



Evergreen Education and Therapy - Safeguarding Policy 2024-2025

Reviewed	Annually
Last reviewed	August 2026 Kirsty Moran
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Date policy adopted	July 2023 Rebecca Peacock Head of Therapeutic Services.
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This policy should be read in conjunction with:	Staff Code of Conduct Allegations against Staff Policy Low Level Concerns Policy Whistle Blowing Policy GDPR Policy Health and Safety Policy Keeping Children Safe in Education 2026 Working together to safeguard Children 2023 - hyper link- WTTSC 2023

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1. Background



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Evergreen Education and Therapy is an Alternative Provision Service. The Directors are qualified Teachers and Rebecca Peacock is also a Dramatherapist, registered with the HCPC as an Arts Therapist AS14009 and a Full member of BADth (British Association of Dramatherapists).

Evergreen Education and Therapy is a limited company.

The mission is to improve the mental wellbeing, educational outcomes and prospects of children, young people and their families in the local community.

Children and young people may take the opportunity to share information about a harmful experiences or incidents. This may happen in a direct way through a verbal disclosure, or indirectly through play, creative activities, storytelling or demeanour or through another child. In addition, there may be some physical evidence of neglect or apparent injury, which is noted by staff.

2. Purpose and application of Policy

The staff believe that it is always unacceptable for a child or young person to experience abuse of any kind and recognises the responsibility to safeguard the welfare of all children and young people. For the purpose of clarity in this policy, when we refer to children or young people, we mean from the ages of 0 (unborn) and anyone who has not yet reached their 18th birthday. The child centred approach is fundamental to safeguarding and promoting the welfare of every child. A child centred approach means keeping the child in focus when making decisions about their lives and working in partnership with them and their families.

- the welfare of the child / young person is paramount.
- all children, regardless of age, disability, gender, race, religion or belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse.
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

The purpose and scope of the policy

- to provide protection for the children and young people who receive Evergreen's services, including the children of adult clients.

Evergreen staff will seek to safeguard children and young people by:

- valuing them, listening to and respecting them.
- adopting safeguarding and child protection guidelines.
- sharing information about child protection and good practice with children, parents, staff
- sharing information about concerns with agencies who need to know, and involving parents and children appropriately.

Evergreen staff are aware of their duties concerning safeguarding and ensure that:

- the safety and wellbeing of the child is promoted.
- the law and statutory guidance concerning child protection and safeguarding is complied with.



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- the policies of the schools that we partner with, the Local Authority, Safeguarding Partners / Child Protection Committees in which Rebecca Peacock and Kirsty Moran are working are respected.

It is not the role or responsibility of staff to investigate allegations of harm or risk of harm. Disclosures or concerns arising out of any of these areas of service delivery will be treated the same and are all covered by this policy.

3.Safeguarding personnel.

The Directors- Kirsty Moran (DSL) and Rebecca Peacock (DDSL) are trained to level 3 – Designated Safeguarding Lead, which is updated biannually. Kirsty Moran also holds a Level 5 diploma in Pastoral safeguarding.

Rebecca Peacock consults with her clinical supervisor on all safeguarding matters arising.

4.Statutory and Legal Framework

KCSIE 2026, which comes into effect on the 1st September 2026, has a number of updates this year. This document has been read by all staff and update training completed on the new document. Some of these changes are minor, relating to change of language but the larger changes relate to essential processes such as recruitment and DBS checks for all staff.

Staff training has included the following updates;

Early help becomes Family Help - The guidance now talks about 'universal services and community-based early help' and 'targeted early help' through Family Help, reflecting the [Families First Partnership Programme](#). If your policies still say, 'early help assessment', they'll need a refresh.

New groups added to the 'at risk' list - Pregnant pupils and teen parents, and children showing early signs of abusive or harmful behaviour themselves, are named for the first time.

Child-to-parent abuse now named explicitly - The definition of abuse now names harm children cause to other family members, referred to as child-to-parent or care giver abuse.

Emotional abuse definition expanded -Emotional abuse now explicitly includes verbal abuse, such as persistent criticism, belittling or name-calling.

