



Windsor and Maidenhead LOCAL SAFEGUARDING CHILDREN BOARD

Children and Young People at risk of harm or neglect - acting on your concerns

If you see or hear anything that gives you a concern that a child or young person may be at risk of harm please contact RBWM Children's Safeguarding straight away.

Children's Services - Early Help and Safeguarding Referral and Assessment Team

8.45am to 5.15pm Monday to Thursday,

8.45am to 4.45pm Friday

01628 683150

- The Access Officer will ask basic information before passing you to the Duty Social Worker.
- The Social Worker will discuss concerns in detail and make a record kept of your contact.
- The Social Worker will take a referral for an assessment or will advise on another course of action.

You should also

- Talk to your safeguarding lead or your manager.
- Record what you know, what you did, what was decided, and keep records confidential and secure.
- Where it is safe to do so (i.e. if it does not place anyone at risk) notify the parent/carer or young person before making a referral.

With immediate concerns outside office hours contact

Out of Hours Team

5.15pm to 8.45am Monday to Thursday, from 4.45pm on Friday all weekend till 8.45am Monday **01344 786543**

If you consider a child is in immediate danger phone Police emergency number 999

Concerns of abuse and neglect may arise from a child's behaviour, appearance, or other information. However, if a child or young person tells you something about their abuse or neglect:

- Listen carefully to what the child says and take it seriously.
- Reassure the child that they have done the right thing and that you believe them.
- Explain that you will share this information with a senior member of staff in order to help them.
- Do not ask leading questions, investigation is not your role.
- Do not promise to keep secrets. All allegations of harm, or potential harm, must be acted upon.
- Do not confront the abuser or accused individual.
- Record what the child said and what you did as soon as possible, keep confidential and only shared with people who need to know.

For further information about referrals, please refer to the Berkshire Child Protection Procedures <http://proceduresonline.com/berks>.

Sharing Information

In order to work together to provide effective support to children and young people, we must share information.

In some circumstances we have a duty to share information and can do so without consent (e.g. emergency medical care, child protection concerns, if a criminal offence is suspected). In most circumstances informed consent is required, please refer to your Manager or RBWM Children's Safeguarding for guidance.

Children and young people with additional or multiple needs

If a child or young person has additional or multiple needs and requires support from more than one service or agency, but are not currently at risk, then a Common Assessment Framework (CAF) referral may be appropriate. For advice on CAFs contact:

CAF Co-ordinator caf@rbwm.gov.uk 01628 685614

Children & Young People Disability Service

(8.45am to 5.15pm Monday to Thursday, 8.45am to 4.45pm Friday) 01628 685878

Allegations or concerns about individuals working with children

If a service user or another professional makes an allegation about a professional or volunteer it must be reported to a Senior Manager in your service and the Local Authority Designated Officer (LADO) straight away, either directly or via the Safeguarding Referral and Assessment Team. The LADO will advise you on the next steps to take.

If you have a concern about the suitability of a professional or volunteer to work with children or young people please contact the Local Authority Designated Officer (LADO) for advice or talk to your agency's Nominated Senior Officer for Allegations.

LADO 01628 683194

If you have concerns that a criminal offence has been committed please notify your manager and contact the Police straight away. **Thames Valley Police 101**

Child Deaths

In the event of the death of a child or young person, notify the Berkshire Child Death Administrator straight away, your Manager, and the Safeguarding Duty Team. **Berkshire Child Death Administrator 01753 873747**

Finding out More

If you wish to discuss any case or issue further, please contact **RBWM Children's Services Referral and Assessment Team. 01628 683150**

Local Safeguarding Children Board

Tel: 01628 683234

Email: lscb@rbwm.gov.uk

Website: www.wamlscb.org