



## SAFEGUARDING CUE CARD

### Children at risk of serious harm or neglect

If you have any concern that a child/young person may be at risk of harm or neglect, please call or email Slough Children's Services Trust First Contact Hub.

Where possible your referral should be supported by a completed Early Help Assessment or a Multi-Agency Referral Form.

**First Contact:** 01753 875362

**Email:** Child.Protection@slough.gcsx.gov.uk  
(0900-1700 Monday to Friday)

**Out of Hours Duty Team:** 01344 786543

**Email:** EDT@bracknell-forest.gov.uk

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 take seriously what the child is saying
- **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 but **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 First Contact Team are notified immediately.
- **Do not confront** the person subject to the allegation.
- 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 for further details on child protection processes **<http://www.proceduresonline.com/berks/slough/index.html>**

### Sharing Information

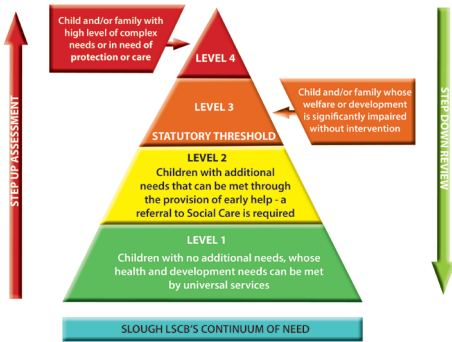
- To provide effective support to children and young people we need to work together and share information. In most circumstances 'informed consent' is required. However, in some circumstances we have a duty to share information and can do so without consent (i.e. where a child is at risk of harm).
- Further guidance on Information Sharing and Confidentiality can be found in the Berkshire Child Protection Procedures: **[http://www.proceduresonline.com/berks/slough/p\\_info\\_sharing.html](http://www.proceduresonline.com/berks/slough/p_info_sharing.html)**

**<https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>**

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**LSCB threshold Guidance**

To ensure that children receive the right help at the right time please consult <http://www.slough.gov.uk/council/strategies-plans-and-policies/slough-local-safeguarding-children-s-board.aspx> to see the Threshold Document.



**Early Help Assessment**

If a child has additional or multiple needs that require support from more than one agency, but are not at risk of harm or neglect, then it is advisable to start an early help assessment.

This is an assessment that anyone working with a child, and the family/young person, contributes to. It can be started by any professional or volunteer.

Before commencing an assessment please discuss your

concerns with your line manager. The Early Help Hubs can provide advice / support: 01753 476589

**Concerns about those who work with children**

If you have a concern about a professionals' or volunteers' 'suitability to work with children' or there is an allegation about a member of the workforce, it must be reported immediately to a Senior Manager (in your service) and the 'Local Authority Designated Officer' (LADO) within one working day. The LADO is also available for advice and can be contacted during office hours:

LADO Telephone: 01753 474053

LADO Email: [LADO@slough.gcsx.gov.uk](mailto:LADO@slough.gcsx.gov.uk)

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

Thames Valley Police

[www.thamesvalley.police.uk](http://www.thamesvalley.police.uk)

Telephone: 101

**Whistle-Blowing**

Where concerns arise about the ability of an organisation to safeguard children and young people, staff should use their organisation's Whistle-Blowing policy. However, if you feel unable to do this, you can raise your concern at:

[http://www.proceduresonline.com/berks/slough/p\\_whistleblowing.html](http://www.proceduresonline.com/berks/slough/p_whistleblowing.html)