

## Concerned about the welfare of a child?

Uned Plant a Theuluoedd

Children and Families Unit



### Are you concerned about the welfare of a child?

Sadly, some children get abused. This is something none of us wants to see happen. Abuse can take many forms. Somebody may abuse or neglect a child by harming them, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, people they know or, more rarely, by a stranger.

- Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating, or otherwise causing physical harm to a child.
- Emotional abuse may involve humiliation, telling a child that they are worthless or unloved, asking a child to do something that is not reasonable for their age, or causing children to feel frightened.
- Sexual abuse involves forcing or encouraging a child or young person to take part in inappropriate sexual activities. These activities may involve physical contact or children looking at pornographic material.
- Neglect is the persistent failure to meet a child's physical or psychological needs or both. This includes failing to provide enough food, warmth, education, medical attention, safety and stimulation.

### What should I do?

If you have any concerns about the wellbeing or safety of a child and you want to talk to someone, or ask someone to find out what is going on, you should contact us.

**If you think a child might be in danger, you should contact us as soon as you can – don't delay.**

During office hours (8.45am to 5.15pm), you should contact us on **01492 514871** and ask to speak to the **duty social worker**.

At all other times – through the night, at weekends and over bank holidays – you should contact the **out-of-hours duty social worker** on **01492 515777**.

If you prefer, rather than phone us, you can ring the police and the NSPCC.

### What happens when I contact you when I am concerned about a child?

If anyone – for example, a neighbour, a relative, a friend, a doctor, or a teacher – thinks that a child is being ill-treated, they can ask us to find out what is really happening. By law, we have to look into every case that we are told about (under section 47 of the Children Act 1989).

### What happens next?

The duty social worker will take some basic details from you about your concerns.

They will then put you in touch with a social worker who will discuss these concerns with you in more detail.

The social worker will then carry out an investigation following our child protection procedures. These procedures are agreed by our Area Child Protection Committee which represents all agencies involved with children.

### Do I have to give my name?

No, you do not have to give your name. Some people who ring us with concerns about the welfare of a child are worried about their identity being revealed to the child and their family. You do not have to give us your name but it helps us greatly if you do. If you want, we will make sure that we do not give your name to the child and their family.

### If you want to know more about the information in this leaflet contact:

Children and Families Unit  
Directorate of Social Care and Housing  
Civic Annex  
Abergele Road  
Colwyn Bay  
LL29 8AR  
Phone: 01492 514871

You can get this leaflet on audiotape, in Braille and in large print. If you want one of these, please phone 01492 574 065.

If you want any of our information in a language other than Welsh or English, we will try our best to get it translated for you.

You can get more information about this leaflet from:

Directorate of Social Care and Housing  
Builder Street  
Llandudno, LL30 1DA.

Phone: 01492 574 065

