



# Public Protection Service



## Guidance for Staff

### Raising a Child Protection Notification of Concern

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<b>Date Approved</b>	19 <sup>th</sup> December 2024
<b>Date for Review</b>	19 <sup>th</sup> December 2025
<b>Replaces previous version (if applicable)</b>	Replaces March 2023 version

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## Version History

Version No	Date	Comments/ Pages Amended	Amended by
1	October 2006	Review/ Update	
1.1	24/10/2017	Review/ Update	Wendy Mitchell
1.2	24/10/2019	Review/ Update	Wendy Mitchell
1.3	30/03/2023	Review/ Update: to reflect refreshed National Guidance for Child Protection	Louise Langfield
1.4	19/12/2024	Review/Update: to reflect the voice of the child in line with UNCRC incorporation; timeframe for NOC submission moved to 24 hours to align with AP1 guidance; inclusion of submission of supporting documents; additional Interagency Referral Discussion section.	Louise Langfield

## 1. Introduction

NHS Greater Glasgow and Clyde (NHSGGC) recognises the key role health staff have in identifying unborn babies, children and young people who are experiencing, or are likely to experience harm. This guidance is to promote staff awareness of their responsibilities within Child Protection and ensure they collaborate with statutory agencies.

NHSGGC's approach to protecting children and child protection is based on a commitment to fully implement the United Nations Convention on Rights of the Child (UNCRC). It reflects the national child protection legislation and guidance (National Guidance for Child Protection 2021, updated 2023)<sup>1</sup> and implements the Getting It Right for Every child (GIRFEC) principles<sup>2</sup>. Central to GIRFEC is the National Practice Model which assesses needs, defines risk and emphasises the need for all agencies to collaborate in assessing and analysing family circumstances together (Care Inspectorate 2010).

## 2. Scope

This guidance applies to all employees and contracted staff within NHSGGC.

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### 3. Who is a Child

This guidance relates to all unborn babies, children and young people up to the age of 18 years, in line with the Scottish Government's National guidance for Child Protection 2021 (updated 2023)<sup>3</sup>.

### 4. Purpose

- To ensure staff are aware of their responsibilities in raising a Notification of Concern (NOC) if they suspect an unborn baby, child or young person may be at risk from abuse, neglect, exploitation or violence. National guidance for Child Protection 2021 (updated 2023)<sup>2</sup>.
- To outline required actions if a child or young person is in immediate danger.
- To detail the process for raising a NOC.

### 5. Equality and Diversity

This policy reflects NHSGGC's commitment to promoting equality and diversity. We are committed to developing and promoting policies and procedures to meet individual needs in a positive and supportive way. All procedures are implicit of people's rights to not be discriminated against regardless of race, gender, ability, needs, sexual orientation, age or religion.

### 6. Scope

NHSGGC staff have a duty and professional responsibility to follow the NOC process where they have identified Child Protection concerns and where there is a risk of harm.

**Where a member of staff is concerned about a child, even if the child is not their patient, they must act promptly on those concerns.**

Child Protection concerns may be the result of:

- A Specific incident observed (Child or Parent/ Carer)
- A disclosure made by the child or parent/ carer
- Certain behaviours of the parent/ carer which may place their child at risk of harm.
- Or may be the result of a culmination of concerns over a period of time.
- Concerns may also be in relation to an unborn child

Any member of staff who is unclear if their identified concern requires submission of a NOC should contact the Public Protection Service for advice. NHSGGC staff do not require agreement from Social Work or Police to submit a NOC.

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Social Work Services (SWS), together with Police Scotland (PS), have statutory responsibility for investigating Child Protection concerns and will be the first point of contact when a NOC is raised.

