



Professional Consultation Line FAQ's

Q1: I do not need to make a safeguarding referral, but I still need advice on a child safeguarding matter.

A: Speak to the safeguarding lead in your organisation, review the safeguarding information on these pages or contact Customer First in the for further signposting.

Q2: I have concerns or information to pass on and I am unsure if the child has an allocated Social Worker (SW)/ I think a child may have an allocated SW.

A: Call Customer First in the first instance as they will be able to establish if there is a SW and transfer/signpost you to them.

Q3: Where can I find the Multi-Agency Referral Form (MARF)

A: Online available at: <http://suffolkscb.org.uk/working-with-children/how-to-make-a-referral/>

Q4: I am unsure about how to securely email the MARF form.

A: The email address on the MARF form is secure.