

Safe Parenting Handbook Best Start



birmingham safeguarding children board
www.lscbbirmingham.org.uk



children & young people
matter
BIRMINGHAM

Introduction



Welcome to the Safe Parenting Handbook.

This handbook is designed to offer new and experienced parents information and practical support about bringing up a family. Many parents feel that they are not prepared for the challenges of looking after pre-school children.

All families experience difficulties. Every parent will be challenged and tested from time to time and it is often the way in which difficulties are handled that makes a vital difference to your children both now and in the longer term.

At these times it may be hard to think about what help and information you might need. This handbook gives some of the warning signs of particular difficulties and offers tips and ideas to help you find your way through what can be a maze of issues.

This is a practical tool for parents, carers and professionals. The topics chosen give local and national contacts plus further information you can follow up when you are deciding how to deal with particular situations.

I hope you find this handbook helpful and worth keeping for reference.

Andrea Hickman
Independent Chair
Birmingham Safeguarding Children Board

This handbook has been produced by Birmingham Safeguarding Children Board.

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Babysitting

“ Leaving Natalie with anyone is difficult, but I really need to have a break sometimes. I would worry all the time if I could not rely on and trust the person looking after my child. I'm really glad I spent the time I did finding the right babysitter. **”**



WARNING SIGNS

Children will not always be able to tell you if something is wrong, so note changes in their mood, behaviour and physical appearance. Agree with the babysitter to discuss, from the beginning, all accidents and incidents.



ACTION

Use people you trust to care for your child or ask them to recommend someone. Speak to other families who have used the babysitter you are considering.



WHAT TO SAY

Tell the babysitter all about your child's routine and their likes and dislikes. Tell the babysitter about your rules, like no smacking. Always leave a contact number in case of emergencies.



PREVENTION

Make sure you feel completely comfortable about your babysitter before you leave your child in their care.



CONTACTS

- NSPCC
0808 800 5000
- Royal Society for Prevention of Accidents (RoSPA)
0121 248 2000
- Child Care Information Bureau
0121 303 3521
- Early Years Development & Childcare Partnership
0121 303 2605

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk

- Children rely on their parents for their safety
- Your child has the right to care which is free from harm
- Make sure your child gets the best quality care
- Select your babysitter carefully
- Avoid leaving your child with someone under 16
- Ensure your babysitter can be contacted in an emergency

who can I leave my child with?

As parents you have responsibility for the safety and well-being of your children. As a result it is important that you think very carefully about the person you are going to leave them with, whether this is a stranger, close relative or a friend.

When you leave your child in the care of someone else you may be taking a risk with his or her safety and welfare. When considering a temporary carer for your child it is important that you choose someone with the abilities and high standards that you would expect of yourself. This includes someone who will make sure they are fed, changed, kept safe, given room to play, feel secure and can deal with difficulties which may occur.

Generally a babysitter will come to your home to take care of your child. Make sure you talk to your babysitter before you leave. Let them know when to expect you back and make sure they have contact details in case of emergencies.

Babysitters do not need qualifications or a certificate to look after children. As a result anyone can advertise his or her services as a babysitter. However there is recognition that parents often use family or close friends and that these should not be under the age of 14 and should be able to provide appropriate care for the age and ability of the child they are

caring for. The Children's Legal Centre and the NSPCC recommend that the minimum age of a babysitter should be 16 years of age. This is based on the idea that at 16 and above, an individual is much more aware of potential dangers and risks and could seek help quickly if necessary.

This age limit is also linked with the possible action which could be taken by the police if anything were to go wrong and an injury resulted. It is most likely that you as a parent would be held responsible if anything goes wrong if your babysitter is under 16 years of age.

Often a good babysitter will have a good reputation locally and can be recommended by a friend or neighbour. However it is essential that you meet personally with the prospective babysitter before you decide to leave your child in their care.



Bedwetting & sleeping difficulties

“ I felt myself getting panicky every time I put him to bed. Maybe it was a lack of proper routine, but at the time I felt so tired and had so little patience. I never praised him for going all night without wetting his bed. I just got cross when I had to change the sheets again, which didn't really help at all. ”



WARNING SIGNS

There may be none, but does your child seem to be unhappy? Has something happened in the family or in your child's life that is worrying him or her?



ACTION

Stay calm if your child is wetting or soiling the bed. Try to check whether there is a particular time when your child wets or soils. Make sure your child goes to the toilet immediately before going to bed. If you are worried discuss your concerns with your health professional. Seek support for yourself.



WHAT TO SAY

Give your child the chance to discuss their feelings with you, try to keep calm and relaxed without showing signs of anxiety or strain. Praise your child when they sleep through the night. Do not scold your child if they do not sleep through the night, or if they bed wet. Try to develop an understanding for how they feel and whether they are worried by the wetting.



