



# Windsor and Maidenhead LOCAL SAFEGUARDING CHILDREN BOARD



## Safeguarding Children Cue Card

### Children/Young People at risk of serious harm/neglect

If you have any concern that a child/young person may be at risk of harm please contact the Duty Team in Social Care straightaway and ask to speak to the Duty Social Worker.

You will usually first speak with the Access Officer who will take basic details before passing you to the Duty Social Worker.

The Social Worker will advise you on an appropriate course of action.

Where it is safe to do so (i.e. if it doesn't place anyone at risk of greater harm), please notify the parent/carer, or young person before making the referral.

**Children's Social Care Referral and Assessment Team**  
(8.45am to 5.15pm Monday to Thursday, 8.45am to 4.45pm Friday)  
**01628 683150**

**Children with Learning Difficulties and Disabilities**  
(8.45am to 5.15pm Monday to Thursday, 8.45am to 4.45pm Friday)  
**01628 685878**

**Out of Hours team (5.00pm to 9.00am and weekends)**  
**01344 786543**

If a child/young person makes a disclosure of abuse or neglect to you:

- Explain to the child that you will share this information with a senior member of staff in order to help them.
- Listen carefully to and believe what the child is saying and take it seriously.
- Reassure the child who has made the disclosure to you that they have done the right thing and assure them that you believe them.
- Give the child time to talk and do not probe or ask leading questions. Investigation is not your responsibility.
- Do not promise to keep secrets. All allegations of harm or potential harm must be acted upon.
- Record what has been said as soon as possible after the conversation and ensure that the Referral and Assessment team are notified within 24 hours.
- Do not confront the abuser.
- Ensure that information you have is kept confidentially and only shared with people who need to know.

Please refer to the Berkshire Child Protection Procedures (<http://proceduresonline.com/berks>). For further detail on Child Protection Processes

[www.rbwm-safeguarding-children.org.uk](http://www.rbwm-safeguarding-children.org.uk)

## Sharing Information

We need to work together to provide effective support to children and young people. To do this 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 the Information Sharing Guidance for further details.

## Children/young people with additional or multiple needs

If a child/young person has an additional or multiple needs (that requires support from more than one professional from more than one agency), but are not at risk of harm or neglect, then it is advisable to start a Common Assessment Framework (CAF). A CAF is one assessment to which anyone working with a child/young person can contribute. The young person and his or her family will also contribute. It can be started by any professional or volunteer.

Please discuss with your line manager and contact the CAF Co-ordinator to seek advice or to register the CAF before starting one (in case somebody else has recently started a CAF on the child/young person or a CAF episode is open).

You must seek either the young person's or parent's/carer's informed consent (they must have the emotional maturity and intellectual competence to understand what they're agreeing to) before starting a CAF.

CAF Co-ordinator [caf@rbwm.gov.uk](mailto:caf@rbwm.gov.uk)

## Allegations or concerns about unsuitability to work with children

If a service user or another professional makes an allegation about a volunteer or professional 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 Social Care Duty Team. The LADO will advise you on the next steps to take.

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

LADO **01628 683202**

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

Thames Valley Police **0845 8 505 505**

## Child Deaths

In the event of the death of a child/young person, please notify the Berkshire Child Death Administrator straight away, please also notify your Manager and the Social Care Duty Team.

Child Death Administrator **0118 987 6256**

## Finding out More

If you wish to discuss this further, please contact the social worker.

Child Protection Co-ordinator **01628 683202**

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*Local Safeguarding Children Board*

**01628 683234**

*Email: [lscb@rbwm.gov.uk](mailto:lscb@rbwm.gov.uk)*

*October 2011*