## 7. NHSGGC Process for Raising a NOC

- When a NOC is raised the person doing so should inform the SWS in the area where the patient resides and/or Police Scotland initially by telephone (if possible) clearly stating they are raising a Child Protection concern (Appendix 1 – SWS telephone numbers, including out of hours contacts).
- If a child or young person is in immediate danger staff should contact Police Scotland on 999.
- A NOC form **must be completed** and submitted **within 24 hours** following the initial telephone call. Support, if required, can be sought from their Line Manager and/or the Public Protection Service on 0141 451 6605.
- The NOC must provide sufficient detail to clearly outline the concern. This information will support the decision making and inform next steps. Staff should provide relevant and proportionate information about the child and family members known to them in relation to the concern being raised. Where a child or young person has made a disclosure this should include the concern in their own words where possible and reflect the voice of the child/young person.
- Accessible health records should be reviewed for relevant information that may assist in placing a concern in context. Where information is not known this **should not** prevent or delay the NOC being submitted. Staff should attach any additional supporting paperwork, for example a child's or a pregnant women's chronology, GIRFEC National Practice Model Assessment. This has specific relevance for staff who hold a caseload i.e. Health Visitors, Family Nurses, School Nurses, Midwives and CAMHs practitioners however, this **should not** delay submitting a NOC form.
- The NOC form is available electronically via Clinical Portal, EMIS, SCI gateway, Badgernet and an electronic word document via Staffnet on the Public Protection sharepoint page.
- Concerns and actions should be documented at the earliest opportunity within the child/young person's health record, maternal records and within the chronology of significant events.
- Upon completion of a NOC form please :-
  - Retain one copy in the child's record, i.e. on Clinical Portal and/or EMIS.
  - Email a copy to SWS in the area the patient is a resident (**Appendix 2**)

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- Notify PPS Administration Team – either by email ([ggc.cpadmin@nhs.scot](mailto:ggc.cpadmin@nhs.scot)), via task for EMIS users (“CPS Admin”) or be telephoning: 0141 451 6605 and providing CHI number.
- Staff should advise families that a NOC is being submitted and the reason for their concern. Only in exceptional circumstances would a family not be informed of a NOC being raised. Examples of this may be; if staff felt at personal risk, if it placed the child/young person at increased risk or where domestic abuse is a factor, which may place the non-abusive parent/carers at further risk from the partner or ex-partner abusing them.
- When raising a NOC, if the referring member of staff disagrees with the decisions made following submission then they should communicate further with the relevant social work professionals to understand their rationale and perspective, at which point the practitioner is encouraged to seek support and advice from the Public Protection Service using the advice line. Should the member of staff continue to disagree once their discussion has taken place they should formally lodge dissent in writing. Following a dissent being lodged, staff should seek advice from their line manager and the Public Protection Service. The outcome of this conversation will be assessed on a case by case basis.
- Children and Families Social Work have a responsibility to inform the person submitting the NOC of the outcome within 5 working days, however, in the event that feedback is not received staff should also ensure they follow this up to ensure they have received feedback and are aware of the outcome. This should be clearly documented as appropriate and within available chronologies.

## 8. NHSGGC Process for Raising a NOC

An Inter-agency Referral Discussion (IRD) is the start of the formal process of information sharing, assessment, analysis and decision-making following reported concern about abuse or neglect of a child or young person up to the age of 18 years, in relation to familial and non-familial concerns, and of any brothers/sisters or other children within the same context. This includes an unborn baby that may be exposed to current or future risk.

The decision to convene an IRD can be made either by Police, Social Work or Health, in NHSGGC the Public Protection Service are the designated decision makers. Following the submission of a NOC if staff are advised following review by Police and/or Social Work that an IRD is not required and they are not in agreement with that decision advice and support should be sought from the NHSGGC Public Protection Service.

All NOC's which may include significant harm must lead to the consideration of an Interagency Referral Discussion (IRD). An Interagency Referral Discussion (IRD) will be undertaken by Social Work, Police Scotland, NHSGGC Public Protection Service, and where appropriate Education, to share relevant information and make decisions in

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relation to the requirements for a Child Protection and/or Police investigation and consider if a medical assessment/ examination is required.