PREVENTION

Make sure your child is aware that they can share any worries with you. If you want advice about things you can do to try to prevent wetting, discuss your concerns with your health visitor, GP or school nurse.



CONTACTS

• Health Visitor, School Nurse or GP
• Education & Resources for Improving Childhood Continence (ERIC) 0117 960 3060 or 0845 370 8008

- Children do not wet or soil deliberately
- It is estimated that 1-in-4, three year olds and 1 in 6 five year olds repeatedly wet the bed
- Bedwetting may be a sign of a physical problem, but more often your child will learn bladder control at their own pace
- Each child's sleep pattern is different
- Take time to establish a bedtime routine, including time for your child to relax and unwind before going to bed
- If your child often wakes in the night try to find out why he or she has woken, for example a bad dream, or hunger

how can I help my child?

Potty training

Your child is more likely to learn to control their bladder if you are relaxed and calm about it. Remember your child will learn at their own pace and praise rather than punishment will help. Between the ages of three and four years your child is likely to be dry during the day, with the occasional accident. Remember, this is often not an instant change but a gradual process where more and more nights will be dry nights.

Bedwetting

It is not easy to know why some children take longer to be dry at night than others. However, bedwetting is not due to laziness or lack of will power. Some children, in fact up to one in six five year olds, bed wet. Although this may be stressful for both you and your child, try not to lose your patience; it is rare for a child to wet or soil deliberately. If, after the age of seven, your child continually wets his or her bed, the problem may be caused by a number of factors. Talk to your child about it and reassure them that other older children experience this too. Discuss any concerns about your child with your GP, Health Visitor or School Nurse.

Sleeping difficulties

- There are many different reasons why babies and young children do not sleep through the night.
- Try to establish a sleep routine as early as six weeks if possible.
- Feel confident in yourself to know whether your child is really distressed or just restless.
- If your sleep is frequently disrupted by your child's restlessness, arrange for a trusted relative or friend to care for your baby or child so that you can get some sleep.

Establishing a routine

Many children and babies experience sleeping difficulties at some time. It is important to try to establish a regular night time sleep routine for your child by going to bed at a regular time each night. Prepare a warm, comfortable environment for them to relax in. Reading to your child at bedtime helps your child to unwind and relax. If your child is scared of the dark, try keeping a night light on. A few favourite toys in the bed will be a comfort if your child wakes up during the night. If you are concerned that your child has serious difficulty getting to sleep, or does not regularly sleep through the night, discuss your concerns with your GP, Health Visitor or School Nurse.

WEBLINKS www.eric.org.uk

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk

Child protection

- Parents are responsible for their children's safety
- Children's Social Services become involved once concern is shared
- Decisions about abuse need careful assessment
- Children are best cared for by their own families
- Professionals want to work in partnership with families
- Very few children are removed from home following abuse

myths and realities

Very few adults harm children deliberately and most often, when harm does happen, families need support, not punishment or the removal of their children.

effect on the child. All of these factors will help to decide what should happen next to support and protect the child and family.

Birmingham social workers and other professionals get involved when parents may be unable to protect their child from harm and need some help. In some cases Birmingham Police Child Protection Unit will investigate with social workers to help protect children and decide whether an offence has been committed against a child.

Social workers and the police have a duty (they have no choice about this) under The Children Act 1989 to investigate concerns of child abuse.

2. Professionals are not solely responsible for protecting children.

Traditionally, social workers have been expected to make sure that children are safe. In order to do this well, they rely on information from parents, family, other professionals and the local community who all play an important part in identifying concerns about those close to them. This helps to ensure that they are offered support before the situation becomes far worse.

There have been lots of negative reports in the media about social workers and what happens when concerns about child abuse are reported.

Many **myths** exist, so for the record:

1. Child abuse is not easy to recognise, prevent or stop.

It is rarely possible to definitely say that a child has been abused or by whom. A careful assessment is needed in order to find out what has happened and what support and protection will best help the family. As a result it can be difficult to avoid some intrusion into family life. A social worker will ask questions about the family circumstances, consider the frequency and the seriousness of the incident and the

3. Reporting child abuse rarely results in the child being removed from home.

This is not the main aim of child protection investigations and rarely happens. Social workers can only remove children from home with a court order, having demonstrated that there is serious and immediate risk. In emergency situations the police have the power to remove a child for 72 hours.

“ Social work has changed a lot. In the past our approach to child protection wasn't very flexible. Now we work more in partnership with families where there are concerns to make sure they get support before things reach a crisis. ”



WARNING SIGNS

Social workers will get involved when they believe that physical injury, neglect, sexual or emotional abuse has occurred. Make sure you know what child abuse is - contact the helplines in the Contacts column for more information.



