

If you have concerns about a child you must make sure we know about them. Please contact:

### A children's social care team

Contact the office nearest to where the child lives.

Bristol East/Central	Welsman	0117 903 6500
Bristol North	Ridingleaze	0117 903 8700
Bristol South	Broadwalk Hartcliffe	0117 903 1414 0117 353 2200

Emergency duty team  
(out of hours social workers) 01454 615165

Police – child abuse investigation team 0845 456 7000

NSPCC 24 hour help line 0808 800 5000

Email: [childprotection@bristol.gov.uk](mailto:childprotection@bristol.gov.uk)

In an emergency dial 999 or contact your local police station.



If you would like this information in a different format, for example braille, audiotape, large print or computer disk, or community languages, please contact 0117 903 7788



Children and Young People's Services

# Child protection

It's up to all of us to  
keep children safe

stay safe safe guarding is everybody's business  
it's up to all of us together we can prevent abuse  
it's in our hands



This leaflet is about protecting children and keeping them safe from harm and neglect. It explains how Children and Young People's Services works with parents and families and what is meant by abuse. There is a special section for those working with children.

**This leaflet's most important message is – if you are concerned about a child contact us.**

### Information for parents and carers

There isn't one right way to be a parent or carer. But all parents and carers have a duty to keep children safe and provide them with a secure and loving environment. This can be difficult at times. Help and advice is often needed from relatives, friends or other people.

If you're having difficulties caring for a child, Children and Young People's Services are always ready to talk. Despite what many people think, most of our time is spent giving advice and helping children stay with their own families.

We may contact you if other people are concerned about your child. In this situation you can help us, yourself and your child by being calm, open and honest. We'll explain how we work and what's involved. Our main interests are your child's safety and well-being, but we want to offer help whenever we can.

### What child protection aims to stop

Children from any background can be victims of abuse. This may include being harmed through neglect, physical injury, sexual or emotional abuse. It can ruin lives. Child protection is about stopping abuse and neglect. Everyone can help protect children.

### What to do if you're worried about a child

- Don't keep it to yourself
- Speak to a children's social care team, the police or someone in the health service
- You do not have to tell us your name when you call
- We've listed telephone numbers on the back page for you to call someone about your concerns.

### What happens then?

You'll be listened to and asked for more details. The more you can say, the more it will help. The child's social worker takes the lead in deciding what needs to be done to make sure the child involved is safe. We have to work quickly. This may mean talking to the child's teacher, health visitor or doctor. We may also talk to the police. All this helps us work out if further investigation or action is needed and whether or not there is cause for concern. We will let you know what happens as a result of your call.

### Information for people working with children

If you work with children you have a special part to play in child protection. As you see children regularly, you may notice any suspicious injuries or behaviour changes. Organisations working with children should have a child protection policy. This policy will explain what you have to do if there are concerns.

If there isn't a policy and you're not sure what to do, contact one of the social care teams listed in this leaflet. Organisations without a policy should contact us for advice. You can get further information and a model policy from the Children and Young People's Services web pages at [www.bristol.gov.uk/childprotection](http://www.bristol.gov.uk/childprotection) Look under "Do you work with children?".

Also on these web pages is the government's booklet "What to do if you are worried that a child is being abused". It's a helpful and detailed booklet written for people who work with children.

The booklet complements Bristol's child protection procedures – agreed with all organisations working with children in the city – which are also on the web site. You can access the internet at any of the city's public libraries.

Bristol Safeguarding Children's Board co-ordinates and leads work on child protection.

