

# 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 behaviour

**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**

No longer has safeguarding concerns

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

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

**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).

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)