ACTION

A social worker (and sometimes a police officer) will meet with the family when abuse is reported. They will also talk with other professionals in order to make decisions about how to help.



WHAT TO SAY

If you are worried about your own or someone else's treatment of a child, seek advice about what practical and emotional support is available.



PREVENTION

It is important that children know what to do when they feel unsafe. Do they know who to talk to and how to get to a safe place or person?



CONTACTS

- Social Service Out-of-Hours Emergency Duty Team 01708 433999
- NSPCC 0808 800 5000
- Parentline Plus 0808 800 2222
- Family Rights Group 0800 731 1696

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk



Children in need

“ I always wanted to be a good mother, but it was hard to keep on top of everything. Finally I got some help and you wouldn't believe the difference it's made. I'm so proud of how far we've come. We're a family again. ”



WARNING SIGNS

Missed health appointments; basic needs not being met; behavioural problems; truancy and/or poor school progress, poor hygiene, self-neglect or self-harm.



POSSIBLE CAUSES

Family breakdown, disability faced by child or other family member, ongoing domestic violence, parental drug or alcohol abuse.



WHAT TO SAY

Try to address your child's needs as best you can but if problems arise seek help immediately from Children's Social Services, your GP or other care professionals. Try to express the situation as openly and honestly as you can. Be involved in all meetings and interviews.



PREVENTION

The earlier you seek help, the less damage will be done and the easier it will be to resolve the difficulties that your child and your family face.



CONTACTS

• Health Visitor, GP or School
• Barnardos Amazon Project
0121 550 5271

- Children thrive when their parents or carers provide a good standard of care for them - sometimes parents and carers need help to do this
- Children can be 'in need' for a wide variety of reasons
- Children In Need Policy And Procedures exist to ensure that vulnerable children receive the right services and care
- By involving the child, the parents or carers and all the relevant service providers, the aim is to identify and resolve issues early and successfully
- Unless a case involves serious risk of harm to the child, the consent of the parents or carers is always sought to share information between agencies
- Children have a right to have their basic needs met and to be protected from abuse and neglect

working together for our children

Who are 'Children In Need?'

All sorts of children and families face a variety of difficulties, where help is needed to make sure that they are safe and supported. The difficulty may arise from disability or family breakdown or from difficulties that many parents face in responding to their child's changing needs. The help that children and families need can come from several different departments and agencies, so Birmingham's Children In Need Policy And Procedures aim to bring together all the agencies that can offer help. The goal is to meet the needs of children and families in our community before a problem becomes a crisis.

How it all works

When professionals with whom you have contact become aware that you need help to meet the needs of your child they will talk to you about how they can help. If it is not possible for their agency to provide the right service or advice they will request your permission to ask another agency to help. If a number of agencies need to make a plan with you to meet your children's needs they may call a meeting, to which you will be invited, and at which you will be given support to share your

views. At this meeting, you, your child and representatives from various agencies, work together to find a successful way forward to overcome your individual difficulties. Plans made at a children in need meeting will be written down and reviewed within an agreed period of time.

Family focused

You and your child are fully consulted and are encouraged to attend any meetings held about your situation. By law, all information about your family is treated in the strictest confidence and your permission is required for information to be shared, unless there are serious concerns about your child's safety. At any time, you and your child have the right to express your views and have anything you wish explained to you.

Make contact

The Children In Need Policies And Procedures have been put in place to help children and families in the Birmingham community. If you feel your child may be in need, remember you're not alone. Make contact using the details given on the page opposite or speak to your Health Visitor or child's school.

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk

Children with disabilities

“When I found out that Josie was disabled I didn't know how I was going to cope. I just didn't think I'd be able to do it alone. Pretty soon I realised I didn't have to.”

- Disability affects some 15% of people in the UK at some time in their lives
- Your child is protected by the Disability Discrimination Act
- The Government, your local council, education and health authorities are there to help
- You may be able to receive financial help to assist with caring for your child
- There are many forms of extra services and support available to you and your child
- Support groups, parent groups and other organisations are out there to help you cope

you're not alone

If your child has a disability the future may seem like a daunting struggle, not just for them, but for you too. The word 'disabled' covers a very wide range of different conditions and it is estimated that some 15% of people in the UK experience some form of disability at some time in their lives. Remember you and your child are not alone.

disabled child. These include Disability Living Allowance, Carers Allowance, help with extra housing costs and Carers Blue Badge scheme. And don't forget free dental treatment and prescriptions, help with the cost of glasses, and in some circumstances travel to hospital, school meals, and even road tax exemption.

