



Safeguarding & Child Protection Policy

Policy statement

Wise Owls Nursery School is fully committed to ensuring all children are kept safe and well and that they are protected from abuse and harm. We take all necessary steps to ensure staff are well trained and understand their duties, that all staff, students, and volunteers are suitable to work with children, and that any concerns about a child's safety or welfare are acted upon without delay, following the Pan Sussex Child Protection and Safeguarding procedures as per the local arrangements of the Brighton & Hove Safeguarding Children Partnership (BHSCP)

See full details here <https://sussexchildprotection.procedures.org.uk/>.

At Wise Owls we recognise the signs and indicators that a child may be being abused. These include:

- **Physical Abuse:** This involves hitting, shaking, throwing, burning, suffocating or any other physical harm. Deliberately causing a child's ill health also constitutes physical abuse.
- **Sexual Abuse:** This involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways also constitutes sexual abuse.
- **Emotional abuse:** Varying degrees of emotional abuse is present in virtually all child protection incidents, but can also constitute abuse in its own right. Emotional abuse involves persistent or severe emotional ill-treatment or torture causing, or likely to cause, severe adverse effects on the emotional stability of a child. Such behaviour may involve conveying to a child that they are worthless, unloved, or inadequate, or making them feel unnecessarily frightened or vulnerable.
- **Neglect:** Is the persistent failure to meet a child's basic physical, emotional or psychological needs, such as is likely to have a severe impact on their health, development or emotional stability. Neglect may involve failing to provide adequate food, shelter or clothing for a child, or failing to adequately protect them from physical harm or ill health. Neglect can also manifest itself in a failure to meet the basic emotional needs of a child.
- **Domestic abuse:** Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. Witnessing this abuse amounts to emotional abuse.



- **Female Genital Mutilation:** Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. See further information toward the end of the policy.
- **Child Sexual Exploitation:** Child sexual exploitation is a type of sexual abuse in which children are sexually exploited for money, power, or status.

Procedure

Staff Responsibilities

- Each individual member of staff has a duty, and is expected to share Wise Owls' commitment, to safeguard children and promote their welfare.
- This duty includes a requirement to whistle-blow if they have any safeguarding concerns or witness or learn about anything that puts a child at risk (see Whistle Blowing Procedure for Staff, Students, and Volunteers in Handbook).
- Staff must attend training and supervisions and ensure they read and implement all policies.
- All staff must be alert to possible signs of abuse and neglect and respond to any concerns they identify - usually, this means reporting the matter to the named officers Anna Olley or Alison Holdsworth without delay.
- Staff are also expected to disclose convictions, cautions, court orders, reprimands and warnings that may affect their suitability to work with children (whether received before or during their employment with Wise Owls.)
- Anna Olley is the designated '**Designated Safeguarding Lead (DSL)**' for Wise Owls. She has the 'lead' responsibility for safeguarding children. She will lead training and support all other staff in understanding and meeting their responsibilities as well as liaising with parents, carers, and agencies.
- Anna Olley is supported by Alison Holdsworth who is the **Deputy Designated Safeguarding Lead (DDSL)**.

Responding to suspicions of abuse

- We acknowledge that abuse of children can take different forms – physical, emotional, and sexual, as well as neglect.
- We understand that abuse can take place anywhere and involve a child or individuals from any family, background, or culture – irrespective of whether they appear disadvantaged or not.
- We consider the following as possible signs of abuse or neglect:
 - Significant changes in children's behaviour
 - Deterioration in children's general well-being or appearance
 - Unexplained bruising or marks (including scratches, bite marks or burns)



- Children's comments or behaviour which give cause for concern, including disclosure, (see below *Recording Disclosures*) inappropriate role-play, or language
- Inappropriate behaviour displayed by other members of staff – for example, sexual comments; excessive one-to-one attention beyond the requirements of their role and responsibilities; or inappropriate sharing of images (See below *Allegations against staff*)
- Where such evidence is apparent, the child's Key Person or appropriate staff member must complete a **Cause for Concern form** as a dated record of the details of the concern. This is shared and discussed promptly, without delay, with Anna Olley the Designated Safeguarding Lead.

