

Child Protection Duty Team

Information and advice leaflet



ChildProtection
Perth & Kinross



see beyond

**Getting it Right
in Perth and Kinross**

Helping children be the best they can be





Child Protection Duty Team

Child Protection is everyone's job and everyone's responsibility. Children and young people should get the help when they need it from parents, carers and families.

The Child Protection Duty Team provides a child wellbeing and protection social work service for children, young people and their families who reside within the Perth and Kinross local authority area.

Our service is provided Monday to Friday within office hours. The team provide advice, guidance and assistance to children, young people and their families, concerned members of the public and a range of statutory and voluntary organisations. This service is provided to anyone who has a query or concern regarding the welfare or protection of a child or young person who resides within the Perth and Kinross area.

The team is based at Almondbank House in North Muirton, Perth. The office has facilities for meeting and working directly with children and their families. The building is also where most of the video recording of the joint investigative interviews of children takes place.

What do we do?

- Keep the child at the centre of our work.
- Intervene at an early stage to prevent harm to children.
- Work in partnership across a range of services.
- Work to minimise the risks to children and young people including safety planning whilst further assessments take place.
- Ensure that children, young people and families will be listened to, respected and involved in decision making around them.
- Make sure that where safe to do so, children remain with their families.
- Complete assessments and plan with the child at the centre, include views of the child's wellbeing, environment and impact of parental issues and behaviours.





What kinds of support can we offer?

- Direct work with a child or young person.
- Parenting support/strategies.
- Signpost to services in relation to welfare rights and financial assistance.
- Refer to advocacy services/children's rights.
- Refer to other support services and organisations.
- Involve and support families when referrals are required to Child Protection Case Conferences and the Children's Reporter.

Children at risk of harm

Where there is a concern about a child or young person's safety, the law says that Social Work Services and other agencies must act to protect them. Social work and the police have a duty and a responsibility where it is believed that a child or young person may be at risk of harm or abuse and where a crime may have been committed. They work closely with health staff and other services/agencies to ensure that the child is safe and protected.

Statement of confidentiality

Children, young people and families often prefer to keep their worries or concerns private. We understand this and any personal information that you choose to share with us will be treated as confidential as far as possible. When concerns arise about the safety of individuals or if a child or young person is deemed to be at risk of harm, we may be required to share this information with other professionals. We will provide you with information and advice about information sharing, confidentiality and consent.



How to contact us

The Child Protection Duty Team is based at Almondbank House, Perth, PH1 3BD.

We can be contacted Monday to Friday during office hours on 01738 476768 or ChildProtection@pkc.gov.uk

After 5.00 pm this service is provided by our Out of Hours Service, which can be contacted by calling 01738 476768.

Complaints

If you feel that you or your child have not been treated fairly during our involvement, you have the right to make a complaint. You can make a complaint by:

- emailing customercomplaints@pkc.gov.uk
- telephoning the Customer Service Centre on 01738 475000;
- Writing to Customer Service Centre, Perth & Kinross Council, Pullar House, 35 Kinnoull Street, Perth, PH1 5GD.

Child Protection Duty Team (24 hours)

Tel 01738 476768

www.pkc.gov.uk/childprotection

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.



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