



WILTSHIRE SAFEGUARDING CHILDREN BOARD

What to do if you are worried a child is being abused or neglected

Member of staff has concerns about a child's welfare

- Be alert to signs of abuse and question unusual behaviors

Where a young person discloses abuse or neglect

- Listen; take their allegation seriously; reassure that you will take action to keep them safe.
- Inform them what you are going to do next.
- Do not promise confidentiality
- Do not question further or approach/inform the alleged abuser

Discuss concerns with Designated /Named Safeguarding lead

The **Safeguarding Lead** will consider further actions required, including consultation with Children's Social Care (number below). Concerns and discussion, decisions and reasons for decision should be recorded in writing by agency /organisation.

In **exceptional** circumstances or in the absence of a safeguarding lead the individual may contact social care directly

Still have concerns: refer to Social Care

No longer has safeguarding concerns

Children's Social Care

During office hours, Monday – Friday

Multi-agency Safeguarding Hub (MASH)

0300 456 0108

If the child is at immediate risk dial 999 and ask for police assistance

Out of hours

Contact
Emergency Duty
Team on

0845 607 0888

Additional/ unmet
needs

Consult with family and relevant agencies and undertake a Common Assessment (Early Help CAF) and Team around the Child meetings.

Children's Social Care

1. Acknowledge receipt of referral
2. Decide on next course of action (within one working day)
3. Feedback decision to referrer e.g.:
 - Further Assessment including
 - Child protection enquiries/Strategy Discussion
 - No further action required for Children's Social care **and Early Help assessment recommended**
 - Referred to other agency for service provision

This flowchart is intended for use as a brief guide. Please refer to the DfE Guidance 'What to do if you're worried a child is being abused' guidance, which includes definitions and possible indicators of abuse (including child sexual exploitation) at: www.wiltshirelscb.org