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

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 Sheena Priestley in her absence report to Joanna Hillier (Deputy Safeguarding Lead)**

**Designated/Named Safeguarding Lead will:**

* **consider further actions required, including consultation with the Integrated Front Door (IFD) (number below)**
* **record in writing the discussions, decisions and reasons for decisions, in line with statutory guidance)**
* **Feedback to the individual raising the concern**

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

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

**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.

If concerns continue

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

* **Integrated Front Door (IFD): 0300 456 0108**
* **Out of Hours Emergency Duty Service: 0300 456 0100**

(5pm to midnight Mondays-Thursdays; 4pm to midnight Fridays; 9am to midnight weekends and bank holidays)

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

**IFD will:**

1. Acknowledge receipt of referral

2. Decide on next course of action (within 1 working day) for children at potential risk of harm/high needs (amber) or at high risk of harm (red)

3. Provide feedback decision to referrer.

This flowchart is intended for use as a brief guide. Refer to the Wiltshire SVPP ‘Multi-Agency Threshold guidance’ and the DfE Guidance ‘What to do if you are worried a child is being abused’ for more information, definitions and possible indicators of abuse.

SVPP website: [**www.wiltshiresvpp.org.uk**](http://www.wiltshiresvpp.org.uk) Reviewed: September 2024