

One Minute Guide

What is the professionals consultation line?

The professionals consultation line will be for a trial period within the East of the County (Scarborough Borough Council and Ryedale District Council areas) and will reviewed initially in March 2019. During this review we will explore the impact the line has had, it will include feedback from partners which will assist in determining whether this is something we should extend across the whole of the County.

As you will be aware the Multi Agency Screening Team (MAST) screens contacts/referrals to North Yorkshire County Council's Children's Social Care, Prevention, Disabled Children's Service, Prevent and The Healthy Child Programme (HDFT) with the overall objective of ensuring that all children and their families receive the right help at the right time. There has been a review undertaken around contacts/referrals, and to build upon this work, on a trial basis a professionals consultation line will be **introduced from 23rd January 2019**.

Where safeguarding concerns are identified we ask that individuals continue to complete a referral through the existing [Universal Referral Form](#) which is in line with the North Yorkshire Safeguarding Children Board procedures. However, if individuals have spoken to their safeguarding lead within their organisation and still are not sure regarding the next steps, we would ask that contact is made to the **professionals consultation line on 01609 535070**. The aim of this is to support you in identifying the next steps through a conversation and in a timely way.

When contacting the professional's consultation line you will be connected to a qualified Social Worker within the MAST where your query will be discussed, with the children's details remaining anonymous. The purpose of the professional's consultation line is to help navigate a way forward on situations you require assistance with, i.e. whether to submit a referral to one of the above services. The professional's consultation line does not replace the current safeguarding process or referral routes which can be located on the NYSCP website [here](#).