Education

Depending on their kind of disability, your child may benefit most by attending a special school - an environment specifically designed to match their educational needs. Alternatively your child may receive the extra support they require through the special needs provisions available in a mainstream school. Your education authority and health service providers will help you assess your child's special educational needs and recommend the most appropriate way forward for their education.

Extra support

Your council can provide extra support for you and your child. This can include special leisure facilities, holidays, short breaks and many additional services for particular needs. Also there are many local, national and international organisations and charities specially set up to provide further help, advice and support to people just like you.

Make contact

On the left you'll find a list of contacts that you may find useful. You're not alone, so make contact today and get the support you need.

The Government, local council, health and education authorities provide a wide range of benefits, facilities, support and advice for disabled children and their carers.

Legal protection

Your child is especially protected by law. The Disability Discrimination Act makes it unlawful for any service provider (including schools, businesses and organisations) to treat disabled people less favourably than other people because of their disability. It also requires them to make reasonable adjustments to make their services accessible to disabled people.

Health

From the start, your GP and local health service are there for you. They'll provide the help and advice you need to discover and assess your child's disability. They'll help you plan the treatment, therapy, equipment and ongoing medical care that your child may need.

Benefits

There are several specific benefits that you could receive to help you with the costs of caring for a



WARNING SIGNS

Some children's disabilities are diagnosed fairly early. Others take time to appear or happen suddenly. If you think your child may have some form of disability, contact your Health Visitor or GP for advice.



ACTION

Don't think you have to go it alone. Get as much information as you can about your child's condition. Find out what services, support, benefits and advice is available and make contact.



WHAT TO SAY

There are many organisations specially set up to give support and advice to parents of disabled children. Contact them and tell your story. There will be others out there just like you.



PREVENTION

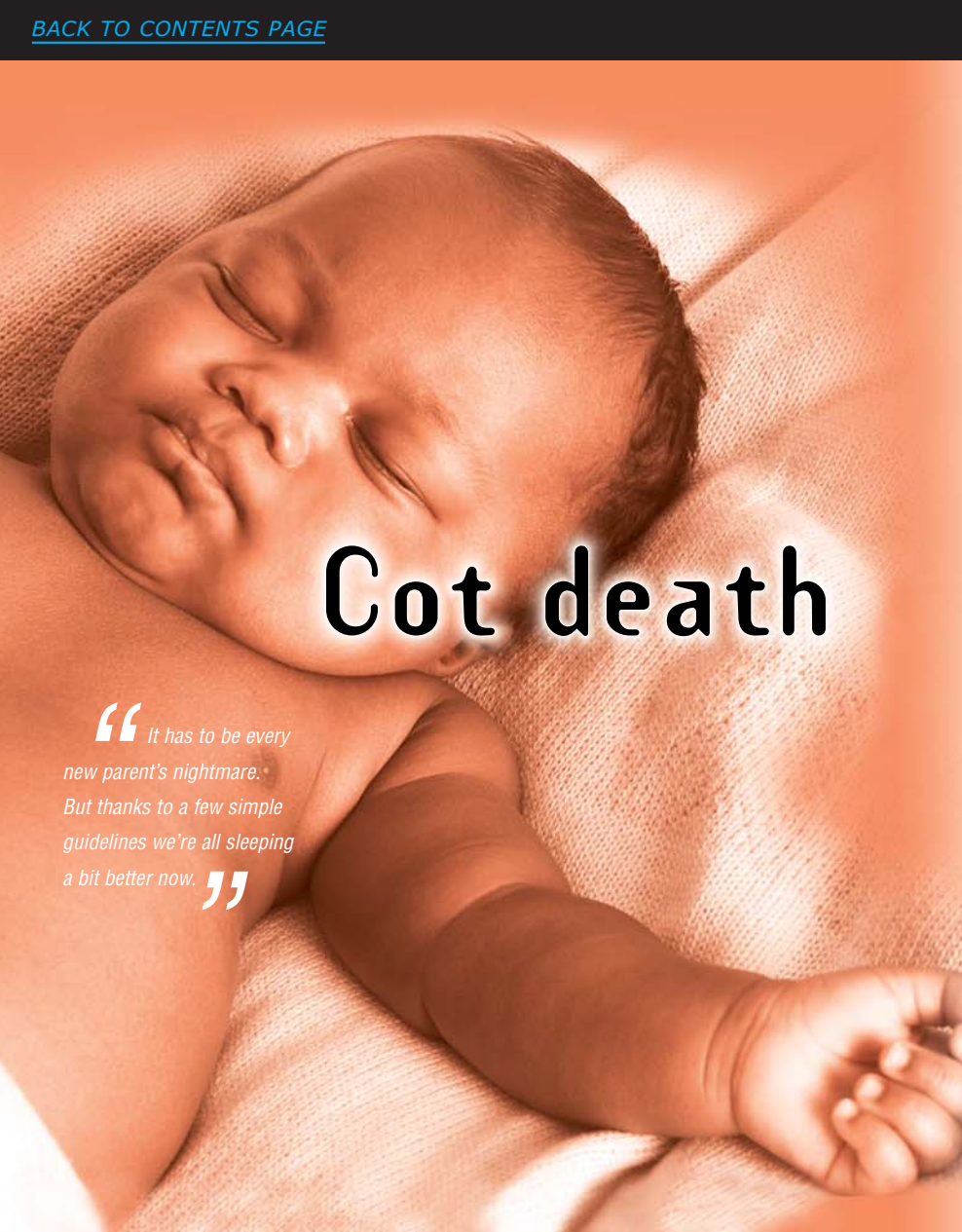
You can't prevent your child's condition. But you can minimise the disability they experience by ensuring that they get the best support available, and by remembering that they have rights.



