What to do when you have concerns about a child

You have a concern about a child

Is this a child protection issue? Do you suspect maltreatment?
Has the child experienced or likely to experience significant harm?

No – the child and family may still be in need of additional support. Consider,
• a referral to Children’s Social Care as a ‘child in need’ – use the joint referral form
• using a CAF

Not sure? Discuss with a senior practitioner, your practice manager, Safeguarding Lead or the CCG Safeguarding Team.
You can also discuss your concerns with Children’s Social Care. Ask for a “what if” conversation with the duty social worker.

YES

A referral must be made to Children’s Social Care. Delay should be avoided. Non urgent referrals can be made by using a ‘joint referral form’. Urgent referrals can be made by phone and followed up with the form.

Cambridgeshire Children’s Social Care 0345 045 5203
Peterborough Children’s Social Care 01733 864180 or 864170
Out of hours and weekends 01733 234724

NB: It is good practice to discuss your concerns with the parents at this stage unless there is a good reason for not doing so.

It is the responsibility of social care to acknowledge the receipt of your referral and decide on the next course of action within one working day. If you have not heard anything from social care it is your responsibility to chase this up. If you have a disagreement with another agency (e.g. Children’s Social Care), consider escalating your concerns. The CCG Safeguarding Team can help you with this if necessary.

The ‘joint referral form’ and contact details for the CCG Safeguarding Team (including Designated Doctor and Designated Nurse) are kept up to date on the CCG public website.

www.cambridgeshireandpeterboroughccg.nhs.uk/local-services/Safeguarding-children.htm