

WHAT TO DO WITH ANY SAFEGUARDING CONCERNS



What to Do With Any Safeguarding Concern

This process applies to all safeguarding concerns involving children, young people or vulnerable adults, including disclosures, signs of abuse, neglect, peer-on-peer incidents, online safety concerns, welfare concerns, allegations against adults, or anything that does not feel right.

1. Recognise the concern

A safeguarding concern may come from:

- Something a child says
- Injuries or changes in behaviour
- Neglect of basic needs
- Worrying comments from another child or adult
- Online or social media concerns
- Inappropriate behaviour by an adult
- Bullying, peer abuse or harmful behaviour
- Your professional instinct that something is wrong

If in doubt, treat it as a concern.

2. Stay calm and take it seriously

Listen carefully, remain professional and reassure the child or person speaking.

Do not dismiss concerns or assume someone else will deal with it.

3. If someone discloses information to you:

- Listen carefully
- Let them speak freely
- Stay calm
- Reassure them they have done the right thing
- Explain you must pass the information on to keep them safe

Do not:

- Promise confidentiality
- Ask leading questions
- Interrupt unnecessarily
- Investigate the matter yourself

4. Make sure the person is safe now

If anyone is at immediate risk of harm:

- Call 999 immediately
- Seek urgent medical help if needed
- Inform the Designated Safeguarding Lead as soon as possible

5. Record the concern immediately

Write down what you saw, heard or were told as soon as possible.

Include:

- Date and time
- Name(s) involved
- What happened
- Exact words used where possible
- Any visible injuries or behaviours observed
- Names of witnesses
- Your name and role

Keep records factual and accurate.

6. Report it the same day

Pass the concern immediately to:

- School Designated Safeguarding Lead (DSL) where applicable
- Edstart Area Manager
- Edstart Designated Safeguarding Lead – Adam Rowles
- 0330 043 3542

Never leave safeguarding concerns until later.

7. Maintain confidentiality

Only share information with those who need to know.

Do not discuss concerns with:

- Other staff unnecessarily
- Friends or family
- Other parents
- Social media or messaging groups

8. Follow further instructions

The DSL or safeguarding lead will decide next steps, which may include:

- Monitoring and support
- Speaking with parents/carers
- Referral to Children's Social Care
- Police involvement
- Referral to LADO if concern is about an adult
- Early help support

9. Continue to support appropriately

Be calm, kind and professional. Continue normal supportive relationships without asking further questions.

10. If you are not satisfied action has been taken

Use the Whistleblowing Policy or escalate concerns further. Safeguarding is everyone's responsibility.

Important Contacts

- Edstart Safeguarding Lead: Adam Rowles
- Edstart Head Office: 0330 043 3542
- Police Emergency: 999
- Children's Social Care / MASH: Local authority contact number

Remember

If in doubt, report it.

It is always better to share a concern than miss a child who needs help.