



Public Protection Service

Guidance for Staff

Raising a Child Protection Notification of Concern

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Replaces previous version (if applicable)	Replaces October 2019 Version

1. Introduction

NHS Greater Glasgow and Clyde (NHSGGC) recognises the key role health staff have in identifying children and young people who are suffering, or likely to suffer, significant 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 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) and implements the Getting it Right for Every Child (GIRFEC) principles. Central to GIRFEC is the National Practice Model which assesses needs, defines risk and emphasizes the need for all agencies to collaborate in assessing and analysing family circumstances together.

To ensure NHSGGC guidance complies with the National Guidance for Child Protection (Scottish Government 2021) the Shared Referral Form is now identified as a Notification of Concern (NOC) form.

2. Scope

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

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.

4. Purpose

- To ensure staff are aware of their responsibility in raising a NOC if they suspect a child or young person is experiencing, or is at risk of significant harm.
- To outline required actions if a child or young person is in imminent 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 not to be discriminated against regardless of race, gender, ability needs, sexual orientation, age or religion.

6. Roles and Responsibilities

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 behaviors of the parent/carer which may place their child at risk of harm; or may be the result of a culmination of minor concerns over a period of time. Concerns may also be in relation to an unborn child.

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 local SWS 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 48 hours following the initial telephone call where possible. Support, if required, can be sought from their Line Manager and/or the Public Protection Service (PPS 0141 451 6605).
- Staff should provide relevant and proportionate information about the child and family members known to them in relation to the concern being raised. Where information is not known, this should not prevent or delay the NOC being made.
- The [form](#) is available electronically via Clinical Portal, EMIS and an electronic word document via staff net on the Public Protection Service webpage, accessed via the Corporate Services tab. This is the preferred process for sharing information.
- Concerns and actions should be documented at the earliest opportunity within the child/young person's health record 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 Portal and/or EMIS.
 - Email a copy to SWS (**Appendix 2**).
 - Notify PPS Admin Team – either by Email (ggc.CPadmin@nhs.scot), via Task (for EMIS Users) or by telephoning: 0141 451 6605 (providing CHI number).

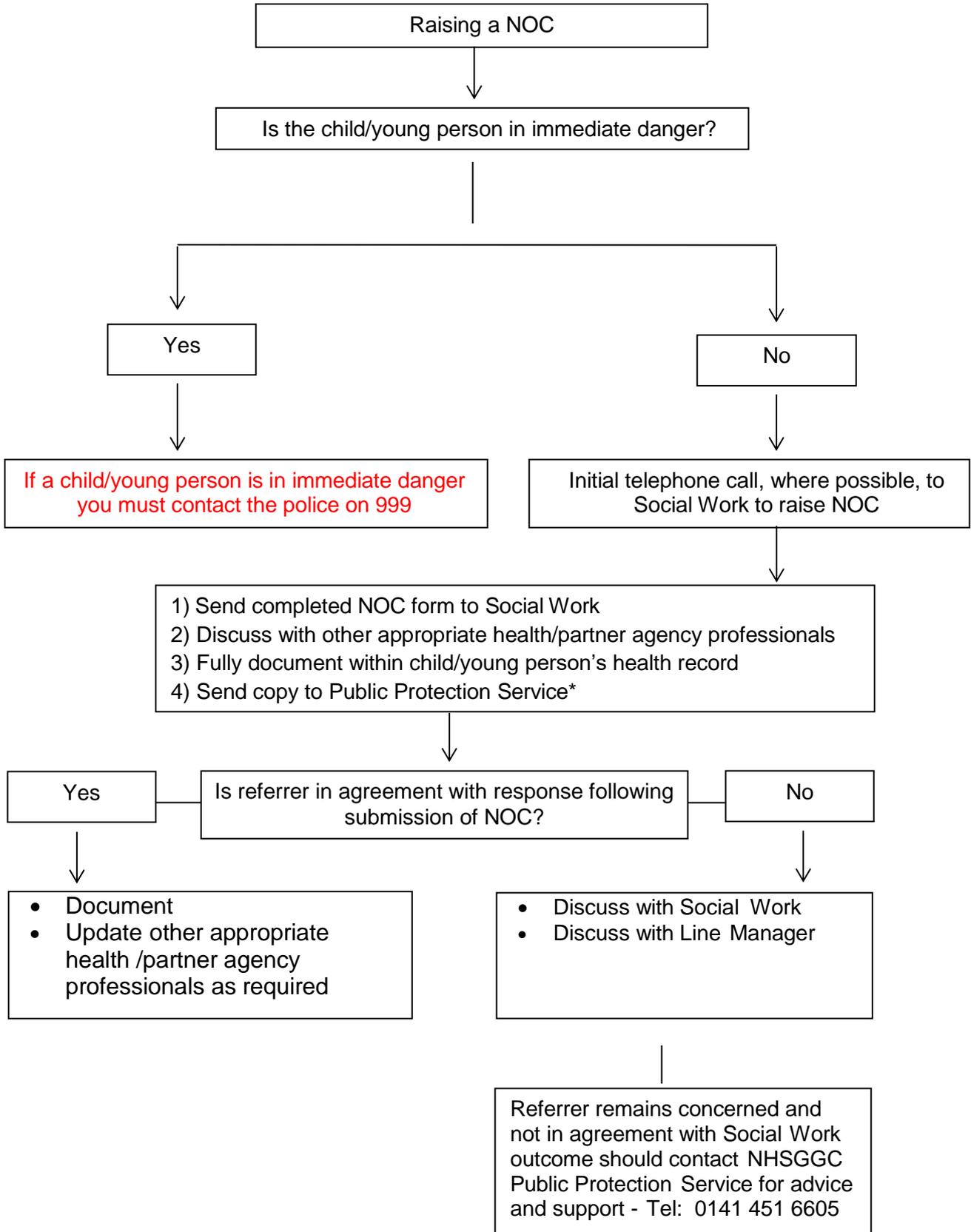
- Only in exceptional circumstances would a family not be informed of a NOC being raised, for example, if staff felt at personal risk, or by doing so placed the child/young person at additional risk.
- When raising a NOC, if the referring practitioner disagrees with the decisions made following submission 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 advice line, should the practitioner continue to disagree once this discussion has taken place they should formally lodge dissent. Following a dissent being lodged practitioners should seek advice from their line manager and the Public Protection Service.
- Children and Families Social Work have a responsibility to inform the Person submitting the NOC of the outcome, however, in the event that feedback is not received practitioners 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.

