

## Safeguarding children and young people

### Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

### What the service offers

Northern Devon Healthcare NHS Trust has a Safeguarding Children and Young People Team who promote the safety and wellbeing of children who access our services.

Our telephone number is **01271 341533** and our services are available from Monday to Friday between 8:30am and 4:30pm.

All our staff understand that they have a duty and responsibility to safeguard children from harm and abuse and receive safeguarding children training.

If a staff member has concerns about the safety and wellbeing of a child, they will share their concerns with our safeguarding children team.

They may make an enquiry to the Multi-Agency Safeguarding Hub (MASH) team. MASH is a partnership between Devon County Council, social care, the NHS, the Police, probation services and education and youth services and all organisations work together to safeguard children.

A MASH enquiry can be made without parental permission if there is thought to be a risk to the child or to the person making the enquiry

### Where the service is provided

The service covers all eastern and northern Devon – all services provided by the Northern Devon Healthcare NHS Trust.

### How to make an enquiry to MASH

Any concerns about the safety and wellbeing of a child, then contact MASH on 0345 155 1071.

As a member of the public you do not need to give your own details – it is your choice.

If a child is in immediate danger, contact the Police dialing 999.

## Who's who

Patient/visitors will not meet the safeguarding children team. This leaflet is aimed at providing advice about what they should do should they have concerns of when a child is at risk.

## What concerns do the Safeguarding Children Team deal with?

The welfare of the child is paramount.

Children may be exposed to four types of abuse:

### 1. Physical abuse:

When a child is deliberately hurt, causing injuries such as cuts, bruises and broken bones. It can involve hitting, shaking, throwing, poisoning, burning, slapping or suffocating. Physical abuse can also be when a parent/carer fabricates or induces the symptoms of an illness in a child (NSPCC).

### 2. Sexual abuse:

Involves forcing or enticing a child to take part in sexual activities. It does not necessarily involve violence and the child may or may not be aware of what is happening. Sexual abuse includes grooming a child with the intention of sexually abusing them, all forms of penetrative and non-penetrative sex. Sexually exploiting a child in return for gifts, money or affection and making, looking at and distributing indecent images of a child (NSPCC).

### 3. Neglect:

Persistent failure to meet a child's basic physical and/or psychological needs resulting in serious damage to their health and development. Neglect may involve a parents/carers failure to provide adequate food, clothing and shelter, protect them from physical and emotional harm or danger, supervise the child properly and ensure they receive the appropriate medical care/treatment (NSPCC).

### 4. Emotional abuse:

Persistent and over time this can severely damage a child's emotional development. It can involve an adult deliberately trying to scare, humiliate or verbally abuse a child. Emotional abuse happens when a parent/child denies the child the love and care they need in order to be healthy and happy (NSPCC).

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Children and young people are also at risk of harm if they are exposed to child sexual exploitation or they witness domestic abuse.

Child sexual exploitation is a growing child protection issue across the UK. These must also be reported.

*'Working Together To Safeguard Children' (2013) HM Government* is statutory guidance in safeguarding children.

## If you are a child that needs help;

- Devon Safeguarding Children Board  
01392 386067  
[www.devonsafeguardingchildren.org](http://www.devonsafeguardingchildren.org)
- Devon County Council  
0845 155 1013  
[www.devon.gov.uk](http://www.devon.gov.uk)
- NSPCC  
0808 800 5000  
[www.nspcc.org.uk](http://www.nspcc.org.uk)
- Barnardos  
0808 800 5000  
[www.barnardos.org.uk](http://www.barnardos.org.uk)
- Childline  
0800 11 11

### **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at [www.careopinion.org.uk](http://www.careopinion.org.uk).

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