The DSL decides what response is appropriate using the **Children's Services Right Support at the Right Time document**. This is available online here:

https://www.bhscp.org.uk/wp-content/uploads/2024/10/BH-Family-Help-RSRT-Framework-Guide-Poster-Published-Sept-2024-FINAL-v2_compressed.pdf

If a staff member feels that the cause for concern has not been dealt with effectively by the DSL then staff can discuss concerns with FDFP directly who will advise accordingly.

Records of incidents are stored in the safeguarding chronology file which is locked in the cabinet in the office.



If we have immediate concerns about a child's safety we notify the Front Door for Families (formerly the MASH) on (01273) 290400, email FrontDoorforFamilies@brighton-hove.gov.uk

In an emergency, when a child is deemed to be in imminent danger, we notify the police by calling 999.

We share information and co-operate fully with any investigation and attend any multi-agency meetings arranged by The Brighton & Hove Safeguarding Children Partnership (BHSCP).

Recording suspicions of abuse and disclosures

When a child makes a comment to a member of staff that gives cause for concern (disclosure), that member of staff:

- listens to the child
- does not ask leading questions;
- gently clarifies understanding;
- offers reassurance and gives assurance that she or he will take action;



- makes a prompt, accurate written record (typically a Cause for Concern Form) that forms an objective record of the observation or disclosure that includes:
- the date and time of the observation or the disclosure;
- the exact words spoken by the child, as far as possible;
- the name of the person to whom the concern was reported, with date and time; and
- the names of any other person present (witnesses) at the time.

These records are signed and dated and kept in the safeguarding chronology file which is kept securely and confidentially. Concerns are then referred to as explained above.

Procedures for dealing with concerns – 3 scenarios.

- 1) Whilst observing a father collect his child, you overhear him telling the child that 'enough is enough', at this time you approach him and he says he has had a bad day at work. Over the next week, you become more aware of the father's presentation. This varies from being stressed to vacant and non-engaging with the child. You discuss these concerns with the DSL, who approaches the father. He initially denies any concerns but then the following day advises that he has additional stresses at work and the child's behaviours are becoming increasingly difficult to manage. He describes the child as a poor eater, and a bad sleeper, and behaviours are becoming more challenging giving the example that the child has ripped his work as he wanted to go to the park. He admits that he has smacked the child in anger but was remorseful about this. The father's account of the child's behaviour does not reflect the nursery's observations of the child, no disclosure or marks have been seen on the child.
 - What would we do immediately? Discuss with the father the concerns he has raised, and seek to clarify the smacking incident.
 - Would you record any of this, and if so where? Cause of Concern form/ Chronology log.
 - What actions would you take in the longer term? With the father's consent seek permission for DSL to access support services and advice through the Health visitor
 - If you felt that you needed to take further advice who would you speak to? Seek advice from Front Door for Families and make a referral.
- 2) Leonie is 2 years old. She attends your setting three days a week and has been coming for 4 weeks. Last week you observed her playing with another child and when they took a toy off her she shouted 'no' and smacked them. Yesterday she did the same thing at snack time when a child went to take her sandwich. You have spoken to parents on both occasions to let them know and followed the behaviour policy in the setting. Parents reacted appropriately on both occasions but did not indicate any issues at home. Today, during play outside, Leonie is reaching up to climb the slide and you notice a mark on the back of the leg and it looks almost like the shape of a hand.



