

What to do when a Child Alleges or appears to be the Victim of Abuse or Neglect

**If the child is in immediate danger phone the police on 999.
Do not delay doing this under any circumstances.**

If you are not in a position to immediately follow your organisations agreed Safeguarding Policy or are unsure how to respond, please ensure you follow this process:

If danger is not immediate:

- Listen to the child. Take their allegations seriously.
- Reassure the child that you will take action to keep them safe.
- Do not promise to keep secrets.
- Make a written record of what the child tells you.
- Explain to the child what you are going to do next about speaking with other agencies.
- Do not question the child further or attempt to question the alleged abuser.

After the child has told you their concerns:

- During Office Hours (Monday to Friday 9-5 except public holidays): contact the Multi Agency Safeguarding Hub (MASH) on 01803 208100 to provide the child's details and pass on the information that you have recorded.
- Out of Office Hours: contact the Emergency Duty Team on 0300 456 4876.
- If you are unable to contact either of the above, and the child is not in immediate danger, the police non-emergency 101 service should be called.

If the concerns reported relate to the actions of a professional or adult in a position of trust, in addition to the above:

- Advise the Emergency Duty Team of this if you are responding outside office hours.
- Contact the LADO (Local Authority Designated Officer) on 01803 208541 during office hours.

Further information and advice on all the above processes and additional links to ensuring the safety and wellbeing of children in the bay is available on the TSCP website; www.torbaysafeguarding.org.uk

Keeping children safe is everyone's responsibility