Sexual abuse definition wording changed - The example used for assault by penetration changes from 'rape or oral sex' to 'rape or penetration with an object', a small but important change if your policies quote definitions directly.

Child-on-child abuse gets two new paragraphs - The guidance now details that child-on-child abuse is a safeguarding issue for both the victim and the alleged perpetrator, focusing on prevention, with early support helping stop things escalating.

CCE and CSE linked more clearly to modern slavery - Criminal and sexual exploitation are now explicitly tied to modern slavery referral duties, with new wording recognising organised networks and that victims aren't always recognised as such.

Mental health section expanded - The updates to the mental health section of the new KCSIE is one of the most useful practical additions for pupils and schools.

Alongside a new list of warning signs, staff now have crisis instructions: call 999 or get the child to A&E if they're in danger or use NHS 111 if it's urgent but not an emergency.



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Serious violence gets more detail - What was a single paragraph in 2025 is now several, with a working definition, a clear instruction to report weapon concerns to the DSL, and a requirement to risk assess and put a safety plan in place.

There are new DFE tools for online safety and risk management.

Specific responsibility for children placed in alternative provisions - the home school retains all the safeguarding responsibilities.

School attendance guidance is now statutory.

England and Wales The Children Act 1989 and 2004 provide the overall framework for safeguarding children and promoting their welfare. The child's welfare is to be the paramount consideration in all decision-making. The Government's guidance on safeguarding children in England is called Working Together to Safeguard Children 2018 (often shortened to Working Together). Working Together acknowledges the need for all providers of children's services, including those in the voluntary sector, to work in collaboration and to agreed local standards. Keeping Children Safe in Education 2022 sets out what schools and colleges in England must do to safeguard and promote the welfare of children and young people under the age of 18.

Mental Capacity and Decision Making UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise. We make so many decisions that it is easy to take this ability for granted.

The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

5. Recognition and reporting

It is essential that those who work with children and families should be alert to the signs of child abuse, this includes cases where children may disclose non-recent / historical abuse.

Below are the four main categories of abuse:

Physical Abuse - A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Neglect - The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy e.g. as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:



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- provide adequate food, clothing and shelter (including exclusion from home or abandonment).
- protect a child from physical and emotional harm or danger.
- ensure adequate supervision (including the use of inadequate care-givers).
- ensure access to appropriate medical care or treatment It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Emotional Abuse - The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.

It may involve:

- conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.
- not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.
- age or developmentally inappropriate expectations being imposed on children.
- interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction.
- seeing or hearing the ill-treatment of another.
- serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone (Working Together, 2018).

Sexual Abuse - Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

The activities may involve:

- physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.
- non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse.

Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children (Working Together, 2018) It's worth highlighting that some children may be more vulnerable to abuse because of their characteristics or their history, e.g. care experience children, children from minority communities, disabled children, young carers and children who have previously been abused or subject to a child protection plan / on the child protection register.

Other safeguarding concerns:



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Domestic Abuse - As highlighted above, Domestic Abuse is generally treated as falling under emotional abuse.

The cross- government definition (2014) of domestic violence and abuse is as follows:

Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial and emotional.

EE&T considers that domestic abuse is a child protection issue and that if children witness or hear domestic abuse, this must be treated as a child protection matter, even if they are not directly involved in the incidents. The Adoption and Children Act 2002 states that impairment can be caused by seeing or hearing the ill treatment of another.

Adverse Childhood Experiences – Adverse childhood experiences are “highly stressful, and potentially traumatic, events or situations that occur during childhood and / or adolescence. They can be a single event, or prolonged threats to, and breaches of, the young person’s safety, security, trust or bodily integrity.” (Young Minds, 2018).

Examples of such experiences include children living with someone who abuses drugs, living with someone who abuses alcohol, exposure to domestic abuse or living with someone with serious mental illness.

Child Criminal Exploitation - As set out in the Serious Violence Strategy, published by the Home Office, where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity

- (a) in exchange for something the victim needs or wants, and/or
- (b) for the financial or other advantage of the perpetrator or facilitator and/or
- (c) through violence or the threat of violence.

