



# 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](http://www.wiltshirelscb.org)