



**CHILD PROTECTION & SAFEGUARDING
POLICY & PROCEDURE**

A) POLICY STATEMENT

Parenting 2000 believes that all children, without exception, have the right to protection from abuse, regardless of gender, ethnicity, disability, sexuality or beliefs.

Parenting 2000 believes that the welfare of children and young people is paramount and as such is committed to both safeguarding and working to achieve the best outcomes for all children it has contact with. We understand that we have regular and frequent contact with vulnerable children and their families and as such accept that Trustees, staff, students and volunteers are well placed to observe signs of abuse.

Our aim is that every child and young person who participates in Parenting 2000 activities is allowed to do so in an enjoyable and safe environment in which they are protected from harm. It is essential, therefore, that all those associated with Parenting 2000 are aware of their individual responsibilities with regard to protecting children from abuse and from inappropriate and inadequate care. This responsibility is shared by every adult involved in the organisation. Parenting 2000 is committed to providing an appropriate response in relation to all cases where there is cause for concern.

The Children Act 1989 defines a child as anyone who has not reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, does not change his or her status or entitlement to services or protection.

This policy is intended to be consistent with the Policy and Procedures of Sefton Local Safeguarding Children Board. If in practice there appears to be any contradiction between the two policies that of Sefton Local Safeguarding Children Board will take precedence over that of Parenting 2000. If any significant differences are identified these should be brought to the attention of a line manager or designated person.

This policy applies to all trustees, staff, students and volunteers. All allegations or concerns in relation to possible child abuse must be responded to.

This requires us to:

- a. Listen to, value, encourage and support those we work with
- b. Provide clear internal procedures for identifying and dealing with concerns about possible abuse, and ensure their implementation
- c. Provide effective management for staff, students and volunteers through supervision support and training
- d. Recruit Safely, ensuring all necessary checks are made
- e. Share information about child protection and good practice with children, parents, staff, students and volunteers
- f. Develop and maintain effective information sharing with statutory services and other agencies, involve children and parents as appropriate
- g. Work collaboratively and in accordance with the advice and guidance offered by Sefton Local Safeguarding Children Board

B) LEGISLATION AND GOVERNMENT GUIDANCE

The past decade has witnessed the production and issue of a wealth of legislation and Government policy and guidance in the field of what has become known as Safeguarding Children. A number of these references are set out at the end of this policy.

C) WHAT IS CHILD ABUSE?

Child abuse is a difficult issue and presents challenges to all involved in providing services for children and young people. Whilst not always easily recognisable it is generally divided into four categories:

a. Physical Abuse

Where adults physically hurt or injure children, hitting, shaking, squeezing, burning and biting are all forms of physical abuse. Giving children alcohol, inappropriate drugs or poison and attempted suffocation or drowning are also physical abuse.

b. Neglect

An adult may fail to meet a child's basic needs, like food, warm clothing or medical attention. Children might be left alone unsupervised. Abuse in any form can affect a child of any age.

c. Emotional Abuse

Persistent lack of love and affection damages children emotionally. Being constantly shouted at, threatened or taunted can make the child very nervous and withdrawn.

d. Sexual Abuse

This is where children are encouraged or forced to observe or participate in any form of sexual activity. This could occur through unnecessary or inappropriate physical contact or through suggestive comments or innuendo or include showing children pornographic materials.

Child abuse can also include Child Criminal Exploitation, Child Sexual Exploitation, trafficking, forced marriage, FGM, bullying, and honour based violence.

How to recognise abuse

The following list of possible indicators of abuse is intended to offer some helpful hints but it is not exhaustive list. The absence of any of the signs and symptoms included does not mean that a child is not being abused and similarly the presence of such signs and symptoms may not necessarily mean the child is being abused.

- a. Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries;
- b. The child describes what appears to be an abusive act involving him or her;
- c. Someone else (child or adult) expresses concern about the welfare of another child;

- d. Unexplained changes in behaviour such as becoming very quiet; withdrawn or displaying sudden outbursts of temper.
- e. Inappropriate sexual awareness;
- f. Engaging in sexually explicit behaviour;
- g. Distrust of adults, particularly those with whom a close relationship would normally be expected;
- h. Difficulty in making friends.