Following initial screening of the NOC received an Interagency Referral Discussion (IRD) may be undertaken by Social Work, Police Scotland and NHSGGC Public Protection Service to share relevant information and make decisions in relation to the requirements for a Child Protection and/or Police investigation and consider if a medical assessment/examination is required.

Advice and support is available from NHSGGC Public Protection Service:

Tel: 0141 451 6605 Monday-Friday: 09.00-17:00

Raising a Notification of Concern (NOC)



* Either by Email ggc.CPadmin@nhs.scot Via Task (for EMIS Users) or by telephoning: 0141 451 6605 (providing CHI number).

References:

Scottish Government (2021). National Guidance for Child Protection in Scotland. Available online: [National guidance for child protection in Scotland 2021 - gov.scot \(www.gov.scot\)](https://www.gov.scot/publications/national-guidance-for-child-protection-in-scotland-2021/pages/1-1-introduction.aspx) Accessed 1st March 2023.

Appendix 1

Social Work Area Teams Numbers: Typically SW 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

Glasgow City	0141 287 0555
Glasgow Social Care Direct	

Renfrewshire	0300 300 1199
Paisley	
Johnstone	
Renfrew	

East Renfrewshire	0141 577 8300
Clarkston	
Barrhead	

East Dunbartonshire	0141 777 3000
Kirkintilloch	

West Dunbartonshire	
Clydebank	0141 562 8800
Dumbarton/Alexandria	01389 608080

Inverclyde	
Greenock	01475 715365
Port Glasgow	01475 715270

Appendix 2

Secure email addresses for Children and Families teams to be used for email of child protection notification of concern forms

Glasgow City	scdchildrenandfamilies@glasgow.gov.uk
Vale of Leven/Dumbarton	dumbarton.valeduty@west-dunbarton.gov.uk
Clydebank	clydebank.duty@west-dunbarton.gov.uk
Renfrewshire	childrenandfamilies@renfrewshire.gov.uk
East Dun	childcarestandby.referrals@eastdunbarton.gov.uk
East Renfrewshire – Barrhead area	barrheadadmin@eastrenfrewshire.gov.uk
East Renfrewshire – Clarkston area	Clarkston.admin@eastrenfrewshire.gov.uk
Inverclyde	Childcare.Operations@inverclyde.gov.uk
Hospital Based Staff – QEUH/RHC and PRMH	
QEUH/RHC	RHCHospital@glasgow.gov.uk
PRMH	RHCHospital@glasgow.gov.uk