



Concerns about a child or a child makes a disclosure to you?

This is what you MUST do ...

1. Wellbeing

Ensure the child is not in immediate danger/harm. Encourage the child to explain and **give more detail** without the use of leading questions.

Ask Who, What, When and How? Be careful about Why – DO NOT let the child feel responsible or to blame. Let the child know that you must confidentially pass what they have told you on to a person that can help. It is the LAW.

If you concerned about the immediate well-being and safety of a child contact 999 IMMEDIATELY.

2. Report

Contact **London International Agency (LIA)** within **1 hour** of the disclosure/ concern.

Krestyna Huggins
Principal of LIA
+44(0)7795 107532
london.int.agency@btinternet.com

5. Be Robust, Persistent and Escalate if needed.

You have the right to escalate your concern if you are not satisfied with the outcome of your concern or you feel that it is in the child's best interest for this concern to be handled by an external authority then contact the **Borough of Windsor and Maidenhead Referral and Assessment Team - Telephone number 01628 683150.**

If you are concerned that the concern is not being handled to your expectation then call the NSPCC Whistleblowing helpline 0800 028 0285 or ChildLine on 0800 1111

If you concerned about the immediate well-being and safety of a child contact 999 IMMEDIATELY.

3. Record

Guardians/Homestays:

Complete and email an incident report or record of concern. This must be within **24 hours, unless informed otherwise by LIA**, and include full details of the child and disclosure/concern.

Volunteers and Visitors:

Record the following information

- Date, place, time
- Concern
- All facts
- Observed injuries
- Words of child

Sign and give to a member of LIA within 1 hour of the disclosure/ concern. See Step 2 for details of who to contact.

4. Trust & Wellbeing

Allow LIA **time** to address concerns. A disclosure can affect the child in ways that we need to prepare for. Keep the child under close observation until told to stop by a health care professional. Comfort the child as is appropriate. Going above and beyond the normal reward and well-being guidelines to comfort a distressed child is suggested.

Know you have done all you can in keeping the child safe! Speak to LIA or the NSPCC (details above) if the disclosure has affected you in any way.