

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

Member of staff has concerns about a child's welfare

## 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

## 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.

Still have concerns - **refer to**

### Multi-agency Safeguarding Hub:

**0300 456 0108**

**Out of hours Emergency Duty Service (5.00pm to 9.00am Weekdays 4pm**

**Friday to 9am Monday):**

**0300 456 0100**

### 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 longer has safeguarding concerns

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

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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.uk](http://www.wiltshirescb.org.uk)