CONTACTS

- NHS Direct 0845 4647
- Carers Helpline 0808 808 7777
- Contact your Health Visitor or GP
- Birmingham Focus on Blindness 0121 478 5200
- Autism West Midlands 0121 450 7582
- National Deaf Children's Society 020 7490 8656

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk



Cot death

“ It has to be every new parent’s nightmare. But thanks to a few simple guidelines we’re all sleeping a bit better now. ”

- Since the introduction of new prevention guidelines in 1991 the number of babies dying as cot deaths in the UK has fallen by nearly 70%
- Always put your baby to sleep in the ‘Back to Sleep’ and ‘Feet to Foot’ position
- Babies aren’t good at regulating their temperature; make sure they don’t overheat
- Make your baby’s cot a safe and secure place to sleep
- Keep tobacco smoke away from your baby

reducing the risk of cot death

‘Back to Sleep’

Unless advised otherwise by health professionals your baby should always be put to sleep on their back. This has been shown to be highly significant in ensuring babies’ safety during sleep. Never let your baby fall asleep propped up on a cushion on a sofa or chair, and don’t let anyone fall asleep whilst nursing your baby.

The safest place

A well-designed and stable cot in your own room is by far the safest place for your baby to sleep in their first six months. Keep it simple and uncluttered; avoid plastic sheets, bumpers, baby nests, wedges, bedding rolls or any ribbons or mobiles that your baby could get caught up in. The mattress should be firm, flat and clean and have a secure waterproof covering, like PVC. Cover the mattress with a single clean sheet and make sure there are no gaps between the mattress and the sides of the cot, through which your baby’s body could slip or become caught.

Temperature

Babies are prone to overheating, which is known to be a factor in cot death. Try to keep the room between 16 and 20 degrees centigrade. Avoid duvets, quilts and pillows until your baby is one year old, instead give

your baby one light layer of clothing or bedding more than you are wearing. Never use hot water bottles or electric blankets and always position your baby in the ‘Feet to Foot’ position, with their feet at the foot of the cot so that they can’t shuffle down inside their blanket. Generally avoid covering your baby’s face or head indoors.

Sleeping with your baby

If you take a restless baby into your bed, avoid any medication or drugs that may make you sleep more heavily than usual, including alcohol. Remember that when sleeping next to you your baby will be warmer anyway; so if they fall asleep under your duvet they may get too hot. And be aware that they face an increased health risk if you or your partner is a smoker.

Clean air

Never let anyone smoke near your baby and if you or your partner is a smoker you should seriously consider the many benefits of giving up now. Tobacco smoke is known to be present in the breath of a smoker for a considerable time after they have been smoking.

Make contact

If your baby seems unwell or if you have any concerns about safe sleeping or cot death, seek medical advice immediately.



WARNING SIGNS

Cot death or Sudden Infant Death Syndrome (SIDS) is becoming more and more rare. The majority of deaths occur in babies under six months old. There are no clear warning signs so prevention is crucial.



ACTION

Consider the prevention advice given on the opposite page and take any necessary steps to create a safe environment for your baby. By following these simple steps the UK has seen a major reduction in cot deaths in the last decade.



WHAT TO SAY

Ensure that all people who take a role in caring for your baby are aware of the risks from cot death, particularly if they are smokers. If you are unsure about the right action to take seek medical advice immediately.



