

## What is child abuse?

Child abuse is any action by another person – adult or child – that causes significant harm to a child. It can be physical, sexual or emotional, but can just as often be about a lack of love, care and attention. We know that neglect, whatever form it takes, can be just as damaging to a child as physical abuse.

Abuse also includes Child Sexual Exploitation (CSE), Female Genital Mutilation (FGM) and cutting, bullying and cyber-bullying as well as extremist grooming leading to radicalisation. These days, abuse is increasingly happening online.

An abused child will often experience more than one type of abuse, as well as other difficulties in their lives. It often happens over a period of time, rather than being a one-off event.



## Who to contact?

**If you have a concern about a child or young person you must report it.**

**If there is immediate risk of harm to a child, call the Police on 999.**

PACT's Designated Safeguarding Officer can be contacted on:

Mobile: **07867 467489**

PACT's Deputy Designated Safeguarding Officers can be contacted on:

Mobile: **07717 833446**  
**07825 620461**

## For more information

Further information and advice is available from many sources online, including:

[www.nspcc.org.uk](http://www.nspcc.org.uk)

[www.childline.org.uk](http://www.childline.org.uk)



7 Southern Court, South Street, Reading, RG1 4QS.

Telephone: **0300 456 4800**

Email: [info@pactcharity.org](mailto:info@pactcharity.org) Web: [www.pactcharity.org](http://www.pactcharity.org)

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# Safeguarding

It's everyone's responsibility



Parents And Children Together

# What to do if...

## You are a child/young person and you have been hurt or harmed:

Talking about abuse is difficult. But it helps. Telling someone what's going on means you don't have to deal with it on your own. Most importantly, telling someone can stop the abuse. It also means you can start to live a life that's happier and safer.

1. In an emergency, call emergency services on 999.
2. Tell a trusted adult – your parent, your social worker, a teacher or other support worker.

**You can also call ChildLine on 0800 1111.**

## You have concerns about possible abuse (including complaints, concerns or allegations about a staff member or volunteer):

1. In an emergency, call emergency services on 999.
2. Consult your support worker/social worker as soon as possible (preferably the same day).



3. The worker will consult with the Designated Safeguarding Officer keeping his/her line manager informed.
4. A decision will be made whether to make a referral to social care or the police.
5. Keep a record of what happened, your concerns and your actions.
6. Only tell others who strictly need to know.

**Remember, it's better to raise possible concerns than not to, even if its only something you have not heard directly yourself.**

## A child, young person or adult discloses they have been abused:

1. Listen. Keep listening. Do not question or investigate (as this might prejudice a subsequent police/social services investigation).
2. Do not promise confidentiality; tell them we need to share this.
3. Assure them they are not to blame.

4. Tell them what you are going to do and that they will be told what happens.
5. Make careful notes of what is said, record dates, times, events and when you are told.
6. Report it to your social worker, support worker or manager or if you are unable to contact them, the Designated Safeguarding Officer (on the same day).

## An allegation is made against you, or there is concern about the quality of care you provide:

1. PACT is a registered social care agency and is committed to ensuring children are able to live free from fear and abuse. We must act on all concerns regarding children's safety and share information appropriately.
2. PACT has a duty to report actions that harm (or may harm) a child, pose a risk to their safety or where a criminal offence has been committed.
3. We will, wherever possible, inform you in advance of us making a referral to social care.
4. We will support you during any investigation.
5. We will also make independent support available to you.