The victim may have been criminally exploited even if the activity appears consensual.

Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.

Child Sexual Exploitation (CSE) - Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity

- (a) in exchange for something the victim needs or wants, and/or
- (b) for the financial advantage or increased status of the perpetrator or facilitator.

The victim may have been sexually exploited even if the sexual activity appears consensual.

Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.



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Child-on-Child Abuse – Now titled ‘child-on-child abuse (including harassment and violence)’. Threats of harm with a weapon are added as their own category, and the statement about girls being more likely victims is softened to ‘some but not all’ forms of abuse.

Historically known as peer-on-peer abuse is most likely to include, but may not be limited to: Bullying (including cyberbullying, prejudice-based and discriminatory bullying). Abuse in intimate personal relationships between peers; physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm (this may include an online element which facilitates, threatens and/or encourages physical abuse).

Contextual safeguarding - Contextual Safeguarding is an approach to understanding, and responding to, young people's experiences of significant harm beyond their families (**extra-familial abuse**).

It recognises that the different relationships that young people form in their neighbourhoods, schools and online can feature violence and abuse.

Contextual safeguarding facilitates looking at these areas, when assessing a child / young person's needs.

The areas considered are:

Home - Domestic abuse, siblings or possible neglect.

Peer group - Peer association, intimate partner violence and peer group sexual offending.

School - Bullying, corridor culture and peer recruitment.

Neighbourhood - Gang affected neighbourhood, robbery, CSE in parks and shopping centres.

County Lines - As set out in the Serious Violence Strategy, published by the Home Office, county lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of ‘deal line’.

They are likely to exploit children and vulnerable adults to move and store the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Extremism and Prevent Duty - Any concerns about radicalisation and extremist views or behaviours in children and young people must be reported as a safeguarding concern.

Evergreen staff work in line with Prevent Duty 2015 guidance and will consult with local Prevent Coordinators where necessary.

“Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist” (Working Together 2018).



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Fabricated or induced illness (FII) is a rare form of child abuse. It happens when a parent or carer exaggerates or deliberately causes symptoms of illness in the child. The parent or carer tries to convince doctors that the child is ill, or that their condition is worse than it really is. The parent or carer does not necessarily intend to deceive doctors, but their behaviour is likely to harm the child. For example the child may have unnecessary treatment or tests, be made to believe they're ill, or have their education disrupted.

Female Genital Mutilation (FGM) - Concerns that a child has been, or may be about to be, subjected to FGM, fall under this policy and must also be reported as a safeguarding concern.

FGM is a collective term for a range of procedures which involve partial or total removal of the external female genitalia for non-medical reasons. It is sometimes referred to as female circumcision, or female genital cutting. The practice is medically unnecessary, is extremely painful and has serious health consequences, both at the time when the mutilation is carried out, and in later life.

Forced Marriage - In forced marriage, one or both spouses do not consent to the marriage and some element of duress is involved. Duress includes both physical and emotional pressure and abuse. Forced marriage is primarily, but not exclusively, an issue of violence against females. Most cases involve young women and girls aged between 13 and 30, although there is evidence to suggest that as many as 15 per cent of victims are male. These procedures are aimed at dealing with forced marriage for a child / young person under 18 years of age.

Grooming - Grooming is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them.

Children and young people who are groomed can be sexually abused, exploited or trafficked.

Anybody can be a groomer, no matter their age, gender or race. Grooming can take place over a short or long period of time – from weeks to years. Groomers may also build a relationship with the young person's family or friends to make them seem trustworthy or authoritative.