PREVENTION

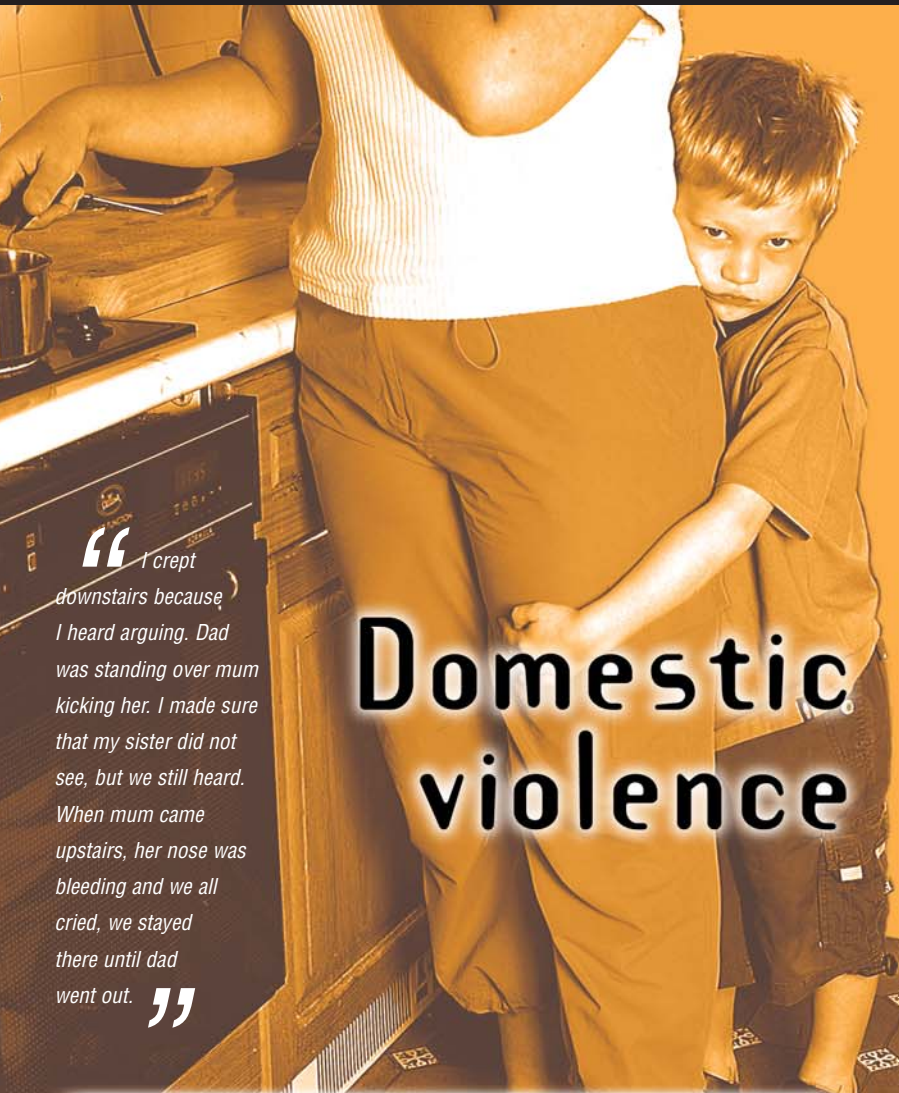
Follow the prevention steps outlined on the page opposite. Keep your baby’s cot in your room for the first six months; this way it will be easier to monitor their sleeping position and environment.



CONTACTS

- GP, Midwife or Health Visitor
- CRUSE Bereavement Care 0870 167 1677 or 0800 808 1677
- NHS Direct 0845 4647
- Samaritans 0121 666 6644
- Child Bereavement Trust 01494 446648 or 0845 357 1000

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk



“ I crept downstairs because I heard arguing. Dad was standing over mum kicking her. I made sure that my sister did not see, but we still heard. When mum came upstairs, her nose was bleeding and we all cried, we stayed there until dad went out. ”

Domestic violence

- Domestic violence can affect children and young people in serious and long-lasting ways
- Where there is domestic violence there is often child abuse
- Children and young people often blame themselves for domestic violence
- Domestic violence will often begin or escalate during pregnancy
- Domestic violence is a crime

how does it affect children?

In 90% of domestic violence assaults, children and young people will be in the same or nearby room. They will often witness their mothers being abused through physical violence, emotional abuse and put-downs, threats, intimidation and sexual assault.

Children exposed to domestic violence will be twice as likely to suffer from mental ill health.

Parents concerns

If you are a parent experiencing domestic violence you may have many concerns over your children, including being:

- Worried that you will be prevented from taking your children with you if you leave a violent relationship.
- Worried over contact your children may have with the abuser.
- Worried that you need financial or practical support to look after your children.
- Worried that your children have been traumatised by domestic violence and want extra support for them.
- Worried that your children may be abducted.

But children and young people are not silent witnesses to domestic violence. They will often directly intervene in a violent situation and may get hurt in doing so. They will often try to protect their mothers and younger siblings, obtain help and call the police.