If you notice any social changes in the behaviour of a child, worrying marks or bruises or hear a child/children talking about things which give cause for concern then your first responsibility is to the child.

It is not safe to assume that someone else will take action. As an adult you have a duty to take appropriate action. Recognising and coping with child abuse is very stressful and Parenting 2000 will ensure that the person reporting the concern will not have to cope alone.

D) THE SAFEGUARDING PROCEDURE

The following procedures and systems are intended to provide clear step-by-step guidance on what to do in different circumstances as well as clarifying individual roles and responsibilities. Systems for recording information and dealing with complaints are also outlined. As stated earlier these procedures complement those of Sefton Local Safeguarding Children Board.

a. The Designated Person

Each centre or project will have a designated person in relation to Safeguarding Children issues. Currently these are:

Janine Hyland, Chief Executive Officer, Parenting 2000

In addition a member of Parenting 2000 board of trustees will act as a designated safeguarding trustee. Currently this is:

Sue Holden, Trustee

The responsibilities of the designated person/designated trustee are as follows:

- i) To be responsible for ensuring that effective communication and liaison with Social Services and other agencies takes place as appropriate in the event of staff having concerns about a child.
- ii) To ensure that all staff have an understanding of safeguarding and its main indicators, and are aware of Parenting 2000's and their own responsibilities
- iii) To support and advise staff in their Safeguarding Children work.
- iv) To maintain their own knowledge and awareness of the issues, policy and practice of Safeguarding Children, through regular attendance at appropriate training courses, etc.

What to do if you have a safeguarding concern

In the event of a member of staff having a concern in relation to the safety of a child or young person, he/she will immediately inform the designated person responsible for their locality and record accurately the event/s giving rise to the concern (see section on recording). In the event of the designated person not being available one of the two remaining designated persons or designated trustee should be contacted immediately. The designated person/designated trustee will be responsible for taking the matter forward in an appropriate way and consider referral to the appropriate Children's Social Services. The action taken will be consistent with the Referral & Enquiries Flowchart. If the designated person /designated trustee believes that on the basis of the information available a referral should be made to social services for children then this should be made immediately and followed up in writing within 24 hours.

Early Referral Help is available from the Sefton website.

<https://www.sefton.gov.uk/social-care/children-and-family-care/early-help/early-help-information-for-professionals.aspx> The assessment provides all practitioners working with children, young people and families with a common process to follow, including:

- A simple to use pre-assessment checklist which can be used by a practitioner to help decide whether there should be a full assessment and plan.
- A simple to use form to assess and record additional needs.
- A delivery plan and review form.
- Early Help Module (EHM), an electronic tool to record and share Early Help information.
- Quality assurance to ensure consistent practice and avoid drift

Referring to Children's Social Care

If you are unsure whether to make a referral, please discuss your concerns with the designated child protection officer/ safeguarding lead within your organisation.

Prior to making a referral through to Children's Social Care, if you would like to have a consultation with a Social Worker please call Sefton's MASH Team on either 0151 934 4013/ 4481. Please note a Child Referral Form should be completed in all cases unless you deem the child to be at risk of immediate significant harm to which MASH Contact Officers will receive information via the telephone in the first instance but following this



MASH-Referral-Form
.docx

an Child Referral Form must be completed.

THIS SHOULD BE EMAILED TO socialcarecustomeraccessteam@sefton.gcsx.gov.uk

For any out of hours advice/ emergencies (Mon – Thurs from 5.30pm, Fri from 4pm and weekends) please contact Sefton's Emergency Duty Team on 0151 934 3555. If you think a child is in immediate danger please call the Police

Please call the Sefton Contact Centre for all general enquiries on 0345 140 0845.

