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# Worried about a child?

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We have a duty to protect children and young people from harm caused by neglect or abuse.

This includes investigating any allegations that a child might be being neglected or abused, and if necessary take appropriate action to protect the child.

## Concerned about a child

Are you a:

## Member of the public

If you think the child is at immediate risk, please contact the police on 999 without delay.

If you are a member of the public and are worried about the welfare of a child, please ring 01253 477299.

The [NSPCC website](#) has advice about the signs, symptoms and effects of child abuse and neglect.

## Professional

If you think the child is at immediate risk, please contact the police on 999 without delay.

If there are immediate and/or significant safeguarding concerns for the welfare of a child that is not open to children's services, please ring the duty line on 01253 477299 and select option 1 to be directed through to the request for support hub duty line, prior to completing the form.

To refer a child who is not at risk of immediate harm but requires support from children's social care or early help please complete our [online referral form](#).

Information requests can also be made by using our online referral form.

The request for support hub is available Monday to Friday from 900am to 5.00pm (closing 4.30pm on Fridays). If you need to speak to someone outside of these times including bank holidays, please contact the emergency duty team (EDT) on 01253 477600.

If you wish to make contact in regards to a child open to children's services, then please call 01253 477299 and select option 2 to be transferred through to the allocated social worker or team.

## Concerns about an adult that works with children

If there are immediate safeguarding concerns to the child call 01253 477299 or out of hours 01253 477600.

If there are no immediate safeguarding concerns to the child inform senior management at the organisation where this person works.

Additional information

- NSPCC
- Childline
- Barnados

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