The impact of domestic violence on children

Being exposed to domestic violence in this way can seriously damage children. Children will be affected by the fear, disruption and distress and will show that distress in their own ways. As well as damage to their self-confidence and self-esteem, they may develop physical, emotional, learning, behavioural and developmental problems and their performance at school may also be affected.

They may also become isolated from wider family and friends as the abuser demands secrecy or through their feelings of shame. The secrecy and shame surrounding domestic violence will lessen children's opportunity to seek explanations or ask for help. Without explanation, children will often blame themselves for the violence.

If you are affected by domestic violence, you are not alone. You can talk over these concerns, confidentially, with a number of specialist, sensitive services. Services such as Birmingham Women's Aid will listen to you, support you and give you time and space to decide what you want to do. They won't judge you because of what you say or force you to make a decision you do not want to make.

It is important to remember that the abuse you have experienced, and your children have been exposed to, is not your fault.



WARNING SIGNS

All children will be harmed by domestic violence. The best way to support them is for their mum to be supported.



ACTION

You can phone the helpline number. You may want specific information and support; you may just want to talk. Whatever the reason you ring, what will be discussed is what you want to talk about. Helpline staff can provide you with emotional support and practical information as well as referrals to emergency accommodation or to other support services.



WHAT TO SAY

Children need time to discuss the feelings they have about violence or abuse. Children need to know that it is not their fault and that this is not the way relationships should be.



PREVENTION

A violent partner can take responsibility for violence by seeking help to stop. Make sure that you offer a positive role model for children so that they learn other ways of behaving.



CONTACTS

- Police emergency call 999
- National Domestic Violence Helpline 0808 2000 247
- Emergency Line 0808 2000 347
- The Scarman Trust 0121 515 4992
- Birmingham Women's Aid 0121 685 8505

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk

“ When Angela was young I thought I couldn't manage. She cried all the time, I was exhausted and nothing worked. I felt such a failure. I got so angry with her I felt like shaking her to stop her noise. I had no idea how much that could hurt her. ”

Don't shake your baby



WARNING SIGNS

A range of signs can indicate if a child may have been shaken, including feeding difficulties, lethargy, eye injuries, vomiting, irritability, speech and learning difficulties, developmental delay, seizures and paralysis.



ACTION

If you are worried about your child, take him or her to see your Doctor, Health Visitor or to the casualty department. Seek support, including the helplines listed under Contacts (see right).



WHAT TO SAY

Develop communication with your child using eye contact, smiling, cuddling and talking. This will develop your understanding and responsiveness to your baby's needs when he/she is having difficulties.



PREVENTION

It is never safe to shake a child, not even in play. It is important for siblings playing together or for the babysitter or any other carer to be made aware of the dangers.



CONTACTS

- Contact your Health Visitor, Midwife or GP
- NHS Direct 0845 4647
- CRY-SIS 08451 228 669
- Parentline Plus 0808 800 2222
- Samaritans 0845 790 90 90

- Shaking is often a response to extreme frustration
- Shaking can cause damage that you cannot see
- Shaking can cause damage that is long lasting
- Never shake a child for any reason
- There are different ways to cope with a crying baby
- Do not suffer alone, seek support from others

different ways to cope

Why do people shake babies?

Often, although not always, babies and young children are shaken when a parent or carer becomes very frustrated when they will not stop crying due to colic, illness or feeding difficulties. On average a baby will cry for at least two hours every day. If a baby has additional difficulties, they will cry more and this can be very stressful. One in ten babies cry much more than this average and many parents experience a great deal of difficulty managing this.

Many parents may not realise the extent of the damage that a shake can do to a young child. Parents/carers who have a low tolerance level may become angry and more likely to give in and shake the child. However there are many alternatives to try and people to talk to.

Some very rough play with a young child can also cause some similar injuries so never shake a young child.

What damage can shaking cause?

Shaking a baby can cause death or serious and long-lasting brain damage. Shaken Baby Syndrome is an injury that results when a baby is shaken so that his or her head wobbles rapidly back and forth. The force of this can tear the blood vessels that connect the brain and skull. This happens because a young child's

neck muscles are not strong enough to hold their head firmly. The action of shaking can cause serious damage, even though the parent does not perceive it as fierce. Never ever shake a baby for any reason.

Ways to cope with a crying baby

Crying is the way all babies make sure that their basic needs are met - they may be hungry, thirsty, need a change of nappy or even some company. Crying is neither your fault nor the fault of your baby.

Some of the ways to cope include:

- Count to ten before doing anything and allow yourself to calm down.
- Consider using a dummy.
- Hug and cuddle your child - perhaps with the use of a baby-carrier so that they are close to your body in order to help soothe them.
- Go for a walk or a drive to help them sleep.
- Make use of a helpline in times of crisis.
- If necessary walk out of the room for a short time, ensuring that you are nearby.
- Ask someone else to take over for a while.

