

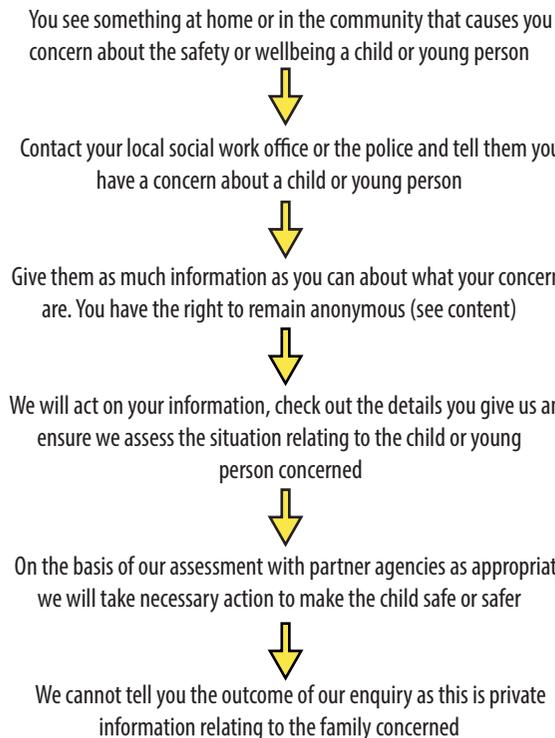
Help us stop child abuse or exploitation in your community

Worried about a child or young person in your community?

Information on how to tell us about your concerns

What will you do with the information I share?

This flow chart should help:



If we suspect that a child may have been abused or child exploitation we will:

- Take action using East Renfrewshire Child Protection Procedures supported by the National Guidance for Child Protection in Scotland 2014
- Note any concerns and share these with our partners across social work police and health as appropriate as part of our investigation.

We will always investigate your concerns.

Please contact us using the following numbers for further information, advice or reassurance:

SOCIAL WORK

Children & Families Team Barrhead	0141 577 8300
Children & Families Team Clarkston	0141 577 4000
Standby Social Work out of hours service	0800 811 505

POLICE

Non emergency	101
Emergency	999

For more information about child protection matters, please visit www.eastrenfrewshire.gov.uk/ercpc.



Information for members of the public - what to expect when you report a concern

East Renfrewshire Child Protection Committee is a multi agency partnership, that promotes action to deal with matters relating to the wellbeing and protection of children and young people.

This leaflet is designed by East Renfrewshire Child Protection Committee to offer advice to members of the public about child protection and what to expect when you report a concern.

What is child protection?

Child protection is a term used to help us identify and investigate any concerns we receive about a child or young person who may have been harmed or abused. This harm may be from a member of the public, someone online, someone they know or live with or another adult who is responsible for their care.

REMEMBER - Children and young people are at risk of abuse and exploitation both at home and in the community.

WE NEED YOUR HELP TO KEEP THEM SAFE!

We believe that:

- All children and young people have the right to feel safe and protected at all times and in all situations.
- Children and young people must also be protected from any situation or practice that may result in them being harmed, physically or emotionally.
- Child exploitation, harm and abuse can be stopped with your help.

Do I really need to report it?

Every adult has a responsibility to make sure children and young people are safe from abuse, neglect and exploitation. By reporting your concerns you are enabling us to stop inappropriate behaviour and provide support for the child or young person as quickly as we can.

What happens when I call?

We will always take you seriously and keep the information you share with us confidential. We will not let those concerned know that it was you that told us.

You have a right to remain anonymous and you can ask for this when you contact us with a concern.

In very few circumstances it may be important we have your details. This is because you may have witnessed something we need to speak to you about again.

The care and protection of the children and young people is our primary concern.

What information do I need to give you?

You need to tell us as much as you can. You may have an accumulation of concerns or witness something as a one-off in a child's home or in the community. In any situation the more information we have the better, this can include where possible:

1. Child or family Name
2. Date of Birth / Approx Age
3. School or Nursery Attended
4. Address of child/young person
5. Adults known to child
6. What you are worried about

A right to privacy

Families have a right to privacy and this means we cannot tell you the outcome of any action we take when responding to your concerns. We will however always take action and this may involve partners from other agencies, such as education, police or health.

Malicious callers

Only make a call when you are genuinely concerned about a child. We take malicious calls seriously as they take up time we could be using dealing with a child or young person who needs help.

