



Practitioner has concerns about a child

Practitioner discusses with manager and/or other senior colleagues as they think appropriate

Still has a concern

No longer has a concern

Practitioner refers to Social Services, following up in writing within 48 hours

No further child protection action, although may not need to act to ensure services provided

Social Worker and Manager acknowledge receipt of referral and decide on next course of action within one working day

Feedback to referrer on next course of action

Initial assessment required

No further Social Services involvement at this stage although other action may be necessary e.g. onward referral

Contact Social Care in 72 hours if no feedback is received

**NB: if concerns about an Child's immediate safety contact police**

Social Services/Children's Services Intergrated Front Door

0151 606 2008 (choose option)

1. Social Care worker – open cases
2. If worried about a child/young person at risk of harm and to report a concern
3. Fostering Team
4. Children with disabilities

Adoption Team: 0151 477 8700

Social Services Emergency Duty Team (EDT)  
(after 5pm)  
0151 677 6557

Merseyside Police

Emergency – 999  
0151 777 2683 (9am – 5pm)  
0151 709 6010 (24 hours)

For advice (if required)  
Monday to Friday (9am-5pm)

Dr Santiago Puig  
Named GP for Safeguarding Children  
Mobile: 0151 651 0011  
[S.puig@nhs.net](mailto:S.puig@nhs.net)

Dr Amanda Bennett  
Designated Doctor for Safeguarding Children  
Tel: 0151 514 2501  
[amanda.bennett1@nhs.net](mailto:amanda.bennett1@nhs.net)

Helen Heeley  
Acting Designated Nurse for Safeguarding Children  
Tel: 0151 541 5465  
[helen.heeley1@nhs.net](mailto:helen.heeley1@nhs.net)

After 5pm contact:  
On call Consultant Paediatrician  
Tel: 0151 678 5111