



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 first instance 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: How can I make a referral?

A: Online via the relevant Portal - either Children and Young People's or Adult's