

## Appendix 3: Local Safeguarding Referral Procedures 2016



**Norfolk** County Council

NHS Great Yarmouth and Waveney



NHS Norfolk



**NORFOLK**  
CONSTABULARY  
*Our Priority is You*

### **NORFOLK MASH** **Multi-Agency Safeguarding Hub: Referral Procedures**

**Where an agency/organisation or worker has concern for the welfare or safety of a child they can make a telephone referral via Care Connect by telephone on 0344 800 8020.**

**A telephone referral must then be confirmed in writing using the form marked [NSCB1](#), within a maximum of 48 hours, ideally 24 hours. The completed NSCB1 can be:**

- **Faxed to the MASH Team on 01603 762445**
- **Posted to: The MASH Team Manager, Floor 5, Vantage House, Fishers Lane, Norwich, Norfolk, NR2 1ET**
- **NSCB1 forms can also be e-mailed to MASH via [mash@norfolk.gcsx.gov.uk](mailto:mash@norfolk.gcsx.gov.uk) but must only be sent from a secure email address.**

#### **Safeguarding Consultation Line**

You can request a professional consultation if you are not clear about how to support a family and require further advice about a child. This is provided by the MASH Team. In order to access this service call Customer Services on **0344 800 8020** and state that you request a professional consultation. This procedure replaces the consultation service previously offered by the local Duty Teams.

Please note that consultations should not be used in circumstances where you suspect immediate risk or harm to a child e.g. when the child has made a disclosure of abuse or you suspect the child is presenting with a non-accidental injury. In these circumstances, you should contact Customer Services and explain that you wish to make a referral.