# Flowchart for referral for actual or suspected abuse (2022)

**See it. Recognise it. Report it.**

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| If the matter is urgent because a child or adult at risk of harm is in immediate danger  phone 999 for the Police. | | |
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| See it.  Are they safe? If you are concerned about a child or Adult at Risk of Harm you could help stop abuse  if you follow the safeguarding policy and procedure (use this flowchart)  It is not your responsibility to decide if abuse has happened. It IS your responsibility to report it to the Safeguarding Lead and/ or appropriate authority | | |
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| Recognise it.   * Share your concerns/ information with the Safeguarding Lead/ Deputy Safeguarding Lead. * *For concerns about an Adult at Risk of Harm*: Use the *Safeguarding Adults Framework* to guide your discussions on thresholds for safeguarding referrals * *For concerns about a child (under 18 years of age)*: Use the *Suffolk Thresholds of Needs Matrix* to guide your discussions on thresholds for safeguarding referrals * If you need to discuss whether or not a referral is required, call the MASH Professional Consultation Line on 0345 6061499 to speak with a MASH social worker - or use their webchat * If there is immediate danger to the child or Adult at Risk call 999 for the Police. | | |
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| **Report it**  If you have a concern about a child or an Adult at Risk and need to make a safeguarding referral use the relevant online [Suffolk Portal (child or adult).](https://suffolksp.org.uk/concerned/) | | |
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| **Contact information**  Safeguarding referral: [Via portal](https://suffolksp.org.uk/concerned/).  Customer First [0808 800 4005](tel:00448088004005)  MASH Professionals Consultation line [03456 061 499](tel:00443456061499)  **Police: 999 if it is an emergency**  Safeguarding Lead: tel. email:  Safeguarding Deputy: tel. email: Safeguarding Trustee: tel. email: | | |
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| Notes:  reporting for CYP |  | Notes:  reporting for Adults at Risk |
| * Parents/ carers should be advised that you are making a referral unless this might put the child at risk or cause any delay in referring * **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, [access the LADO page for more information](https://suffolksp.org.uk/working-with-children-and-adults/children/local-authority-designated-officers-lado/) |  | It is essential that wherever possible it is the adult at risk who will decide on the chosen course of action, taking into account the impact of the adult at risk’s mental capacity where relevant.  However, the people and organisations caring for, or assisting them, must do everything they can to identify and prevent abuse happening wherever possible and evidence their efforts |
| Remember ALL notes will be disclosable should a formal or criminal investigation occur. *Ensure that your notes are signed, dated, professional, separate opinion from fact, are recorded verbatim using the same words as were used during the disclosure.* | | |