- What would you do immediately? Immediately speak to Ariel and notice the mark e.g. “That’s a big bruise on your leg.” Due to her age, she might not be able to tell you more. Report your concerns to the DSL. Parents should be contacted by DSL and asked for an explanation e.g. “I notice Ariel has a mark on her leg. Can you tell me how it happened?” Note parents’ explanation then inform them that as per the safeguarding policy, you will need to seek further advice via Front Door for Families. DSL to then seek advice from FDFF as the bruise moves the family into the ‘Early Help’ threshold.
 - Would you record any of this, and if so where? Staff to note her response on a Body mapping Accident form (note ‘At home’) with size, shape, and colour of bruising. Pass on the DSL as a Cause for Concern. DSL to fill out a parent conversation form after speaking with the parent. All forms were added to the child’s file and to the Chronology log.
 - What actions would you take in the longer term? Monitor and log any other incident on a Cause for Concern form. Keep the Chronology log updated. Contact Front Door for Families as there have been previous indicators of concern and the mark is potentially in the shape of a hand. Record any other bruises /conversations.
 - If you felt that you needed to take further advice who would you speak to? Seek advice from FDFF any time a Cause for Concern is logged.
- 3) Zainab is three; she is always polite and well-behaved. She gets on well with the other children and is always friendly with the staff. Her mum always brings her into the setting; she is friendly but has very little English and relies on Zainab’s five-year-old brother to translate messages for her. Today her Key Worker comments on how quiet she is and that, uncharacteristically, she does not want to join in any activities and has sat curled up on one of the large cushions. On checking how she is Zainab says that she doesn’t like the video. On saying “Tell me what you mean by that” she says “I don’t like Fatimah’s video when the bad man gets the big knife and the man’s head falls off”. She then starts to cry and does not say anymore. Fatimah is Zainab’s fifteen-year-old sister.
- What would you do immediately? Speak with DSL immediately This may be a situation in which Fatima has seen an inappropriate video or has misinterpreted what she has seen; however, we must remember to “think the unthinkable”. Do not discuss these concerns with the parents at this stage as this could be a sign of Fatimah being radicalised contact the Prevent Team via Front Door for Families.
 - Would you record the incident, and if so where? Cause for concern form/Chronology log
 - What actions would you take in the longer term? The Prevent Team will carry out appropriate background checks and will advise on the next steps. All staff should be aware of extremism and radicalisation; there should be a reference to it in the school safeguarding policy All staff should have completed training on Prevent.



Informing & Supporting parents

- When appropriate, concerns are discussed with a parent or carer who is normally the first point of contact.
- DSL assesses whether it is 'appropriate' to speak to the parent about concerns (e.g. whether doing so is necessary to safeguard the child from any potential harm.)
- If a concern or suspicion of abuse is recorded and a referral to FDFF is made, parents are informed via telephone or a face-to-face meeting, at the same time as the referral is made. If a parent/carer refuses consent for a referral then the DSL reserves the right to make a referral without consent via FDFF.
- Wise Owls may decide NOT to inform the parents, following the guidance of The Brighton & Hove Safeguarding Children Partnership (BHSCP), if it is considered that informing the parent may potentially put the child at further risk.
- In these cases, it is the decision of the social services team as to whether or when parents are informed.
- We provide ongoing support to parents involved in any investigation, as appropriate.

Liaison with other agencies

- We work within the Brighton & Hove Safeguarding Children Partnership (BHSCP) guidelines.
- We follow any Child Protection Plans or actions agreed upon during Case Conferences as well as any other reasonable requests.
- We have procedures for contacting FDFF on child protection issues, including maintaining a list of names, addresses, and telephone numbers of social workers, to ensure that it is easy, in any emergency, for the setting and social services to work well together.
- We notify Ofsted of any incident or accident and any changes in our arrangements which may affect the well-being of children.

Allegations against staff

We ensure that all parents and staff know how to complain about the behaviour or actions of staff, students or volunteers within Wise Owls. (See Whistle Blowing Policy / Disciplinary Procedures in the Handbook). If an allegation is made, this may include an allegation of abuse:

- The allegation should be referred to the designated safeguarding Lead (Anna Olley) or in her absence, Alison Holdsworth who will take necessary steps to ensure the safety of the child and any other child who may be at risk.
- If the allegation relates to the DSL, please refer to the secondary DSL (Alison Holdsworth)



- The allegation will be reported immediately to the Local Authority Designated Officer, Safeguarding Team, Children's Services, **Kay Whitcroft can be contacted on the following mobile number 07584 217271 and office number 01273 290400**
- Email: ladoenquiries@brighton-hove.gov.uk
- <https://www.bhscp.org.uk/local-authority-designated-officer-lado/>
- The allegation will also be reported to Front Door for Families
- The allegation will be reported to Ofsted within 14 days
- If there is an immediate risk to the child, the police will be contacted.
- The staff within the nursery will not seek to investigate the matter for themselves
- The nursery will follow advice from the LADO as to whether the member of staff should be suspended pending the final outcome of any investigation
- Parents will be informed as soon as possible and kept updated on the progress of any investigation as per the advice of the LADO
- If the member of staff concerned leaves their employment at the nursery before the investigation is concluded which is likely to lead to dismissal, we will notify the Disclosure and Barring Service immediately.