Online Safety - The breadth of issues classified within online safety is considerable, but can be categorised into four areas of risk:

- **Content:** being exposed to illegal, inappropriate or harmful content, for example: pornography, fake news, racism, misogyny, self-harm, suicide, anti-Semitism, radicalisation and extremism.
- **Contact:** being subjected to harmful online interaction with other users; for example: peer to peer pressure, commercial advertising and adults posing as children or young adults with the intention to groom or exploit them for sexual, criminal, financial or other purposes.
- **Conduct:** personal online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images (e.g. consensual and non-consensual sharing of nudes and semi-nudes and/or pornography, sharing other explicit images and online bullying).
- **Commerce** - risks such as online gambling, inappropriate advertising, phishing and or financial scams. Please report it to the Anti-Phishing Working Group (<https://apwg.org/>).
- **Sexual violence**, such as rape, assault by penetration and sexual assault; (this may include an online element which facilitates, threatens and/or encourages sexual violence).



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- **Sexual harassment**, such as sexual comments, remarks, jokes and online sexual harassment, which may be standalone or part of a broader pattern of abuse causing someone to engage in sexual activity without consent, such as forcing someone to strip, touch themselves sexually, or to engage in sexual activity with a third party.
- **Consensual and non-consensual sharing of nudes and semi nudes**- images and or videos (also known as sexting or youth produced sexual imagery).
- **Upskirting**, which typically involves taking a picture under a person's clothing without their permission, with the intention of viewing their genitals or buttocks to obtain sexual gratification, or cause the victim humiliation, distress or alarm.
- **Initiation/hazing type violence and rituals** (this could include activities involving harassment, abuse or humiliation used as a way of initiating a person into a group and may also include an online element).

Self-harm - Self-harm is a broad term that can be used to describe a variety of behaviours that lead to physical harm.

These include self-cutting or scratching the skin, burning/branding with cigarettes/lighters, scalding, overdose of tablets or other toxins, tying ligatures around the neck, punching oneself or other surfaces, banging limbs/head and hair pulling (Mental Health Foundation, 2006).

It may also include risk taking behaviours where the child / young person is careless for their own safety and there is a risk of physical harm.

It also includes neglect of physical health for example young people with insulin dependent diabetes who intentionally miss insulin doses.

Self-harm usually occurs in response to emotional distress.

So-called 'Honour' Based Violence - The term 'honour crime' or 'honour-based violence' embraces a variety of crimes of violence (mainly but not exclusively against women), including assault, imprisonment and murder where their family or their community is punishing the person. They are being punished for (actually or allegedly) undermining what the family or community believes to be the correct code of behaviour. In transgressing this 'correct' code of behaviour, the person shows that they have not been properly controlled to conform by their family and this is to the 'shame' or 'dishonour' of the family.

Suicide / Suicide Ideation - The term 'suicide' means an act that is intended to end one's life. Suicidal ideations, often called suicidal thoughts or ideas, is a broad term used to describe a range of contemplations, wishes, and preoccupations with death and suicide (PubMed, 2021).

These issues can be caused by many factors, including depression and mental illness, stress, financial problems, relationship breakdown, bereavement and abuse. Safety plans for children and young people can be created should the need arise and parents/ carers and professionals around the child or young person will have a role to play in supporting the client with this plan.

Young Carer – A young carer is defined as a young person under the age of 18 who helps to look after a relative with a disability, illness, mental health condition, or drug or alcohol problem. This may involve young people doing extra jobs around the house, such as cooking, cleaning or helping



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someone get dressed and move around. It may also involve a young person providing a lot of physical help to a parent, brother or sister who is disabled or ill.

Without appropriate support, young carers are a risk of having lower self-esteem and heightened anxiety, feeling isolated, being bullied, and being stressed by the responsibility.

6. Best Practice in Handling Safeguarding Disclosure

When responding to safeguarding disclosures made by children, young people, or adults, Rebecca Peacock and Kirsty Moran will ensure they and all staff members adhere to the following do's and don'ts.

- DO stay calm
- DO let the individual know that you will need to share what they have told you and refer back to the contract
- DO stay with what the individual is saying or doing and only intervene if the individual is putting themselves, or others, at risk.
- DO NOT promise confidentiality , do not keep secrets
- DO NOT ask any leading questions or probe the individual for further information
- DO NOT accept any retraction or backtracking from an individual. If it has been said, it needs to be reported
- DO report the incident immediately to parents/carers if it will not put the client in increased harm; report to social worker of MASH/CHAD if no social worker; if allegation against a professional ie a teacher report to LADO. (See point 12 for county specific procedures)

7. Working Virtually

Safeguarding of those who avail of our services is a fundamental role we all play. This is true when we are working face to face, remotely or virtually. Our policies and procedures remain the same irrespective of how we are delivering our services.

