

SWIS

SOUTH WEST INTERVENTION SERVICES

Parents and Carers'

SAFEGUARDING GUIDE

WHAT IS SAFEGUARDING?

Safeguarding is about protecting children and young people from harm – at home, in the community, and online. As parents and careers, you play a vital role in ensuring their safety and wellbeing. Child protection means taking action when a child or young person is being hurt or is at risk of harm.

Advocates help children and young people speak up and be heard.

WHAT DO CHILREN AND YOUNG PEOPLE NEED?

- **To be listened to and understood.**
- **To feel safe and respected and trusted**
- **To be informed and involved in decisions.**
- **To get support and have someone to speak up for them.**
- **To be protected from harm and poor treatment.**

UNDERSTANDING ABUSE?

Abuse is when someone hurts a child or young person or fails to care for them properly. Types of abuse include:

- **Physical abuse: Hitting, kicking or physically harming.**
- **Emotional abuse: Bullying, ignoring, or making someone feel bad about themselves.**
- **Sexual abuse: Making a child or young person do sexual things they don't want to do.**
- **Neglect: Not providing basic needs like food, care, or attention.**
- **Exploitation: Forcing or tricking someone into doing things for others, including online.**

WHO CAN HELP?

If you're worried about a child or young person or if something has happened, you can contact:

- **Donna Greep (DSL): 07958 331507 | donna.greep@southwestinterventionservices.com**
- **Emily Coulson (DSL): 07398 843485 | emily.coulson@southwestinterventionservices.com**

Or speak to any SWIS staff member. They will listen and help you get the support you and your family.

WHAT HAPPENS WHEN YOU RAISE A CONCERN?

- **Staff will listen and take concerns seriously.**
- **No one will judge you or blame you.**
- **Staff will record what you say, using your own words.**
- **They'll explain what will happen next and who will help.**
- **If a child or young person in danger, staff may need to involve professionals (such as social workers or the police) to keep them safe.**

Sometimes decisions need to be made quickly to make ensure safety. We will always explain what is happening and why.

EXPECTATIONS OF ADULTS WHO HELP

- **We work together and learn from each other.**
- **We make sure there are enough people to help.**
- **We consider each child's unique needs.**
- **We include children and families in decisions and aim for the best outcome.**

OTHER IMPORTANT POINTS

Bullying: Is never okay. If your child is being bullied, tell an adult.

Staying Safe Online: Encourage your child to be careful about what they share. If something feels wrong, talk to a trusted adult.

Drugs & Alcohol: If your child is worried feels pressured, speak to a member of staff member.

Missing or Running Away: If your child goes missing or runs away, SWIS staff will work with you to understand why and help keep them safe.

Emotional Wellbeing: It's normal for children and young people feel sad, angry, or worried. Encourage them to talk someone you trust.

REMEMBER

- Every child has the right to feel safe and respected.
- If you're worried about anything, speak up—someone will listen and help.
- You're not alone. SWIS is here for you and your family.

USEFUL CONTACTS

- Childline: 0800 1111 | https://www.childline.org.uk/
- NSPCC: 0808 800 5000 | https://www.nspcc.org.uk/
- The Children's Commissioner: 0800 528 0731 | https://www.childrenscommissioner.gov.uk/help-at-hand/
- NHS Mental Health Services: 111 | https://111.nhs.uk/
- NYAS, The National Youth Advocacy Service: 0808 808 1001 | https://www.nyas.net/safetynet/
- Samaritans: 116 123 | jo@samaritans.org
- PACT (the Prison Advice and Care Trust): 0808 808 2003 | https://www.prisonersfamilies.org/

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