



What to do if you are worried a child is being abused and 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 MASH (number below). Concerns and discussions, decisions and reasons for decisions should be recorded in writing by agency/organisation.

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

Still have concerns – refer to MASH

Multi-agency Safeguarding Hub:
0300 456 0108

Out of hours Emergency Duty Service (5.30pm to 9.00 am): 0845 6070 888

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

MASH

1. Acknowledge receipt of referral
2. Decide on next course of action (within 1 working day)
3. 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 CAF recommended; referral to other agency for service provision).

No longer has safeguarding concerns

Additional/unmet needs – consult with relevant agencies and undertake an Early Help CAF and Team around the Child meetings

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), www.wiltshirescb.org

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