Confidentiality

- All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Brighton & Hove Safeguarding Children Partnership (BHSCP).
- Parents and staff involved in any investigation MUST ensure confidentiality.

Outcomes of an investigation

Below are the possible outcomes of an investigation and some information regarding our likely response in each case. Each case of allegation is viewed on an individual basis, our main point of contact and advice would be provided by the LADO.

- Substantiated – there is sufficient evidence to prove the allegation that the child is suffering or at risk of suffering significant harm. In this circumstance, the LADO would refer the case to social care for consideration. The Police would also be involved. We would no longer be able to employ the member of staff and would seek to dismiss them as per our disciplinary procedure. We will inform the DBS with immediate effect.
- Malicious – sufficient evidence to disprove the allegation and there is a deliberate act to deceive. We would refer the matter to the police if the allegation has been deliberately invented. The nursery may also need to refer the child to social services as a 'child in need'
- False – sufficient evidence to disprove the allegation. In this instance, the nursery may need to refer the child to social services as a 'child in need'
- Unsubstantiated – insufficient evidence to either prove or disprove the allegation. This term, therefore, does not imply guilt or innocence. In this circumstance, we would follow our disciplinary procedure and decide whether the nursery can reasonably continue to employ the member of staff. We would inform the DBS of the outcome if it meets the criteria outlined in the following government guidance: [Making barring referrals to the DBS - GOV.UK.](#)



Disciplinary action

- Where a member of staff or a volunteer is dismissed from the setting because of misconduct relating to a child, we notify the DBS so that the name may be included on the Protection of Children and Vulnerable Adults Barred List.

Recruitment and Selection of Suitable People

- As part of our recruitment process we obtain 2 references before employment.
- We do not accept open references e.g. to whom it may concern.
- We do not rely on applicants to obtain their reference.
- We ensure any references are from the candidate's current employer, training provider or education setting and have been completed by a senior person with appropriate authority.
- We do not accept references from a family member.
- We obtain verification of the individual's most recent relevant period of employment where the applicant is not currently employed.
- We secure a reference from the relevant employer from the last time the applicant worked with children (if not currently working with children). If the applicant has never worked with children, then we ensure a reference is from their current employer, training provider or education setting.
- We ensure electronic references originate from a legitimate source.
- We contact referees to clarify content where information is vague or insufficient information is provided and compare the information on the application form with that in the reference and take up any discrepancies with the candidate.
- During the application process we establish the reason for the candidate leaving their current or most recent post, and ensure any concerns are resolved satisfactorily before an appointment is confirmed.

Training

- We seek out training opportunities for all adults involved in the setting to ensure that they can identify and understand the signs and signals of possible physical abuse, emotional abuse, sexual abuse, and neglect and that they know how to respond appropriately, confidentially, and without delay. All staff must attend a Safeguarding Course and refresh every two years. Safeguarding scenarios are discussed during every staff meeting and Inset days.
- All staff receive training on how to whistle-blow if they have concerns regarding a colleague (see Handbook).
- We record information about staff qualifications and the identity checks, vetting processes and references that have been completed (including the criminal records check reference number, the date a check was obtained and details of who obtained it). This is stored on our Single Central DBS Record.



Curriculum

- We introduce key elements of keeping children safe into our planning to promote the personal, social, and emotional development (PSED) of all children, so that they may grow to be *strong, resilient, and listened to* and that they develop an understanding of their rights, why and how to keep safe e.g. safe touch.
- We ensure that this is carried out in a way that is developmentally appropriate for the children.
- We create a culture of value and respect for the individual, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, and cultural and social background.

Support to families

- We believe in building trusting and supportive relationships with families. This process begins with our home visit/settling procedures prior to a new family starting with us.
- We make clear to parents our role and responsibilities in relation to child protection, such as for reporting of concerns, providing information, monitoring of the child, and liaising at all times with the local children's social care team. (See registration documents)
- We will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.