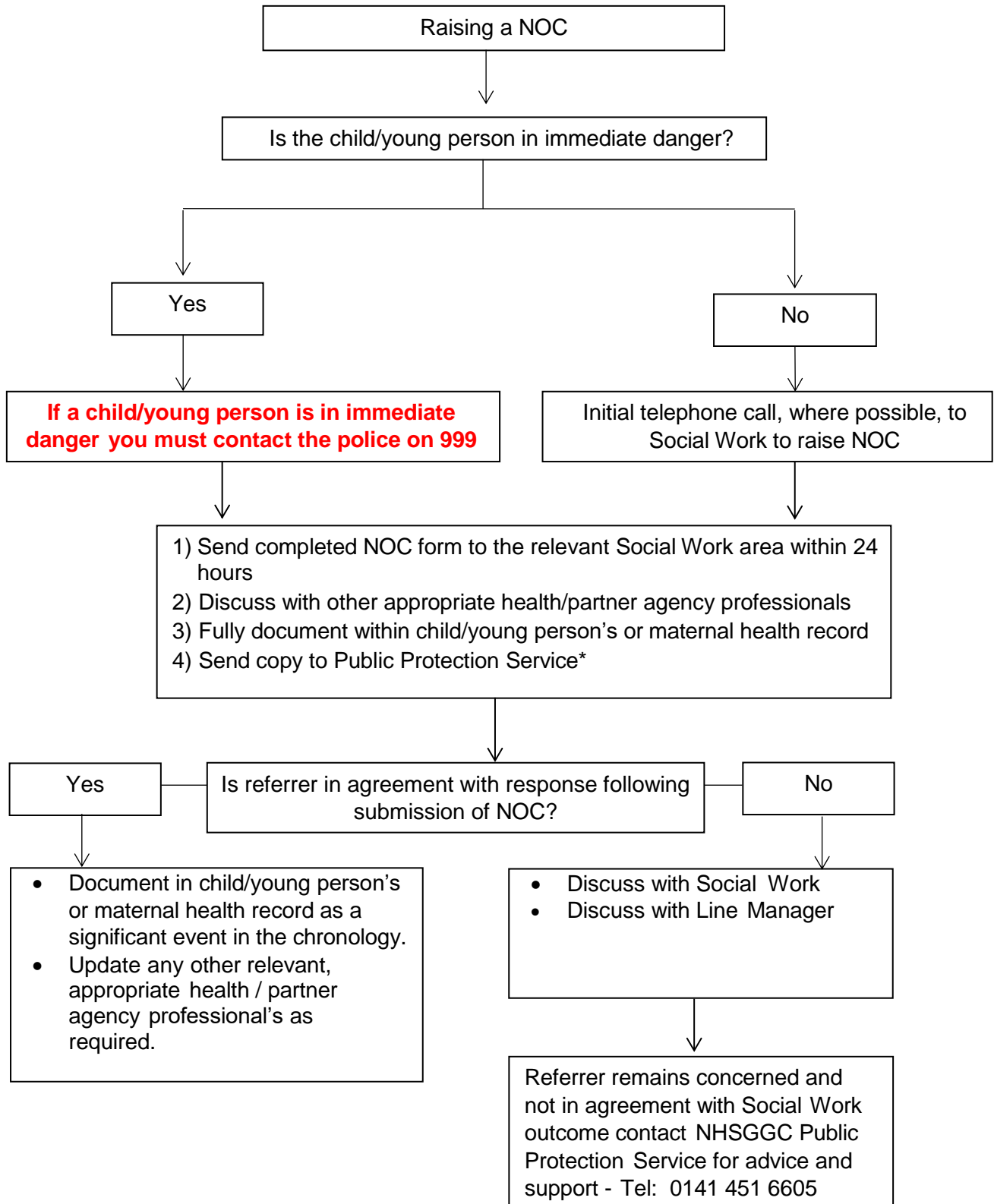
The decision to proceed to a Child Protection investigation and whether the threshold has been met is a multiagency decision and requires agreement at IRD. It is important that all staff have an understanding of local multiagency IRD guidance.

