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: **David Cook, Nicola Woodford or Jess Steel**

The 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.

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

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

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

Reviewed: September 2025