

Appendix J: Concerns about a child: urgent and non-urgent decision process

When a concern is raised:

- Speak to the Designated Safeguarding Lead (DSL). *If this Appendix is being used by a childminder – the registered childminder is the DSL.*
- Follow the provider's policy and procedures and review known information

The DSL is responsible for all concerns and discussions about a child's welfare and must ensure they are confidential and recorded in a timeline (chronology), including the decisions made e.g., if you have shared information with parents, carers, or social worker if child in care, and the reasons for the decisions.

Urgent or immediate concerns:

- The DSL will refer safeguarding concerns to Starting Point 01629 533190 or the LA where the child lives.
- The DSL may also need to contact the Police or an ambulance (999) if a child is in danger.
- The DSL must – [Report a serious childcare incident](#) or [notify significant events](#) to Ofsted. We will also notify our insurance company where required without sharing confidential information.

Non-urgent referrals:

- The DSL will complete an online referral form to the [Starting Point contact and referral service](#) for triage (include your email address so that contact can be made),
or
- The DSL will contact the Starting Point Consultation & Advice Service for Professionals on 01629 535353 to determine if a [threshold](#) for referral is met (leave a message and follow advice)

Please note - It is the role of the local authority children's social care service, police, or health practitioners, via a Starting Point referral, to investigate individual cases. They will take further action if required, not the provider.

The _____ will monitor the situation and if there are further concerns, we, or I, will continue to put the safety of the child first and record and refer again or take advice as appropriate.

The _____ will review policy and procedures as required and share learning with all staff.