

BRIEFING NOTE

NHSGGC – Child Protection Unit

Child Protection Requests for Information/ Referrals to West of Scotland Standby Service from Health professionals within Greater Glasgow and Clyde Health Board

The following new dedicated telephone line should be used by staff from Greater Glasgow and Clyde Health Board out of hours. It is expected that this line will be used by staff who have a concern that a child may be at potential risk of abuse or neglect and/or to glean full appropriate information to enable an immediate risk assessment (e.g. if a concern is raised when a child or young person presents to emergency depts or minor injury units)

It is important that this new dedicated line for Health staff is readily available to all key Health staff but that it is not viewable in public areas

0141-305-6706

It should be noted that Medical Staff attempting to utilise the public number for Social Work Standby Service (0800 811 505) will not be prioritised. This number is intended exclusively for use by members of the public.

It should also be noted that the current dedicated line used by Mental Health staff within Greater Glasgow and Clyde Health Board is NOT replaced by the above number and will remain accessible directly as before.

When a call is made to standby, please provide your identity and a call-back number. You should make it clear that you are seeking information regarding any potential risk/child protection issue. The Standby Service will check their CPR, their Service User Database, and their respective user-council Social Work System to ascertain

relevant information. The information will be provided to approved Health Staff on a call-back basis for security purposes.

Where the level of concern is sufficient to warrant use of Child Protection Procedures, the Standby Team Leader will consult with the Police. Agreement would be reached on how the investigation should proceed. This may take the form of qualified Social Workers undertaking the initial stages of the investigation and thereafter collaborating with the Police, or a Joint Investigation by the Police and Social Work.

It is expected that calls on this dedicated number will be answered promptly. Exceptionally, should this line be engaged, it is anticipated that it will clear within several minutes.

The effectiveness of this service will be reviewed over the next 3 months. Any difficulties with this arrangement should be passed to Mr. J Lativy, Standby Service Manager, in the first instance (0141 305 6900 email jim.lativy@glasgow.gsx.gov.uk)

29th July 2008