



What will happen?

Visit: A social worker, sometimes with a police officer, will visit you and your child/ren.



Consent: They will ask for your consent to talk to other professionals who know you and your child/ren. Sometimes this consent can be overruled if the concern is very serious.



Discussion: They will share the information with you about any concerns. You can have a friend, interpreter or advocate with you during this discussion if you wish.

- ✓ You should be treated with respect and told your rights.
- ✓ Your information will be kept confidential unless it is essential that it is shared to help protect your child.



Decision: Once these enquiries are completed, a decision will be made about what happens next. This can include:

- ▶ No further action.
- ▶ Other agencies can be asked to offer you and your child/ren help.
- ▶ A child protection plan can be considered (separate information is available).

If you would like this information in large print, Braille, on tape or in another language please contact us on:

Tel: 03456 009 009

Minicom: 020 8541 9698

SMS: 07527 182861

Fax: 020 8541 9575

Email: contact.centre@surreycc.gov.uk

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi na telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالوصول على هذه الوثيقة في طباعة كبيرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المذكورة أعلاه.

Si desea este documento impreso en letra grande, en cassette o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

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凡欲索取大字的印刷本、錄音帶或另一語言版本，請與以上任一電話號碼，與我們聯絡。

Contact us

If you need any more information, or would like to further discuss the issues in this leaflet, please contact:

Tel: 01372 833330

Email: SSCB@surreycc.gov.uk

Child Protection Enquiries

Information for families



Why are enquires about child protection being made about my child/ren?

A concern for your child/ren has been raised with Surrey Children's Services and as a result the council has a legal duty to consider and identify services to assist and address any difficulties (section 47 Children Act 1989).

Other agencies who may be able to give you further information:

Children's legal centre
0120 6873820

Family Rights Group
0800 7311693

Your local Citizens Advice Bureau

Can my child/ren be taken away?

- Removal of your child/ren would only happen if the professionals involved felt that the child/ren were at immediate risk of harm.
- Surrey Children's Services has a legal duty to protect your child/ren and can apply to the court for an order. However, you would usually be involved in the court application.
- The police can remove a child/ren for up to 72 hours under a police protection order.

Why does the social worker want to talk to my child/ren?

- It is important that your child/ren have the opportunity to say what they think about the concerns and what they want to happen.

Will my child/ren have a medical examination?

- Your child/ren may need to have a medical examination, but this would be discussed with you first.
- The doctor will be a qualified paediatrician.
- You will be asked to attend the examination with your child/ren unless the concerns about your child/ren are so high it's not in their best interest.
- If you refuse and the matter is serious enough a court can be asked to make a decision about a medical examination.

If you wish to make a complaint

Please contact the Families Customer Relations Team

Email: families.feedback@surreycc.gov.uk
Freephone: 08000 562 132
(not free from mobiles)

Surrey County Council

Quadrant Court, 35 Guildford Road,
Woking, Surrey GU22 7QQ