Risk Assessment

If staff have concerns for the welfare of a child they should contact the FDFF, Tel: 01273 290400, FrontDoorforFamilies@brighton-hove.gov.uk

Working in Partnership

Our policy and practice meets the requirements and recommendations of Brighton & Hove Safeguarding Children Partnership (BHSCP).

Female Genital Mutilation

Female Genital Mutilation is a form of child abuse and is dealt with under Wise Owls safeguarding and child protection policy. The UK government has written advice and guidance on FGM that states:

'FGM is a grave violation of human rights of girls and women. In all circumstances where FGM is practiced on a child it is a violation of the child's right to life, their right to their bodily integrity, as well as their right to health. The UK Government has signed a number of



international human rights laws against FGM, including the Convention on the Rights of the Child’.

‘Girls are at particular risk of FGM during school summer holidays. This is the time when families may take their children abroad for the procedure. Many girls may not be aware that they are at risk of undergoing FGM. UK communities that are most at risk of FGM include Kenyans, Somalis, Sudanese, Sierra Leoneans, Egyptians, Nigerian and Eritreans. However, women from non- African communities that are also at risk of FGM include Yemeni, Kurdish, Indonesian and Pakistani women.’

Indications that a child is at risk from FGM:

- The family comes from a community that is known to practice FGM- especially if there is an elderly lady present.
- In a conversation, a child may talk about FGM
- A child may express anxiety about a special ceremony.
- A child may express concern/anxieties about a forthcoming holiday to their country of origin.
- Parents/Carers request permission for absence overseas or Wise Owls is made aware that the family is traveling for holidays for a substantial amount of time.
- If a woman has already gone FGM- and it comes to the attention of any professional, consideration needs to be given to any child protection implications e.g. for younger siblings, and extended family members, and a referral made to Social Care of the Police if appropriate.

If we have any concerns at Wise Owls about children being at risk or victims of FGM then we refer to FDFF.

Further information can be found at the National FGM Centre website

<https://nationalfgmcentre.org.uk/fgm/>

Witchcraft and Spirit Possession

Witchcraft is known by many terms; black magic, kindoki, ndoki, the evil eye, djinns, voodoo, obeah or child sorcerers. All link to a genuine belief held by the family or carers that a child is able to use an evil force to harm others.

Indications that a child might be at risk:

- Physical indicators, e.g. bruising, burns, cuts, sore eyes or genitals where chilli peppers have been rubbed onto them
- Signs of neglect, e.g. lack of medical care, nourishment, supervision, good hygiene



- Child talks about being 'evil' or 'having the devil beaten out of them', or using certain terms, such as djinn, kindoki, ndoki, black magic, Obeah, juju or voodoo
- Emotional harm, e.g. fear of being abandoned, being kept in isolation from the family
- Child is stigmatised, e.g. a child being labelled as a witch or told they are possessed
- Behaviour changes, e.g. becoming more withdrawn, confused or isolated
- A deteriorating appearance or wearing special items to 'protect them'
- Changes to school attendance

More information can be found here:

<https://www.gov.uk/government/publications/national-action-plan-to-tackle-child-abuse-linked-to-faith-or-belief>

<https://www.met.police.uk/advice/advice-and-information/caa/child-abuse/faith-based-abuse/>

Oral Infant Mutilation (OIM)

Oral Infant Mutilation involves gouging out the teeth of a toddler/child to prevent common childhood illnesses. IOM is a traditional practice performed, usually by village healers but also by priests and midwives as an accepted remedy for illness.

Infants presenting with diarrhea and/or fevers are subjected to the removal of unerupted baby teeth as the swelling of the gums is mistakenly thought to indicate the presence of 'tooth worms'. The tooth buds, usually of the eye teeth, are prised out of the gum, without anesthesia, with unsterile tools such as a bicycle spoke, a hot nail, a penknife etc. Blood loss and shock due to the crude nature of the operation can lead to anemia.

The unhygienic methods can cause septicemia, tetanus, transmission of blood-borne diseases such as HIV/ AIDS, and can on occasions be fatal. Long term effects can include eradication and/or malformation of other primary and permanent teeth in the area.

Breast Ironing

Breast ironing or flattening is the process during which young pubescent girls' breasts are ironed, massaged, flattened and/or pounded down over a period of time (sometimes years) in order for the breasts to disappear or delay the development of the breasts entirely.