- Ring the customer Access Team on Telephone number **0345 140 0845**, minicom 0151 934 466. The Sefton Council contact centre is open Monday to Friday, 8am to 6pm.
- Email Social Services at socialcarecustomeraccessteam@sefton.gcsx.gov.uk
- For emergency situations the Health and Social Care Emergency Duty Team provides a service outside normal working hours, that is during the evening, night and at Weekends **0151 934 3555**

Child Sexual Exploitation

For all referrals specially relating to Child Sexual Exploitation, please complete the CSE referral form and the referral risk assessment form below. This is in addition to the child referral form and securely email to SocialCareCustomerAccessTeam@sefton.gcsx.gov.uk



cse1.doc



cse2_risk_assessment_tool.doc

b. **Listening to Children**

It is important to note that while some members of staff may have a particular contribution to make in listening to children who have been through the experience of abuse it is essential that this work is not undertaken at a time when it may impact on any legal processes through which the child may be involved, and that it does not clash with any therapeutic interventions provided by other agencies.

All staff must be aware that if they are selected by a child to hear something of concern they must not ask leading questions of any sort in order to comply with guidance given in the Criminal Justice System Guidance Achieving Best Evidence. This will prevent a member of staff inadvertently contaminating possible criminal evidence. It is important to remember that Parenting 2000 is not an investigative agency and that our role is that of supporting the child and family.

In circumstances where a child/young person talks of their experiences which give cause for concern the following advice may be helpful:

- i) Try to react calmly.
- ii) Reassure the child that they were right to tell, that they are not to blame and that you take what the child says seriously.
- iii) Be careful not to put words into the child's mouth, this is possibly best achieved by not asking questions.
- iv) Do not promise that you will keep what you hear confidential.
- v) Inform the child/ young person what you will do next.
- vi) Make a full and written record of what has been said as soon as possible and don't delay in passing on the information.

- vii) Inform the designated person as soon as is possible. If your local designated person is unavailable contact an alternative designated person or senior member of staff immediately. In the unlikely event that you are unable to contact a designated person or appropriate member of staff and remain unsure of what action to take it would be appropriate to seek advice from either the Police or Sefton Children's Schools and Families Service.
 - viii) The designated Person will be responsible for ensuring contact is made with appropriate authorities including the Duty Social Worker in the area where the child lives, as soon as possible.
- c. **Allegations against staff- Referrals to the DO (Designated Officer for the Local Authority)**
<http://www.seftonlscb.co.uk/p/managing-allegations>
See flowchart page 14

All staff have a responsibility to report concerns in respect of any trustee, member of staff, student or volunteer they believe may be harming a child or if a child discloses that they are being harmed by that adult. Parenting 2000 will ensure that all trustees/staff/students/volunteers are fully supported and protected, if they, in good faith, report concern that a colleague is, or may be, abusing a child. Staff must report immediately to their line manager or if they are the member of staff concerned a designated person. P2K staff must be vigilant at all times – allegations are not exclusively about abuse. If any colleagues witness unprofessional/inappropriate behaviour this should be treated in the same way. The line manager or designated person will, on receipt of such information, immediately bring it to the attention of the Designated Safeguarding Trustee. In circumstances where the allegation or concern is in respect of the Designated Person the referral will be made directly to the Designated Safeguarding Trustee. **The Designated Person /Designated Safeguarding Trustee will be responsible for making a formal referral to the Designated Officer for the Local Authority (DO).** See flowchart on page 14 on process.

The member of staff/line manager/designated person/designated safeguarding trustee must not attempt to investigate the allegation or concern.

If a member of staff feels that concerns should be acted on but that those concerns were not the subject of a referral to the DO then they have the right to refer directly to the DO, Ofsted, Police and/or children's social care. If this is the case the member of staff should inform the Designated Person and/or Designated Safeguarding Trustee of this action.

The DO should provide advice and guidance to employers and voluntary organisations, liaising with the police and other agencies and monitoring the progress of cases to ensure that they are dealt with as quickly as possible, consistent with a thorough and fair process;

- Any allegation should be reported immediately to a senior manager within the organisation. The DO should also be informed within one working day of all allegations that come to an employer's attention or that are made directly to the police; and
- If an organisation removes an individual (paid worker or unpaid volunteer) from work such as looking after children (or would have, had the person not left first) because

the person poses a risk of harm to children, the organisation must make a referral to the Disclosure and Barring Service. It is an offence to fail to make a referral without good reason.

The DO role applies to paid, unpaid, volunteer, casual, agency and self-employed workers. The DO is involved from the initial phase of the allegation through to the conclusion of the case. The DO helps co-ordinate information-sharing with the right people and will also monitor and track any investigation, with the aim to resolve it as quickly as possible.

