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

for staff, volunteers and visitors in all agencies and settings

Be alert to signs of abuse and question unusual behaviour

**If you have concerns about a child’s welfare…**

**Where a child also 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

**Report concerns to the Designated/Named Safeguarding Lead or their deputy:**

**NAME; LAURA GREEN DEPUTY DSL’s: HEATHER GRIFFIN**

**The Designated/Named Safeguarding Lead will:**

* **consider further actions required, including consultation with MASH (number below)**
* **record in writing the discussions, decisions and reasons for decisions.**

**In exceptional circumstances or in the absence of a Safeguarding Lead you may contact MASH directly.**

**The Designated/Named Safeguarding Lead (or staff) will contact MASH to make a referral**

If concerns continue

**If a referral is not required:**

The Designated Safeguarding Lead will oversee relevant action, eg pastoral support, and/or early help assessment and monitor locally.

**Additional/unmet needs** – the Designated Safeguarding Lead will consult with relevant agencies and undertake an Early Help CAF and Team around the Child meetings.

* **Multi-Agency Safeguarding Hub (MASH): 0300 456 0108**
* **Out of Hours Emergency Duty Service: 0300 456 0100**

(5.00pm to 9.00am weekdays, 4:00pm Friday to 9:00am Monday)

* If the child is in **immediate risk**, dial **999** and ask for police assistance

**MASH will:**

1. Acknowledge receipt of referral

2. Decide on next course of action (within 1 working day)

3. Provide feedback decision to referrer (e.g. further assessment including: strategy discussion/child protection enquiries; no further action required for children’s social care and early help assessment/CAF recommended; referral to other agency for service provision).

This flowchart is intended for use as a brief guide. Refer to the DfE Guidance [What to do if you are worried a child is being abused](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/419604/What_to_do_if_you_re_worried_a_child_is_being_abused.pdf)  for more information, definitions and possible indicators of abuse (including child sexual exploitation).

SVPP website: [**www.wiltshirescb.org.uk**](http://www.wiltshirescb.org.uk)Reviewed by LG: March 2023