

Safeguarding children and young people in partnership with parents and families

Information for parents/carers and young people

This leaflet can be made available in other formats including large print, CD and Braille and in languages other than English, upon request.

How can we work in partnership?

We will:

- be open and honest with you when concerns are raised about the safety or welfare of you and your child
- be fair and unbiased
- encourage families to co-operate to help keep children and young people safe.

Why do we need to safeguard children and young people?

North Tees and Hartlepool NHS Foundation Trust are committed to providing a high standard service for the health and well-being of every child and young person.

We believe all children and young people have a right to grow up in a safe environment.

What is our responsibility in safeguarding children?

The Children Act 1989¹ and 2004² places a duty on us as a Trust to safeguard and promote the welfare of children and protect them from significant harm.

If we have a concern about the safety of you or your child we will follow the Tees or County Durham Safeguarding Children Board's Child Protection Policies and Procedures.

In the best interest of children or a young person we always try to work in partnership with parents and to offer help and support at this very worrying and stressful time. We advise you to co-operate with the agencies involved in the best interest of you or your child.

What will happen if we have a concern?

The medical and nursing staff will discuss their concerns with you, unless they believe this would affect the safety of you or your child. The medical staff will discuss any medical investigations needed and ask for your consent, or your child's, if they are old enough.

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In line with the child protection policies and procedures a referral will be made to Children's Social Care Services as they have a legal duty to investigate child protection concerns.

We have a duty to share information about you or your child with other agencies involved in any investigation, for example, social services and the police.

The social worker involved will tell you about the child protection process and any decisions made about you or your child's safety.³

What rights does my child have?

Your child has a right to:

- be heard
- have their views and feelings considered
- appropriate confidentiality
- be protected and supported
- be kept involved and informed, according to their age and understanding
- ask for explanations and how to complain
- consent or refuse consent for medical examination if they fully understand what is involved
- have an interpreter if needed.⁴

What rights do I have as a parent or carer?

You have a right to:

- be heard
- be kept informed and involved
- ask for explanations and appropriate confidentiality
- ask for explanations and how to complain
- have an interpreter if needed.⁵

Who do I speak to if I need further information?

If you need more information about the medical care and investigations, please ask to speak to the consultant in charge of you or your child's care.

The hospital switchboard number telephone number is: 01642 617617.

If you need more information or wish to discuss any other issues related to the safeguarding process, please ask your social worker or ask the nursing staff to contact the Named Nurse Safeguarding Children for advice.

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Further information is available from:

The safeguarding children boards are the key statutory mechanism for agreeing how organisations will co-operate to safeguard and promote the welfare of children in the Trust area.

Stockton Safeguarding Children Board

<https://www.stockton.gov.uk/children-and-young-people/stockton-on-tees-local-safeguarding-children-board-slscb/>

Hartlepool Safeguarding Children Board

<http://www.lscbhartlepool.org/>

County Durham Safeguarding Children Board

http://www.durhamlscb.org.uk/categories/parents_carers

NSPCC is a national charity which helps end cruelty to children in the UK in a range of different ways. The NSPCC also provides advice for parents about keeping children safe.

Helpline: 0808 800 500

NSPCC website: www.nspcc.org.uk

Family lives is a national charity providing help and support in all aspects of family life.

Freephone: 080 800 2222

Website: www.familylives.org.uk

Barnardo's North East offers help and support when a child or young person's future is under threat from homelessness, drugs, sexual abuse, disability, unemployment, prejudice, emotional problems. They help children turn their lives around.

Website: www.barnardos.org.uk

References

1. Children Act 1989 London HMSO
<http://www.legislation.gov.uk/ukpga/1989/41/contents>
2. Children Act 2004 London HMSO
<http://www.legislation.gov.uk/ukpga/2004/31/contents>
3. Working Together to safeguard children (2015)
<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>
4. The United Nations Convention on the Rights of the Child (UNCRC) 1991
http://www.childrenscommissioner.gov.uk/sites/default/files/publications/GUIDE_Young_peoples_Guide_to_the_UNCRC.pdf
5. Tees Local safeguarding children procedures <http://www.teescpp.org.uk/>

Safeguarding children and young people in partnership with parents and families

This leaflet has been produced in partnership with patients and carers. All patient leaflets are regularly reviewed, and any suggestions you have as to how it may be improved are extremely valuable. Please write to the Quality Assurance Team, University Hospital of North Tees or email: patientinformation@nth.nhs.uk

Comments, Concerns, Compliments or Complaints

We are continually trying to improve the services we provide.

We want to know what we're doing well or if there's anything which we can improve, that's why the Patient Experience Team is here to help.

Our Patient Experience Team is here to try to resolve your concerns as quickly as possible. If you would like to contact or request a copy of our PET leaflet, please contact:

telephone: 01642 624719

Monday – Friday, 9.00 am – 4.00 pm

Messages can be left on the answering machine and will be picked up throughout the day.

freephone: 0800 092 0084

Mobile: (can use text): 0779 506 1883

Email: patientexperience@nth.nhs.uk

Out of hours if you wish to speak to a senior member of Trust staff, please contact the hospital switchboard who will bleep the appropriate person.

telephone: 01642 617617

24 hours a day, 7 days a week

The Patient Experience Team is available to discuss your concerns in person Monday – Friday, 1.30 pm – 4.30 pm. The office is based on the ground floor at the University Hospital of North Tees.

Data Protection and use of patient information

The Trust has developed a Data Protection Policy in accordance with the Data Protection Act 1988 and the Freedom of Information Act 2000. All of our staff respect this policy and confidentiality is adhered to at all times. If you require further information please contact the Information Governance Team.

telephone: 01642 833551 or email: information.governance@nth.nhs.uk

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