The DO should be alerted to all cases in which it is alleged that a person who works with children has:

- **behaved in a way that has harmed, or may have harmed, a child**
- **possibly committed a criminal offence against children, or related to a child**
- **poses a risk of harm to children**

What does the DO do?

Provides an 'Initial Discussion' which allows for the giving of advice and guidance relating to the most appropriate way of managing the allegation or concern, and most importantly will help establish what the 'next steps' should be in terms of investigating the matter further.

To contact Sefton's DO for the Local Authority (Pauline Trubshaw) tel: 0151-934-3783/3432

To view the Managing Allegations Procedures:

see Section 15 of Sefton LSCB [Multi-Agency Safeguarding Procedures](#)

<http://seftonlscb.safeguardingpolicies.org.uk/may-2017/sec-15-managing-allegations-against-staff-carers-and-volunteers/151-introduction>

d. **Internal Enquiries and Suspension**

On receipt of information suggesting a trustee/staff/student/volunteer is alleged to have harmed a child the Designated Person, in consultation with the Designated Safeguarding Trustee or Chair of Trustees make an immediate decision as to whether the individual should be temporarily suspended pending possible enquiries by the DO, Police and/or Children's Social Care.

Typically there are three principle elements to the investigation of allegations in respect of trustees/staff/students/Volunteers, these are:

- i) Criminal investigation
- ii) Child protection investigation,
- iii) Disciplinary or misconduct investigation.

It should be noted that whilst the results of the Police and child protection investigation may influence any disciplinary investigation, this may not necessarily be the case. Irrespective of the findings of the Police or child protection enquiries, Parenting 2000 will assess all individual cases to decide whether a trustee/staff/student/volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the Police. In such cases Parenting 2000 will reach a decision based upon the available information which could suggest that on a balance of probability, it is more likely than not that the allegation is true. The welfare of the child will remain paramount throughout this process.

e. **Concerns about poor practice**

If, following consideration, the allegation is clearly about poor practice and/or suitability; this will be dealt with as a misconduct issue.

If the allegation is about poor practice by the designated person or if the matter has been handled inadequately and concerns remain, it should be reported to the Chair of Trustees who will decide how to deal with the allegation and whether or not the organisation should initiate disciplinary proceedings.

f. **Serious Case Reviews**

If Parenting 2000 is requested to be part of a Serious Case Review the designated safeguarding trustee (or in his absence the Chair of Trustees) should be informed immediately. It will be the designated trustee (or chair) who is responsible for informing the board of trustees.

E) **RECORDS**

A member of staff receiving an allegation of possible child abuse or on being made aware of the possibility that a child may be subject to abuse or neglect, should make a detailed record as soon as possible and whilst the circumstances remain clear in their head. The strictest rules of confidentiality shall be applied to the safekeeping of records and witness statements relating to Safeguarding Children concerns. Such records will be held centrally in a secure filing cabinet within Head office and managed in a manner consistent with the requirements of the Data Protection Act 1998. Access to the records will be through the designated person or Chair of Trustees. Child welfare concerns that Parenting 2000 refers on to children's social care or the police, with some exceptions (See Appendix A), will be kept for 6 years from the date Parenting 2000 last has contact with the child or family. [see NSPCC guidance on document retention – update page 10 table]

g. **What should be recorded?**

The trustee/staff/student/volunteer who is informed by a child of possible abuse or who is informed of allegations should make a formal record to include:

- i) The child's known details including name, date of birth, address and contact numbers.
- ii) Whether or not the person making the report is expressing their own concerns or those of someone else.

- iii) The nature of the allegation, including dates, times, specific factors and any other relevant information.
- iv) Make a clear distinction between what is fact, opinion or hearsay.
- v) A description of any clearly visible bruising or other injuries (the child should not be examined in response to an allegation) together with any indirect signs, such as behavioural changes.
- vi) Details of witnesses to the incidents.
- vii) The child's account if it is offered, of what has happened and how any bruising or other injuries occurred.
- viii) Accounts from others, including colleagues and parents.

