

Safeguarding Children and Adults Guidance for Primary Care Suffolk

What is Safeguarding Children?

- Protecting children from maltreatment
- Preventing impairment of health and development
- Ensuring children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable children to have the best outcomes

Working Together to Safeguard Children 2026

Who is an 'adult at risk of harm and abuse'?

Anyone 18 years **and** over who has care and support needs (whether or not the local authority is meeting those needs) and you have reasonable cause to suspect the person is experiencing abuse or neglect, and because of their care and support needs is unable to protect themselves from the risk or experience of abuse or neglect

Care Act 2014

HOW TO RAISE A CONCERN

CHILDREN AND ADULTS

The Suffolk Multi Agency Safeguarding Hub (MASH) provides advice, support and signposting for adult and child safeguarding concerns

If at immediate risk of harm, call Customer First on **0808 800 4005** (24 hours a day)
If unsure, seek advice via MASH professional consultation line on **0345 606 1499**
(Monday-Friday 0900-1700)

If not at immediate risk of harm, complete online form:

Children: [Suffolk CYP portal](#) (see QR code)
choose "Report a Child Safeguarding Concern"



Adults : [Suffolk Adult Care Portal](#) (see QR code)
choose " Report a Safeguarding Concern"



CONSULTATION AND ADVICE - HEALTH

NHS Norfolk and Suffolk ICB Safeguarding Team offer specialist advice

Email: nsicb.designatesafeguardingteam@nhs.net (Monday-Friday 0900-1700)
Please note the team cannot accept safeguarding referrals

Key Safeguarding Scenarios

Pre-mobile Children with Injury

Same day referral to acute Paediatrics AND raise a concern via Customer First on 0808 800 4005 Policy: [Non-Mobile Infants — Suffolk Safeguarding Partnership](#)

Female Genital Mutilation (FGM)

If under 18 years: MUST ring 101 to report to Police – this is a Mandatory Reporting Duty

If 18 years and over: Does she have any female children or siblings at risk of FGM and/or do you consider her to be an adult at risk? Complete a [safeguarding risk assessment](#) (see QR code) to decide whether to raise a concern to adult social services



Prevent (Radicalisation)

Notice – Check – Share Contact Customer First 0808 800 4005 and complete [National Prevent Referral Form](#) (see QR code)

If unsure, contact the Prevent Policing Team on 01473 613888 ext 5490 or email prevent@norfolk.police.uk (covers Norfolk & Suffolk)



Modern Slavery/Human Trafficking

If concerned for a child/ young person or adult with care and support needs: raise a concern via Customer First 0808 800 4005 or police 101

For advice: call Modern Slavery and Exploitation Helpline 0800 0121 700

Domestic Abuse (DA)

Refer to Anglia Care Trust Domestic Abuse Outreach Service (see QR or [Domestic Abuse Outreach Service | Anglia Care Trust](#)). If very high risk seek advice via MARACadmin@suffolk.police.uk. The Domestic Abuse Act 2021 recognises children who see, hear or experience domestic abuse as victims in their own right- seek advice via MASH or Suffolk Domestic Abuse Helpline 0800 977 5690



Private Fostering

If a child under 16 (or under 18 if disabled) is being cared for by a person who is not the child's parent or a 'close relative' (grandparent, sibling, aunt, uncle, step-parent) for 28 days or more, in the person's own home, notify children's services

Allegations against people working with children or adults at risk

If you have concerns about a person working with a child under 18 years, contact Local Authority Designated Officer (LADO) LADO@suffolk.gov.uk or call LADO central number 0300 123 2044. If you have concerns about a person working with vulnerable adults, call Customer First 0808 800 4005 or email positionoftrust@suffolk.gov.uk

Health professionals have a vital role in identifying and responding to abuse and neglect, and maintaining their training needs [RCGP safeguarding standards for general practice](#) (also see QR code).

This document should be used alongside your organisation's safeguarding policies and the [Suffolk Safeguarding Partnership](#) guidelines