8. Confidentiality

In establishing an initial contract with the child and the parent, the limits of confidentiality must be explained, i.e. that Evergreen Staff will need to inform the designated Child Protection Officer / Designated Safeguarding Lead in the school or social worker as appropriate. If no social worker then MASH/CHAD as appropriate. Concerns that must be taken out of the therapy sessions are: if the client is being harmed, is harming someone else or an animal, is laundering money or is engaged in terrorist activities.

This is an important part of the contract with the child at the outset of the work. This is in line with national guidance: 'Working Together 2023', 'Keeping Children Safe in Education 2025' and 'Information Sharing 2018'.

The duty to safeguard children and share information about child protection concerns takes priority over all other considerations, including the confidential nature of the counselling relationship.



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Evergreen staff fully participate in multi-agency working, in line with government guidance, in order to share information and safeguard children. The Data Protection Act 2018 and GDPR do not prohibit the collection or sharing of personal information, but rather provide a framework to ensure that personal information is shared appropriately. In particular, the Data Protection Act 2018 balances the rights of the information subject (the individual whom the information is about) and the possible need to share information about them”.

9.Safer Recruitment Practices

Rebecca Peacock and Kirsty Moran are registered with the DBS Update Service and DBS certificates can be checked using the online update service.

Other members of staff will also be expected to be on the update service.

Kirsty holds a current certificate in Safer Recruitment all guidance is followed when interviewing and employing staff.

Staff original documents are checked in person and details of qualifications, DBS, right to work and identity are entered on the Single Central Record (SCR). An online check is carried out on each applicant and this is marked on the SCR.

Two references are required from candidates. One must be their most recent employer. Reference requests are sent out usually prior to interview with candidate permission and the once received are checked by phone.

10.Useful Contacts:

If a child is at risk of immediate harm do not delay: ring 999

Bournemouth, Christchurch & Poole – Children's First Response Hub: Bournemouth, Christchurch & Poole Out of Hours Service: BCP LADO – allegations against staff	01202 123334 childrensfirstresponse@bcpcouncil.gov.uk 01202 738256 childrensOOHS@bcpcouncil.gov.uk Telephone: 01202 817600 Email: LADO@bcpcouncil.gov.uk
PDSCP – link to procedure https://pandorsetscb.proceduresonline.com/p_referrals.html Dorset - Children's Advice and Duty Service (ChAD) Professionals Number: This is a professionals-only number to discuss your concerns, Dorset Out of Hours Service: Dorset LADO	01305 228558 01305 228558 01305 221122 or LADO@dorsetcouncil.gov.uk



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Dorset Families and Members of the public	01202 228866
Somerset: Children's Social Care Somerset Emergency Duty Team (EDT) on If you are the Designated Safeguarding Lead for your organisation, you can get advice and guidance from: Local Authority Designated Officer (LADO),	0300 123 2224 childrens@somerset.gov.uk . 0300 123 23 27. Children's Social Care consultation line 0300 123 3078 (9:00am - 4:00pm) 0300 123 2224 Email: SDinputters@somerset.gov.uk
Wiltshire: Multi-Agency Safeguarding Hub (MASH), standard working hours: - Monday to Thursday from 8.45am to 5pm - Friday from 8.45am to 4pm - Out of hours service: - Monday to Thursday 5pm to midnight, Friday 4pm to midnight - weekends and Bank Holidays from 9am - midnight - phones are diverted to the Social Work Standby Service from midnight to 9am (7 days a week) Contact Details for the LADO Service	0300 456 0108 0300 456 0100 Email LADO@wiltshire.gov.uk Phone: 0300 456 0108 (Option 6)

11. Useful references

(<https://www.saferinternet.org.uk/>).