Information should be recorded on a Parenting 2000 "Incident Report Sheet", "Significant Event Form" in addition to the family case notes if applicable, as per agreement with the Safeguarding Officer and be signed, dated and appropriately filed.

For more information in relation to the retention, storage and sharing of information see Parenting 2000 Data Protection/Access to Information policy and guidance

F) TRAINING

Parenting 2000 is committed to training all trustees, staff, students and volunteers in relation to this policy and procedures as part of the Charity's induction process. It requires all those working with children and young people to have undertaken Safeguarding Children Foundation Training by the end of their probationary period. In addition they will be required to undertake either refresher training or more advanced training as identified within their annual appraisal. As a basic expectation all staff who come into contact with children will receive Safeguarding Children training at least every three to four years.

The designated person will be required to attend more advanced training including training in relation to changes in existing statute, guidance and procedure.

The content of this policy will be brought to the attention of all newly appointed staff, before beginning their duties and made reference to within the induction process.

G) LINKS TO OTHER PARENTING 2000 POLICIES

All staff involved with safeguarding work are required to bear in mind other organisational policies which support their work and provide guidance. These policies include policies relating to:-

- a. Safer Recruitment - Parenting 2000 aims to ensure that recruitment of all trustees/students/staff/volunteers is conducted in a way to safeguard young people and will ensure that they are subject to enhanced DBS (Disclosing & Barring Service) disclosure as part of this process.
- b. Equal opportunities and Diversity
- c. Staff Support & Supervision

- d. Induction - All Trustees/students/staff/volunteers will be given a copy of this policy and programme and receive training as part of their induction.
- e. Disclosure
- f. Sharing information and confidentiality
- g. Codes of conduct
- h. Lone working
- i. Health and safety
- j. Complaints
- k. Internal communications strategy
- l. Procedures Handbook - The Sefton Local Safeguarding Children Board procedures and guidance will be kept in each of our centres including Learning Bus. It will be the designated person's responsibility to ensure that all staff are aware of this and are familiar with the "handling Individual cases" guidance section.

H) CHILD PROTECTION CONFERENCES

Parenting 2000 will ensure that a member of staff who is properly informed about the immediate concerns as well as about the child and his/her history attends all relevant Child Protection Conferences. Wherever possible a written report will be prepared for the conference in advance.

I) STAFF SUPPORT

The stress on trustees/students/staff/volunteers involved in any aspect of work (especially Safeguarding) is considerable and Parenting 2000 will ensure that they are properly supported. The Designated Persons /Trustees will be responsible for ensuring that support from outside Parenting 2000 is sought where appropriate.

J) MONITORING, EVALUATION AND REVIEW

Parenting 2000 will ensure that the operation of the procedure as set out in this policy is monitored evaluated and reviewed. This will require the designated persons to provide an annual report to trustees with regard to its operation and any measures required to improve performance in the area of Safeguarding procedures.

THIS POLICY IS APPROVED AND ENDORSED BY THE BOARD OF TRUSTEES AND WILL BE REVIEWED ON AN ANNUAL BASIS.

Reviewed: 

Signed by: Janine Hyland Chief Executive

K) USEFUL REFERENCES

- a. Children Act 1989
- b. Safeguarding Children 2002 (Chief Inspectors Report)
- c. The Victoria Climbié Inquiry 2003 (Lord Laming Report)
- d. Keeping Children Safe 2003 (Government response to above)
- e. Every Child Matters Change for Children 2003 (Green paper)
- f. The Sexual Offences Act 2003
- g. The Children Act 2004
- h. Bichard Inquiry 2004
- i. Safeguarding Children: Second Chief Inspectors Report 2005
- j. Making Safeguarding Everyone's Business 2006
- k. Safeguarding Children 2008 (Third Chief Inspectors Report)
- l. Working Together to Safeguard Children 2010
- m. Sefton Local Safeguarding Children Board - Multi-agency Threshold Pathway to Provision Handbook (August 2013)
- n. NSPCC
- o. Sefton Children's Safer Guidance

SAFEGUARDING CHILDREN POLICY AND PROCEDURE –
APPENDIX A

GUIDANCE ON RETENTION PERIODS ¹

Type of Record	Retention
<p>Child welfare concerns that your organisation refers on to children's social care or the police.</p> <p>Referrals should be made in line with Parenting 2000 policy and procedures.</p> <p>For example this would include concerns about physical, sexual, emotional or neglect of a child, disclosures from a child about being abused or information from a third party which might suggest a child is being abused; concerns about a parent or another adult that uses your organisation, or a young person who has been abused by another young person.</p>	<p>The referral should be acknowledged in writing by children's social care and your organisation keeps this on file.</p> <p>Records should be kept for 6 years after the last contact with the service user unless any of the exemptions apply (listed above) or if your organisation is required to comply with any other statutory requirements.</p>
<p>Child welfare concerns that your organisation decide, after consultation, do not necessitate a referral to children's social care or the police. In such circumstances the organisation should make a record of the concern and the outcome.</p> <p>For example where a child has been bullied, overly pushy parents or a very distressed child where the distress is unrelated to child abuse.</p>	<p>Destroy the record a year after the child/adult concerned ceases to use the service unless the child or adult are continuing to use your organisation.</p>
<p>Concerns about people (paid and unpaid) who work with children and young people, for example, allegations, convictions, disciplinary action, inappropriate behaviour towards children and young people.</p> <p>For example where a practitioner has breached the code of conduct, a record of the behaviour, the action taken and outcome should be recorded.</p>	<p>Personnel files and training records (including disciplinary records and working time records) - retain for 6 years after employment ceases. However the records should be retained for a longer period if any of the following apply:</p> <ol style="list-style-type: none"> 1. There were concerns about the behaviour of an adult who was working with children where s/he behaved in a way that has harmed, or may have harmed, a child; 2. The adult possibly committed a criminal offence against, or related to, a child; 3. The adult behaved towards a child in a way that indicates s/he is unsuitable to work with children <p>In such circumstances records should be retained at least until the adult reaches normal retirement age, or for 10 years if that is longer.</p>
<p>Criminal Records Bureau/Disclosure & Barring Service disclosures obtained as part of the vetting process.</p>	<p>Not applicable.</p>

¹ Guidance on Child Protection Records Retention and Storage (England and Wales) NSPCC 2007

SAFEGUARDING CHILDREN POLICY AND PROCEDURE –
APPENDIX B

CONTACT DETAILS Last updated 1st April 2019

Janine Hyland

(Designated Person, Crosby Centre)

0151 932 1163

Janinehyland@parenting2000.org.uk

Janine Hyland

(Designated Person, Southport Centre)

01704 380047

Janinehyland@parenting2000.org.uk

Sue Holden Trustee

(Designated trustee)

