

## **Helpful Contact Information for Parents over the holidays**

### **Help and advice for parents**

Call 999 if the child is in real danger now.

If you're worried about a child or young person or think they're being abused, even if you're unsure, call 01752 668000 or email [gateway@plymouth.gov.uk](mailto:gateway@plymouth.gov.uk) or outside of normal working hours call Plymouth Out of Hours Service on 01752 346984.

The Gateway service is made up of multi-agency professionals who can give you advice, information and support.

### **What to report**

Child abuse takes many forms including physical, sexual and emotional abuse, and neglect. Find out more about [child abuse and how to spot the signs](#).

When you get in touch with us we'll ask you some questions such as:

- the child's name and date of birth
- the address and contact details for the child's parent or carer
- why you think the child is at risk or is being abused

Please note you may not know these, but it is still important to report.

### **What happens once it's been reported?**

All agencies involved with the child, such as the police or the child's school, will work out together what support is needed to keep them safe.

Sometimes there's nothing to worry about and we don't need to do anything. Sometimes we need to put together a plan to make sure the child is kept safe.

Everyone involved will work hard with the family to keep the child at home, but if it's not safe for them to stay with their family then in some cases a child can be taken in to care to keep them safe.

### **NSPCC**

You can also contact the NSPCC if you want to talk to someone about your concerns and get advice. The NSPCC will listen, offer advice and support and can take the next steps if a child's in danger.

NSPCC telephone lines are open **Monday to Friday 8am – 10pm and 9am – 6pm at the weekend**. Call 0808 800 5000

You can contact online **24 hours a day, 365 days a year**.

<https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/report/>

You can email on [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

### **Plymouth Safeguarding Children's Board**

This website aims to provide you with important information about safeguarding plus help and advice on a whole host of topics that may support you and your family.

<http://www.plymouthscb.co.uk/parents-carers/>

### **Plymouth Online Directory**

<https://www.plymouthonlinedirectory.com/>

The Plymouth Online Directory (POD) a community-based directory with a focus on health, social and wellbeing services.

The website provides a wealth of information to signpost you to a range of services. There is a search function and directory with a network of resources and contact information to support you and your family

## **Livewell South West**

Tel: 01752 434008

Email: [livewell.schoolnursingreferral@nhs.net](mailto:livewell.schoolnursingreferral@nhs.net)

<https://www.livewellsouthwest.co.uk/childrens-services/schools>

Livewell Southwest wants children and young people in our community to get the best start in life. The school nursing team works with children, their parents and professionals to ensure young people's health needs are met and supported – at home, at school and in the wider community.

Registered nurses and health workers offer confidential advice and support on a range of physical and emotional health issues, including:

- Bedwetting and constipation
- Managing challenging behaviours
- Bullying
- Drug and alcohol use
- Emotional wellbeing
- Growth
- Healthy diet and lifestyle
- Hearing concerns
- Online safety
- Safely managing and treating school children with long-term health conditions, such as allergies and epilepsy
- Sexual health
- Smoking

If you are worried about any aspect of your child's development, please get in touch. They accept referrals from parents, carers, professionals and the young person concerned.

### **Barnardo's – See, hear, respond**

See Hear Respond is a service provided across England by Barnardo's and a group of national and local community-based organisations in response to Covid-19.

They will speak to parents and carers, directly over the phone; to listen, understand your situation and make a plan with you about how they can help.

Call **0800 157 7015** to speak to one of our Barnardo's project workers

We operate between Monday – Friday 9am – 9pm and Saturday and Sunday 10am – 6pm

### **Educational Welfare Officers**

Educational Welfare Officers work closely with schools, children and families to encourage and support good

attendance at school. They also offer support in matters of safeguarding and child welfare.

### **Contacts details**

Ballard House  
26 West Hoe Road  
Plymouth  
PL1 3BJ

01752 307405

Send an email to: [IAWS@plymouth.gov.uk](mailto:IAWS@plymouth.gov.uk)

<https://www.plymouth.gov.uk/schoolsandeducation/behaviourandwelfare/schoolattendance>