Appendix 3: Flow Chart: What to do if you are worried a person is at risk

Member of Staff or Voluntary Worker has concerns about a person's welfare

- Be alert to signs of abuse and question unusual behaviour

Where a person discloses abuse or neglect

- Listen to what they say, keep calm, reassure them they are right and you will take action to help keep them safe.
- DO NOT DELAY, take any immediate necessary action to protect the person.
- Inform them you need to share the information and what you are going to do next.
- Do not promise confidentiality, you will need to share / report the information onwards.
- Do not question further, or inform the alleged abuser.

Discuss concerns with the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL)

- The DSL or DDSL will consider further actions.
- Concerns and discussions, decisions and reasons for decisions should be recorded in writing and 'Safeguarding Issue' file should be opened, stored in line with the Safeguarding Policy

Still have a concern? Seek advice from 31:8 and/or Refer to Social Care

- Have persons / family's personal details to hand and be clear about concerns / allegations

Safeguarding concern resolved

- Support have been agreed, record decision and any follow up actions

thirtyone:eight (31:8)
Tel: 0303 003 1111. Option 2

Children's Social Services & Lancs Safeguarding Officer
Tel: 0300 123 6720
Out of hours Tel: 0845 602 1043

Adult Social Services
Tel: 0300 123 6720
Out of hours Tel: 0845 602 1043

Lancashire Child Protection / LADO
Tel: 01772 536694

Lancashire Prevent Unit
Tel: 01772 413398

Unmet Needs Identified

- Decide what actions are needed to support the person

Consult with person, family and relevant agencies

- Agree, support, monitor