

Flowchart for referral when concerned a CHILD is being abused

NB: Any consultation should not delay a referral. In an emergency, dial 999



Step 1

If you are worried that a child has been abused:

e.g.

- You have seen something
- A child says they have been abused
- Somebody else has told you they are concerned
- There has been an allegation against a member of staff
- There has been an anonymous allegation
- An adult has disclosed they were abusing a child
- An adult has disclosed they were abused as a child

Definition

CHILD - anyone who is under 18 years of age.

Step 2

Talk to:

Charity Shop Manager or eBay Hub Manager	Sue Elsdon or Rebecca Mclean	07704 313122 or 07563 028715
Business Manager	Angela Dennis	07936 913 928
Safeguarding Lead	Sarah Newell	07542 785649
Lead Safeguarding Trustee	Jade Hawes	07753 637403

Consult

Monitor &
Record

(Sign, date
& time)

Step 3

Non-Urgent Referral:

If you have a safeguarding concern about a child and need to make a referral please use the online

Suffolk Children and Young people's Portal

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

Urgent Referral:

If your safeguarding referral is urgent or you are unable to use the portal above, please call

Customer First on 0808 800 4005

Immediate danger to the child:

Call the **Police on 999** or
Suffolk Police 01473 613500

Safeguarding Advice:

If you have a safeguarding concern about a child and cannot contact any of the safeguarding personnel listed above and/or need further advice please call:

MASH (Multi-Agency
Safeguarding Hub)
Professional Consultation
Line on **0345 606 1499**
(Mon – Thur 0900-17.00,
Fri 09.00-16.25)

