North East Lincolnshire Council

Consultation Line

What is a professional consultation line?

The Multi Agency Safeguarding Hub is a Team made up of Social Workers, Police, Health and Early Help who work together to screen contacts/referrals to Children’s Social Care with the overall aim of ensuring children and families receive the right support at the right time.

The purpose of the professional consultation line is to support practitioners to identify the next steps in a timely way through quality conversations.

The consultation line is not replacing the current safeguarding process and usual safeguarding processes must be followed.

The professionals consultation line is 01472 323145. This call will be answered by a Senior Social Worker in the MASH where your query will be discussed. The children’s and family details will remain anonymous. If information is shared that is a clear safeguarding concern then confidentiality may cease and consent may be overridden. If information is shared which can identify the child or family then information will be recorded.

The Local Authority

The overall aim of the discussion is to help you identify the most appropriate next steps in a timely way to further promote the right help at the right time for the children and families that you work with.

The Local Authority will be recording your name as a professional, the nature of your call and what our advice was. No family details will be shared or recorded. We will use this data to inform our ongoing support and challenge to partner agencies.

We will seek feedback from those professionals who have made contact to understand their experience which will assist in determining the overall outcomes and whether he professional consultation line should be extended.

Encouraging and shaping your journey in social work
Concern identified about a child/young person

Do you feel that this child/young person is experiencing or likely to suffer significant harm?

YES

Seek consent (in-line with NELC Safer Guidance) and make referral to the Multi Agency Safeguarding Hub:

www.safernel.co.uk

NOTE: Where you believe there is immediate risk of significant harm to a child or young person then Humberside Police should be contacted on 999

NO

Contact safeguarding lead within your agency

Complete Early Help Assessment

Do you have concerns which you would like further advice on?

YES

Contact Consultation Line 01472 326050

NO

Appropriate actions taken