

# Children's Safeguarding Leads Consultation Line

Consultation  
Line

0300 123  
3078

Organisation Safeguarding Leads (OSLs) should phone the consultation line when they are unsure whether or not to make a referral to Children's Social Care (See definition of Level 4 of the Thresholds document).

This could be because you are unsure whether it meets the threshold for a statutory Children and Families assessment, although you are clear about the situation you are dealing with, or you want to discuss your analysis/understanding with an experienced child protection social worker.

The line is staffed by qualified Social Workers from the First Response Team within Children's Social Care and they will help you clarify if a case reaches Level 4 (Acute).

## What is it for?

- The consultation line is for all organisation safeguarding leads who work with children, young people and families living in Somerset.
- You must already have:
  - Established if other professionals are working with the family
  - Referred to the Thresholds Document before calling.
- The line will be open Monday to Friday 9:00 am to 4:00 pm
- If the Social Worker establishes that a referral to Children's Social Care is required, they will keep you on the line and transfer the call to Somerset Direct so that a referral can be taken

## Things to know:

- The child/ren and family being discussed will remain anonymous.
- The consultation line is not a short cut to access Children's Social Care, it is an advice service.
- The consultation line should not be used as case supervision.
- Responsibility for subsequent actions following the consultation will remain with you. It will not be passed over to the Social Worker advising you.
- **If you are concerned that the child may be at risk of, or may be suffering significant harm contact Somerset Direct immediately on 0300 123 2224.**
- **Phone 999 if you think the child is at risk of immediate harm.**

**For more information on the consultation line, please see our 'Frequently Asked Questions' at [www.somerset.gov.uk/sscbthresholds](http://www.somerset.gov.uk/sscbthresholds)**

