

# INFORMATION FOR CHILD PROTECTION PROFESSIONALS IN NORTHERN IRELAND

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About the NSPCC's helpline  
and Childline services and  
how we can work with you



Keeping People Safe



# WHAT THE NSPCC DOES

Abuse ruins childhood, but it can be prevented. That's why we're here. We protect children by supporting families, and we find the best ways of preventing abuse from ever happening.

## We're all working together to help safeguard children

This leaflet has been prepared for professionals who work with children in a range of safeguarding settings to provide information on NSPCC helpline services. We have two helplines that are based in Northern Ireland and both operate a free, 24/7 telephone and online service. **Childline** is a service for children who want to speak to us, whatever their worry, whenever they need help. Whereas the **NSPCC helpline** is a place where parents, professionals and the public can seek advice and share concerns about the welfare of a child. We also run dedicated helplines on issues relating to Child Sexual Exploitation (CSE) and Female Genital Mutilation (FGM).

We encourage you to provide information on Childline and the NSPCC helpline services as a source of help to children and adults, as part of your work with families or as an element of child protection plans or other safeguarding matters. When we receive reports about a child we work with the police and/or the Health & Social Care Gateway services to reduce further risk to the child. In an emergency, we would encourage the community to contact the police directly. However, if this is not possible, contact the NSPCC helpline or Childline to prevent the situation deteriorating.



**Each of us has a responsibility to keep childhood free from abuse**



### **NSPCC Helpline**

0808 800 5000

Text 88858

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

[help@nspcc.org.uk](mailto:help@nspcc.org.uk)

### **Childline**

0800 1111

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



## NSPCC helpline

The NSPCC helpline plays a crucial role in identifying children at risk by giving adults who are worried about a child a place that they can contact to seek advice and share their concerns, anonymously if they wish. It's staffed by professional practitioners with backgrounds in jobs like teaching, healthcare and social work, who know how to spot the signs of abuse and what to do to help.

Professionals such as teachers, doctors and social workers contact us for many reasons. While Health and Social Care Gateway services are the first point of contact where there are clear child protection concerns, professionals may seek information, guidance or reassurance where they have concerns about a child's behaviour, or about the behaviour of an adult or carer. We provide a referral service to police and social services where any child protection concerns are identified.

Anyone with concerns about a child can contact us, anonymously if they wish, by phone, text or online 24/7, 365 days a year. Those who are deaf or hard-of-hearing can also make contact by textphone or webcam.

## Childline

Childline is a free, 24-hour helpline and online service for children and young people, whatever their worry, whenever they need help. Young people talk to us about things like family problems, bullying, abuse, self-harm and depression. Problems that children often feel they can't talk to anyone else about.

Our supervisors and counsellors are available on the phone or online chat around the clock and play a key role in preventing and de-escalating crisis situations. When young people are thought to be in immediate danger, or when they ask to be referred, we make a referral to an external agency like the police or social services

Our website at [www.childline.org.uk](http://www.childline.org.uk) also facilitates peer support through safely moderated message boards and provides children with information on coping with suicidal thoughts, self-harm, depression and unhappiness, loneliness and isolation; parental mental health and suicide amongst others.



## DO YOU NEED TO CONTACT US?

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0800 1111

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### **Child Sexual Exploitation**

0800 389 1701

### **FGM Helpline**

0800 028 3550

[fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk)