

# What Happens Now?

Information for parents and carers when there are child protection concerns



## What is an Enquiry?

There is a duty placed on the Local Authority under Section 47 of the Children Act to make enquiries when there are concerns raised about the safety of children.

## What happens during the Enquiry?

During the enquiry:-

- Children's Social Care will gather as much information they can from people who know your family - this could include Schools, Health Visitor, GP, Police and Probation
- The social worker will need to discuss the concerns with you and talk to your children
- Sometimes it may be necessary for the Police to become involved
- Sometimes a medical examination may be needed, a specially trained doctor will carry this out. If this is needed the social worker and doctor will discuss this with you fully

These enquiries will show how Children's Social Care and others can best help you and your children.

Whilst you could refuse to take part, or allow social workers into your home, it is important that Children's Social Care are able to work with you. You know your children best and parents information can often sort out any worries quite quickly.

Where there are difficulties working together Children's Social Care may have to take legal action to make sure children are safe.



## What happens next?

If the enquiry shows that there are no concerns about your children the social worker will not need to see you again. However, if you feel that you would like some further help or support the social worker can talk to you about services which might help.

If there are still concerns after the enquiry the social worker will need to take further action and may arrange an Action Meeting to look at what help your family might need to reduce the concerns. This meeting will include yourselves and other people who know your family and might be able to help.

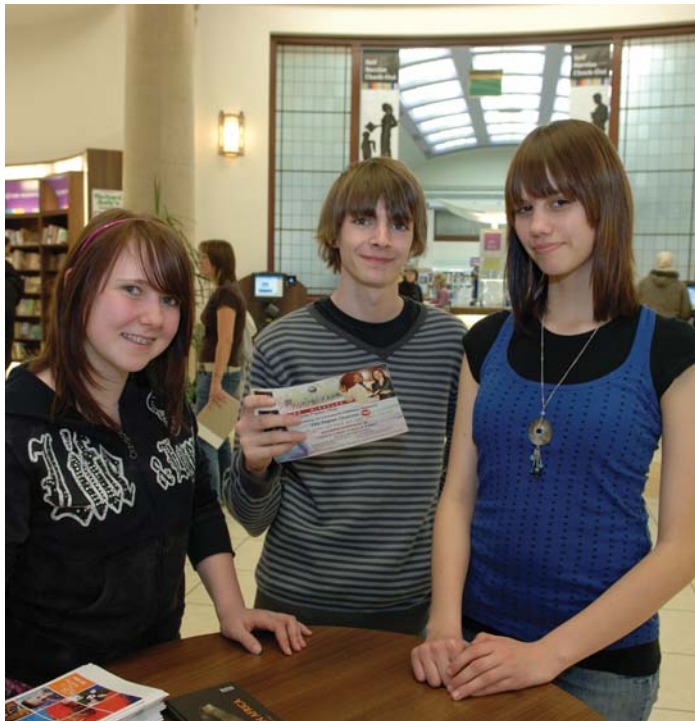
Sometimes more serious concerns will need to be discussed at a Child Protection Case Conference. This is a meeting which decides whether your child is in need of a Child Protection Plan. If this is needed you will of course be invited to take part in this meeting.

## Does an Enquiry mean my children will be taken into care?

In most cases, no, almost all children seen by Children's Social Care remain at home. Usually help, advice and services can ease a difficult situation and reduce concerns.

It is only when children are in immediate danger of serious harm that Children's Social Care will find a safe place for the children to stay and this could include suitable family members or someone the children are familiar with.

Very rarely a legal order may be necessary to keep children safe. If this is necessary it will be discussed fully with you and it will be important for you to discuss this with a solicitor.



## What else do I need to know?

It is important that you ask questions to make sure you understand what is happening and why.

Make sure you know the social worker's name and telephone number.

If you are unhappy about what is happening and you are unable to discuss this with the social worker then you should speak to the social worker's manager.

If you wish to make a formal complaint you should contact the Customer Relations Team on (01204) 337288 or email [customerrelationsteam.socialservices@bolton.gov.uk](mailto:customerrelationsteam.socialservices@bolton.gov.uk)

## Useful Numbers

### North East District

Endeavour House,  
Watersmeeting Road, Bolton, BL1 8SW  
01204 337400

### Areas Covered

Astley Bridge, Bradshaw, Breightmet, Bromley Cross,  
Tonge Moor.

### South East District

Farnworth Town Hall, Market Street,  
Farnworth, Bolton, BL4 7PD  
01204 337729

### Areas Covered

Burnden, Daubhill, Farnworth, Harper Green, Kearsley,  
Little Lever.

### West District

Le Mans Crescent, Queens Street, Bolton, BL1 1SA  
01204 337960

### Areas Covered

Blackrod, Deane Cum Heaton, Halliwell, Derby, Smithills,  
Hulton Park, Horwich, Westhoughton.

### Emergency Duty Team

Out of Hours Service  
01204 337777

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