0151 932 1163

SEFTON SOCIAL CARE DUTY TEAM

Sefton's MASH Team on either 0151 934 4013/ 4481

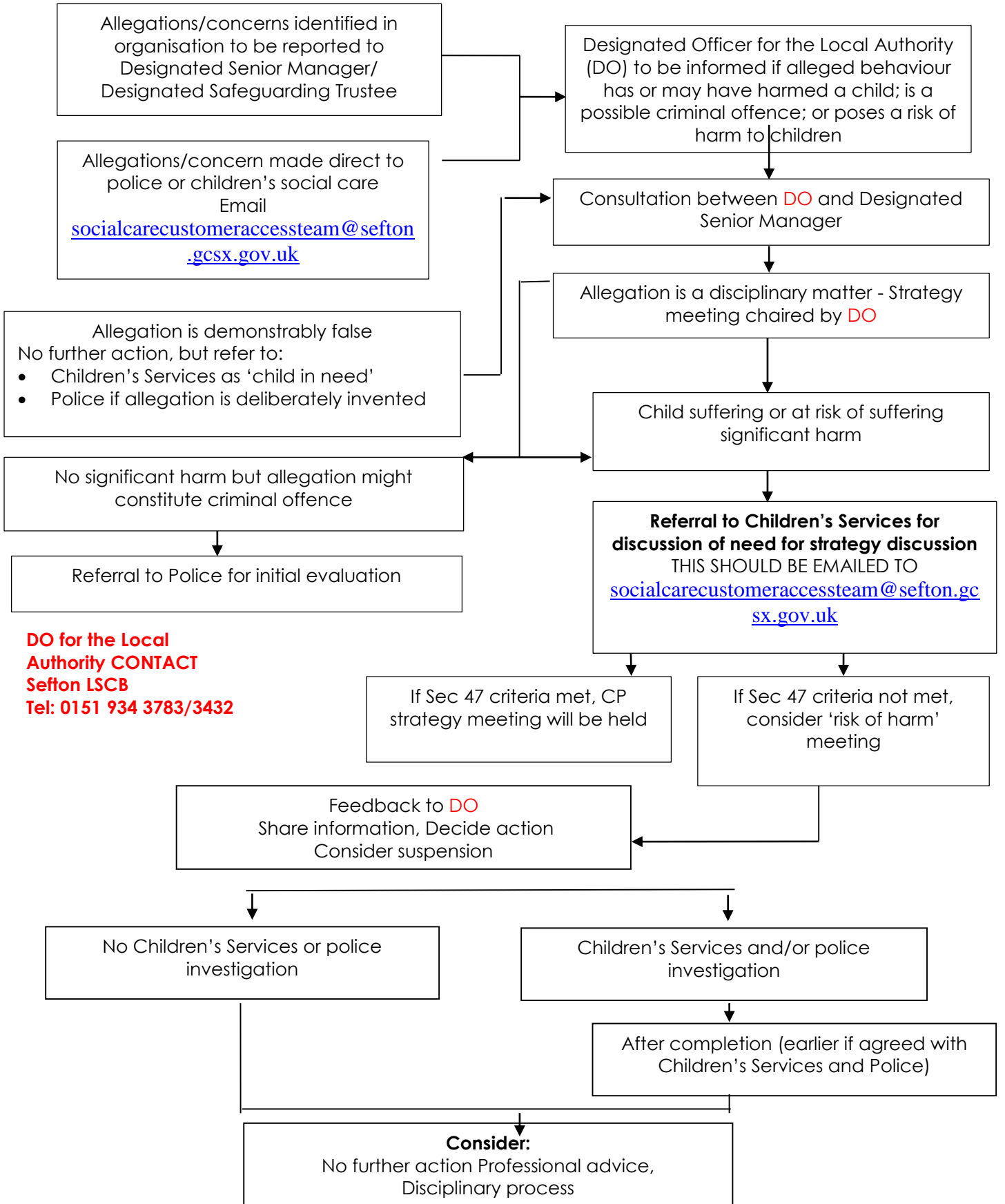
Triage Duty 0151 934 4498

Sefton Contact Centre for all general enquiries on 0345 140 0845

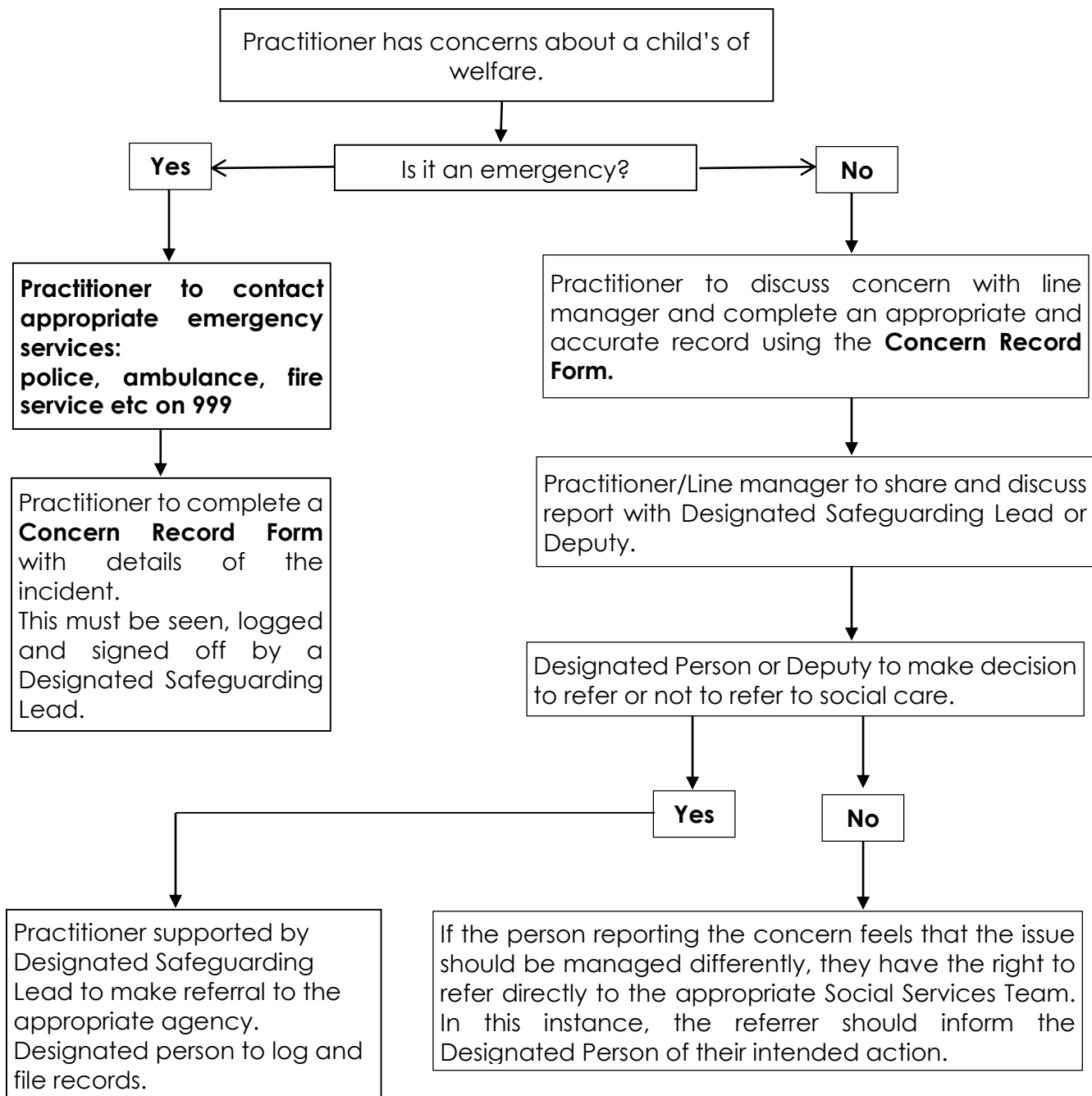
Sefton's Emergency Duty Team on 0151 934 3555

DO for the Local Authority 0151 934 3783/3432

Sefton Safeguarding Children Board Safeguarding Children Procedure Section 15: Allegations against staff, carers & volunteers . ALLEGATIONS/CONCERNS AGAINST STAFF FLOWCHART



Employee Safeguarding Concern Reporting Process



**External REFERRAL AND ENQUIRIES
FLOWCHART**

Practitioner has concerns about child's welfare and acted in accordance to the organisations Internal safeguarding reporting procedure.

Discussion undertaken with designated person

Still have concerns.

No longer have concerns.

Make referral to social care using socialcarecustomeraccessteam@sefton.gcsx.gov.uk

No further safeguarding action, although may need to act to ensure services provided via CAF as agreed with line-manager

Social Worker & manager decide on next course of action within 1 day.

No Children's Social Care involvement at this stage, although may refer to other services / Multi-agency Panel.

Initial assessment required.

Feedback to referrer

Strategy Discussion
Where there are concerns for the child's immediate safety, Children's Social Care will hold immediate strategy discussion with the police & other agencies as appropriate which will decide need for s47 enquiry & any immediate protective action.

No further child protection action at this stage although Children's Social Care may remain involved and/or refer to other services / Multi-agency Panel.

Section Enquiry

Concerns not substantiated with the family's consent, consideration given to support services

Concerns substantiated, but no continuing risk. With the family's consent, consideration given to support services

Concerns substantiated & continuing risk. Any immediate protective action to be taken. Child protection conference to be held within 15 working days

CHILDRENS SERVICES CONTACT NUMBERS
 Sefton's MASH Team on either 0151 934 4013/ 4481
 Triage Duty 0151 934 4498
 Sefton Contact Centre for all general enquiries on 0345 140 0845
 Sefton's Emergency Duty Team on 0151 934 3555
 DO for the Local Authority 0151 934 3783/3432