:

- Katy Smith – 07918 639137 – katysmith@angliacaretrust.org.uk
- Laura Ruffles – 07909 212939 – lauraruffles@angliacaretrust.org.uk
- Nicola Ross – 07918 685835 – nicolaross@angliacaretrust.org.uk
- Zarina Cox - 07884 650998 – zarinacox@angliacaretrust.org.uk

The Safeguarding representative on the Board of Trustees is Christine Geeson.

All can be contacted via HQ on 01473 622888.

Safeguarding Referral Procedure

Safeguarding Referrals for Children & Young People



If you have an immediate safeguarding concern you should contact ‘Customer First’ on:

0808 800 4005 (Suffolk)
0344 800 8020 (Norfolk)
(24 hours)

In an emergency you can telephone 999 and contact the Police

All referrals should be followed up by completion of a Multi-Agency Referral Form (MARF) online within 24 hours. The MARF is available on the LSCB website and should be submitted through the online portal.

Suffolk - <http://www.suffolkscb.org.uk/concerned>

Norfolk - www.norfolkscb.org

Complete a safeguarding concern record sheet, sign and email to line manager and DSO who is on duty according to Outlook calendar ‘Designated Safeguarding Officer’. The form is located on SharePoint, [Level 1 - Concern record sheets - All Documents \(sharepoint.com\)](#)

The Line Manager will update the relevant spreadsheet with the details: [Level Y - SAFEGUARDING - CHILD PROTECTION - All Documents \(sharepoint.com\)](#)

The referring Officer will contact Customer First after 24 hours of sending the referral to check the referral has been received and what is happening re. concerns raised. Content, including the name of the person they spoke to, date, time and details of update will be noted on the above spreadsheet.

If you do not have time straight away to complete the Multi Agency Referral form you should phone Customer First with the concerns and make a note of who you speak to, what time, and what was said. The Multi Agency Referral form can be completed at your next available opportunity along with updating the spreadsheet.

MASH (Multi-Agency Safeguarding Hub) Professional Consultation Line – 0345 606 1499 (Suffolk) or 0344 800 8020 (Norfolk)

The MASH has been established by the Local Authority and partners to bring together a team of multi-disciplinary professionals from partner agencies to deal with all safeguarding concerns.

The Consultation line allows professionals who may be unclear on what action they should take or be in need of support/guidance to make the most informed decision. The consultation line is not a point of referral. Please speak to your Line Manager or the duty DSO before you call this number.

Safeguarding Referral Procedure

Safeguarding for adults at risk



If an Adult is in immediate danger, call 999

If you are in any doubt telephone Customer First

0808 800 4005 (Suffolk)
0344 800 8020 (Norfolk)

Customer First is the initial point of contact for social services in Suffolk.

Complete safeguarding concern record sheet, sign and email to line manager and DSO who is on duty according to Outlook calendar 'Designated Safeguarding Officer'. The form is located on SharePoint: [Level 1 - Concern record sheets - All Documents \(sharepoint.com\)](#)

If the concern is alleged or possible abuse (i.e. physical, emotional, financial, sexual, racial, discrimination and/or neglect) then this may require a **safeguarding referral**, please follow the procedure below. The **safeguarding referral forms** for adults at risk can be found at the following links:

Suffolk:

[Report abuse of https://www.suffolk.gov.uk/care-and-support-for-adults/protecting-people-at-risk-of-abuse/report-abuse-of-an-adult/adult](https://www.suffolk.gov.uk/care-and-support-for-adults/protecting-people-at-risk-of-abuse/report-abuse-of-an-adult/adult) | Suffolk County Council

Norfolk:

<https://www.norfolk.gov.uk/care-support-and-health/protecting-someone-from-harm/help-an-adult-at-risk-of-harm/report-a-concern>

Complete the form and submit through the online portal, the email address you give on the form will be sent the receipt. If you do not receive this email then please call Customer First to ensure the referral has been received.

If the concern for the adult is not abuse but you have concerns regarding their safety, please call the MASH consultation line on 0345 6061 499 (Suffolk) and 0344 800 8020 (Norfolk) to discuss your concern or, where possible, contact the allocated Social Worker.

If you would like more information on the adult protection thresholds then please follow this link <https://suffolkas.org/> These documents are downloadable and provide guidance to practitioners, professionals and others about when to make an adult safeguarding referral and the likely responses to different threshold levels.

Line Managers will update the relevant spreadsheet with details:

[Level Y - SAFEGUARDING - ADULTS - All Documents \(sharepoint.com\)](#)

The referrer will contact Customer First after **24 hours** of sending the referral to check referral has been received and what is happening re. concerns raised. Content, including the name of person they spoke to, date, time and details will be recorded in the spreadsheet above by their Line Manager.

REMEMBER to always speak to a Line manager or the duty DSO before you make a safeguarding referral unless it is an absolute emergency.

REMEMBER to always email your line manager the record sheet, copying in the DSO.

REMEMBER to always follow your referral up after 24 hours and report the outcome back to your Line Manager.