

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 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:

Victoria O'Brien or Ellie Burfoot

The Designated/Named Safeguarding Lead will:

- consider further actions required, including consultation with IFD (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 IFD directly.

If a referral is not required:

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

If concerns continue

The Designated/Named Safeguarding Lead (or staff) will contact the Integrated Front Door (IFD) to make a referral

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

- **Integrated Front Door (IFD): 0300 456 0108**
- **Out of Hours Service: 0300 456 0100**
(5.00pm to 8.45am weekdays, 4:00pm Friday to 8.45am Monday)
- If the child is in **immediate risk**, dial **999** and ask for police

The Integrated Front Door (which includes the Multi-Agency Safeguarding Hub or 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; early help assessment 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](#) and [Working Together 2023](#) for more information, definitions and possible indicators of abuse (including child sexual exploitation). More information can also be found here: [Southwest Child Protection Procedures](#).