



# Concerned About a Child or Young Person?

## Do Not:

- *panic;*
- *interrupt them;*
- *ask closed, leading, probing or 'why?' type questions;*
- *make assumptions or negative comments;*
- *promise confidentiality;*
- *carry out any investigation whatsoever;*
- *approach the alleged abuser, or tell others who are likely to do this;*
- *keep the information to yourself, delay reporting it or think it's someone else's job.*

## Key Child Protection Contacts:

Perth and Kinross Child

Protection and Duty Team: **01738 476768 (24 hrs)**  
**childprotection@pkc.gov.uk**

Police (non- emergency): **101**

In an emergency: **999**

NHS 24: **111**

ChildLine: **0800 1111**

Crimestoppers Scotland: **0800 555 111**

## Remember

- *It is everyone's job to keep children and young people safe.*
- *If it looks, sounds or feels wrong then it probably is wrong.*
- *If you see something say something - **doing nothing is not an option.***
- *Do not assume someone else will do something about it.*
- *Share your worry or concern without delay.*
- *Follow your child protection procedures.*



*"Our children and young people will have the best start in life and Tayside will be the best place in Scotland to grow up"*

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## Protecting Children and Young People is Everyone's Job

All children (including unborn babies) and young people have the right to:

- **be cared for;**
- **be protected from harm, abuse, neglect and exploitation;**
- **grow up in a safe environment**, where their rights are respected and their wellbeing is met.

**Abuse is maltreatment of a child or young person** and can include **neglect, physical abuse, emotional abuse, sexual abuse** and **exploitation**.

Children and young people can also be harmed by domestic abuse; problematic parental alcohol/drug use; parental mental ill-health; parental learning disabilities; parental non-engagement or limited compliance with services/agencies; being hidden from contact with services/agencies; trafficking and exploitation, and by going missing.

Children and young people should get the help they need, when they need it, for as long as they need it. They should also get the right help, at the right time, from the right people. **The child or young person's welfare is always paramount.**

**If you are worried or concerned about a child or young person, consider:**

- *What is my worry or concern?*
- *What has actually happened?*
- *What have I seen?*
- *Does it look right?*
- *What have I heard?*
- *Does it sound right?*
- *What do I feel is unusual or different?*
- *Does it feel right?*

You have a duty of care to others, and should trust your intuition or gut feelings. Professional curiosity is vital, and you should be assertive, while exercising professional judgement and common sense. It is important to be aware of non-compliance or limited compliance. You have authority to question, challenge and raise concerns about children and young people. If it **looks, sounds** or **feels** wrong - then it probably **is** wrong.

## Doing Nothing is Not an Option!

**Do:**

- *ensure the child or young person is safe from any further harm/abuse;*
- *stay calm, regardless of what you are being told;*
- *reassure the child or young person they were right to tell you and that they are not to blame;*
- *listen to them carefully, believe them, take them seriously and show concern;*
- *clarify what they are telling you by asking limited open questions - Who? What? Where? When?;*
- *be honest - tell them **what** you have to do and **why** you have to do it;*
- *record what the child or young person said **in their own words**;*
- *act promptly and immediately share/report your worry or concern to your Line Manager, Supervisor or Designated Child Protection Officer.*