More information on breast ironing or flattening can be found here:

<https://nationalfgmcentre.org.uk/breast-flattening/>

Intimate care

Staff should provide intimate care in the nappy changing stations which are positioned discretely within the learning environment. These are away from windows (which are also covered in a film to enable children to see out but stop people looking in.)



No adult should be left alone with a child while providing intimate care in the learning environment and toilet area. Staff should ensure that children have access to privacy when receiving intimate care for example when having their nappy or soiled/wet clothes changed. Please refer to the lone worker risk assessment.

Babysitting

As stated in the Babysitting Policy, Wise Owls is not responsible for any private arrangements or agreements between staff and families from the setting. Any safeguarding concerns brought to the attention of staff when working at the family's home will need to be reported directly to FDFP by the staff member.

Mobile phones, cameras and Electronic devices with image and sharing capabilities

Please refer to mobile phone policy and Email and Internet document in Handbook. Internet safety is overseen by the DSL.

Operation Encompass

Operation Encompass is a police and education early information safeguarding partnership enabling Early Years Providers and schools to offer immediate support to children experiencing domestic abuse. When the police attend incidents of domestic violence or abuse where children are directly or indirectly involved, they will notify the Designated Safeguarding Lead at the child's setting before the start of the next day. The safeguarding lead then makes sure the child gets the immediate support that they need.

July 2018 Refer to Prevent Duty statement and Policy.

General safeguarding principles apply to keeping children safe from the risk of radicalization as set out in the relevant statutory guidance working together to safeguard children.

Physical intervention/positive handling

Please refer to Behaviour policy.

Anti bullying

Please refer to the Behaviour Policy.

Health and Safety – Visitors to the nursery setting will not be authorised to observe children's personal self-care, e.g. toileting and nappy changing.

Child Absence

It is our duty to follow up on absences in a timely manner. If a child is absent for a prolonged period of time, or if a child is absent without notification from the parent or carer, attempts will be made to contact the child's parents and/or carers and alternative emergency contacts. We will consider patterns and trends in a child's absences and their personal



circumstances and use our professional judgment when deciding if their absence should be considered as prolonged. Consideration must be given to the child's vulnerability, the parent's and/or carer's vulnerability, and their home life. Any concerns will be referred to local children's social care services and/or a police welfare check requested.

We have a Child Absence Procedure which is shared with parents and/or carers. This includes expectations for reporting child absences and the actions that the nursery will take if a child is absent without notification or for a prolonged period of time, for example: implementing the setting's safeguarding procedures, following up with the parents and/or carers and contacting emergency contacts if parents and/or carers are not contactable.

Linked Policies

- Whistle-Blowing Procedure for Staff
- Babysitting policy
- Visitor Policy
- Equal Opportunities Policy
- Child Absence Procedure
- Mobile Phone/Camera Policy
- Behaviour Policy
- Prevent Duty
- Nappy and Intimate Care Procedure
- Admissions Policy
- Lone Worker Policy

To be used in conjunction with the following Nursery Forms, Documents & Resources

- Child Protection Quiz; Incident Form;
- Application Form; Job Descriptions & Person Specifications; Interview Questions
- Cause for Concern Form, Incident Form;
- Visitor Book
- Annual declaration and staff suitability declaration forms
- Staff Handbook

To be reviewed in line with the following:



- Safeguarding Children – Guidance for all Childcare Providers (revised May 2011)
- <https://www.bhscp.org.uk>
- Working Together to Safeguard Children (March 2013)
- Safeguarding Vulnerable Groups Act 2006
- Prevent Duty Guidance 2023
- Keeping Children Safe in Education 2024

Front Door for Families	(01273) 290400 Telephone 01273 290400 during working hours (9am to 5pm, Monday to Thursday and 9.00am to 4.30pm on Fridays). Outside of our working hours please contact the Emergency Duty Service on 01273 335905 or 01273 335906.
Local Area Designated Officer	Kay Whitcroft can be contacted on the following mobile number 07584 217271 and office number 01273 290400
Sussex Police	01273 475432
Ofsted General helpline	0300 123 1231
NSPCC child protection helpline – 24-hour helpline for people worried about a child	0808 800 5000
Local Family Information Service	01273 293545



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