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/591903/CSE_Guidance_Core_Document_13.02.2017.pdf

Contextual Safeguarding Network <https://apwg.org/>



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Keeping children Safe in Education, statutory guidance for Schools. July 2026. Department for Education.

Mental Health and Behaviour in Schools. (2018) DFE.

National Information centre on children of offenders. NICCO

Pan-Dorset Safeguarding Children Partnership (PDSCP) Policies and Procedures Manual

https://pandorsetscb.proceduresonline.com/p_referrals.html

<https://www.somerset.gov.uk/children-families-and-education/report-a-child-at-risk/>

Preventing and Tackling Bullying. Advice for headteachers, staff and governing bodies. (2017). Department for Education. Preventing and tackling bullying publishing.service.gov.uk .

Serious Violence Strategy. (2018). HM Government <https://www.gov.uk/government/publications/serious-violence-strategy>

Supporting Children and Young People Vulnerable to Violent Extremism (proceduresonline.com)

The Prevent duty. Departmental advice for schools and childcare providers (2015) DFE.

12. Reporting a concern

Complete the Statement of concern below and hand to DSL/DDSL. Actions to be taken may involve the member of staff making a report to MASH/ChAD or the DSL/DDSL completing this following a discussion. DSL/DDSL will then complete the safeguarding Log.

Safeguarding Logs and Statements of Concern are stored using the LearnTrek information management system. Any paper copies are stored in the locked office at The Studio, in a locked filing cabinet.

For Dorset Children –

Contact the Family Support and Advice Line by telephone number: 01305 228558. After 10 pm Out of Hours number: 01305 221000.

You should have sought consent from the family prior to contacting Family Support and Advice Line unless you believe the child is at risk of harm. All phone calls will be confirmed in writing by the consultant social worker, but it is also best practice that you keep a record of the contact you have made, the discussion and any decisions made. You should also record whether you have obtained parental consent and if not, why not.

If you live in Bournemouth, Christchurch or Poole – Contact the First Response Hub to request support, or to report a concern about a child or young person on **01202 123334** or **Out of Hours: 01202 738256**

For Somerset Children

Safeguarding is everybody's business

If you are worried about a child or young person who could be in danger please contact Children's Social Care by phoning **0300 123 2224** or emailing them at childrens@somerset.gov.uk.

Otherwise, contact the police.

You can contact the police directly by dialling **101** and they will discuss with Children's Social Care what action should be taken.



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If you would like to speak to a social worker outside of office hours please phone the Emergency Duty Team on **0300 123 23 27**.

We will always deal with any calls in the strictest confidence.

If you are a professional and wish to make a referral to Children's Social Care, it must be submitted using our multi-agency referral form – the Early Help Assessment which you can find on the [**Professional Choices**](#) website.

For Wiltshire Children

Child protection

If you think a child or young person is at risk of significant harm, or is injured, contact the Integrated Front Door (IFD) on 0300 4560108, 8.45am-5pm, Monday-Thursday and 8.45am-4pm Friday; Out of Hours 0300 456 0100.

Or if there is immediate danger, phone the police or emergency services on 999.

For less urgent enquiries, email mash@wiltshire.gov.uk ([opens new window](#))

Children are protected from child abuse or neglect by agencies working together to assess the risk, and helping to prevent further abuse occurring.

https://www.wiltshire.gov.uk/media/2973/Referral-Form-Integrated-Front-Door-IFD/doc/IFD_Referral_Form.docx?m=1709900589147

Discussing your referral with parents

In general, professionals working directly with children and their families should seek to discuss their concerns with the child and/or their parents and seek their agreement to making a referral to Children's Social Care.

If such a discussion would place the child at an increased risk of significant harm then this discussion should not take place and the referral made without the knowledge of the parents.



Statement of Concern

Name of child	
Person completing this form	
Date and time completing statement of concern	
Reference code (child's initials, date, staff initials)	
Write details of concern here. Write only the facts not personal analysis. Give date, time location of concern. Complete body map if necessary	



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Person reported to: Date and Time:	
Reviewed by DSL/DDSL – Name:	
Action Taken	

Complete body map below or state N/A



Child protection body map