**NHSGGC Public Protection Service Advice Line:**

**Tel: 0141 451 6605      Working hours: Monday – Friday: 09:00-17:00**

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## **Raising a Notification of Concern (NOC)**



\* Either by Email [ggc.CPadmin@nhs.scot](mailto:ggc.CPadmin@nhs.scot) Via Task for EMIS users ("CPS Admin") or by telephoning: 0141 451 6605 providing the CHI number.

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## **Appendix 1**

### **Social Work Area Teams Numbers: Typically Social Work Offices are open:-**

- Monday to Thursday inclusive: 8.45 am - 4.45 pm
- Friday: 8.45 am - 3.55pm

***Out with these times staff should contact Glasgow and Partners Emergency Social Work Service (Standby) on 0300-343-1505***

<b>Glasgow City</b>	0141 287 0555
Glasgow Social Care Direct	

<b>Renfrewshire</b>	0300 300 1199
Paisley	
Johnstone	
Renfrew	

<b>East Renfrewshire</b>	0141 577 8300
Clarkston	
Barrhead	

<b>East Dunbartonshire</b>	0141 777 3000
Kirkintilloch	

<b>West Dunbartonshire</b>	
Clydebank	0141 562 8800
Dumbarton/Alexandria	01389 608080

<b>Inverclyde</b>	
Greenock	01475 715365
Port Glasgow	01475 715270

<b>North Lanarkshire</b>	
Airdrie	01236 757000
Bellshill	01698 346666
Coatbridge	01236 622100
Cumbernauld	01236 638700
Motherwell	01698348100
Wishaw	01698 348200
OOH	0800 1214114

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<b>South Lanarkshire</b>	03031231008
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<b>Ayrshire East OOH</b>	0800 121 4114
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## **Appendix 2**

### **Secure email addresses for Children and Families Teams to be used to email Child Protection Notification of Concern Forms**

<b>Glasgow City</b>	<a href="mailto:scdchildrenandfamilies@glasgow.gov.uk">scdchildrenandfamilies@glasgow.gov.uk</a>
<b>Vale of Leven/Dumbarton</b>	<a href="mailto:dumbarton.valeduty@west-dunbarton.gov.uk">dumbarton.valeduty@west-dunbarton.gov.uk</a>
<b>Clydebank</b>	<a href="mailto:clydebank.duty@west-dunbarton.gov.uk">clydebank.duty@west-dunbarton.gov.uk</a>
<b>Renfrewshire</b>	<a href="mailto:childrenandfamilies@renfrewshire.gov.uk">childrenandfamilies@renfrewshire.gov.uk</a>
<b>East Dunbartonshire</b>	<a href="mailto:childcarestandby.referrals@eastdunbarton.gov.uk">childcarestandby.referrals@eastdunbarton.gov.uk</a>
<b>East Renfrewshire – Barrhead Area</b>	<a href="mailto:barrheadadmin@eastrenfrewshire.gov.uk">barrheadadmin@eastrenfrewshire.gov.uk</a>
<b>East Renfrewshire – Clarkston Area</b>	<a href="mailto:Clarkston.admin@eastrenfrewshire.gov.uk">Clarkston.admin@eastrenfrewshire.gov.uk</a>
<b>Inverclyde</b>	<a href="mailto:Childcare.Operations@inverclyde.gov.uk">Childcare.Operations@inverclyde.gov.uk</a>
<b>Hospital Based Staff – QEUH/RHC and PRMH</b>	
<b>QEUH/RHC</b>	<a href="mailto:RHCHospital@glasgow.gov.uk">RHCHospital@glasgow.gov.uk</a>
<b>PRMH</b>	<a href="mailto:RHCHospital@glasgow.gov.uk">RHCHospital@glasgow.gov.uk</a>

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