“ My son's learning fast. He doesn't need me to tell him that everybody's different. But I do want him to understand that everybody's equal too. ”

Equality & diversity

- Your child is protected by the Human Rights Act, the Disability Discrimination Act, the Race Relations (Amendment) Act and the Sex Discrimination Act
- Your local council, education and health authorities are there to help
- Ask your child's school how they deal with racism and other forms of harassment, and ask them to talk through their policies with you
- Support groups, parent groups and other organisations are out there to help you

different and equal

Diversity is all about differences. We are all different - physically, socially, culturally and sexually. Diversity means variety, it means a rich and vibrant culture. But not everyone values and respects the differences in society. Discrimination is when you are treated differently just because of who you are. You could experience discrimination from an individual or from a business, a service, an agency or even a school. Although we're all different we all have the right to equal respect, opportunity and justice, so there are laws in the UK to prevent discrimination on all levels. If you feel you or your child has experienced discrimination, your local authority, local organisations and the legal system are there to help you.

discrimination because of their sexuality or indeed the sexuality of their parents, carers or family members. To that end, sex education in schools places an emphasis on respect for sexual orientation - whether lesbian, gay, bisexual or transgender.

Disability

The Disability Discrimination Act 1995 makes it unlawful for any service provider (including schools, businesses and organisations) to treat disabled people less favourably than other people because of their disability. It also requires them to make reasonable adjustments to make their services accessible to disabled people.

Sexism

Sexism arises out of common stereotypes that exist regarding male and female roles in society. It can be based on experiences some people have of relationships between adults of both genders. Sexism can be experienced in the home, in social situations or in the workplace, leading to discrimination in a variety of situations, including serious forms of physical or psychological abuse. The Sex Discrimination Act is there to provide a legal framework for promoting equality between genders.

Make contact

On the opposite page you'll find a list of contacts that you may find useful. You and your child have the right to be different and equal, so make contact today and get the support you need.

Racism

Thanks to the Race Relations (Amendment) Act 2000 all public bodies have a clear duty to eliminate unlawful racial discrimination, and to promote equal opportunity and good relations between 'racial groups'. This includes schools, so the curriculum and the teaching in our schools should reflect racial diversity and should have clear processes for handling, reporting and monitoring racist incidents.

Homophobia

Birmingham is a diverse city with a lesbian, gay, bi-sexual and transgender community; diversity should be welcomed and reflected across all services in the city. It is unacceptable that anyone is targeted for abuse or



WARNING SIGNS

Children notice difference all the time, in everything in everyone, everywhere. They need to know diversity is important, that equality is everyone's right, and that difference should not be met with hostility, suspicion, envy or fear.



ACTION

You should expect every setting your child is in to have made a visible commitment to equality and diversity. All should listen and act immediately if something happens or you have worries.



WHAT TO SAY

There are many organisations specially set up to give support and advice to parents, including parents of vulnerable children or children from minority communities. Contact them.



PREVENTION

All parents have a right to expect a safe environment and support for their child whatever their individual needs, experiences or background. Schools are becoming more inclusive with diversity and equality expected in all areas of school life.



CONTACTS

- Commission for Racial Equality 0121 710 3000
- Racial Harassment 0121 464 4692
- Disability Rights Commission 0845 762 2633
- Disabled Living Foundation Helpline 0845 130 9177 Monday-Friday 10am-4pm
- Birmingham Race Action Partnership 0121 456 7400

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk



“ They say you experience second childhood when you get old. I experience it every time I play with my child. I'd forgotten what fun it can be! ”

Play & learning

- Children of all ages learn through play
- Play is a vital part of your child's development
- Early childhood experiences affect children's attitude to learning
- Children need a safe and supportive environment where they can play, learn and develop
- There are all sorts of groups and programmes in your area to help your child to play and learn
- As a parent you have a continuing vital role in your child's play and learning
- Young children do not distinguish between work and play

parents have a key role in play and learning

Playing is a natural way for your child to learn about the world around them. Children learn through play at home, at nurseries and playgroups, with their friends, at school and beyond. Play is a vital part of your child's development and you have an important role in this.

This is a distinctive phase for children from age three to the end of their year in a school reception class. All their learning will be rooted in play based activities as this is the best way for children to learn.

School years

Primary schools recognise the value of play and employ it as a crucial learning tool throughout the school day. At home your child will begin to play more on their own or with friends, but it is still vital to be involved in your child's play activities, as well as any hobbies, artistic or sporting interests that they may develop as they grow. Giving your child time and encouragement is of even greater value than new toys or games, and being involved in their play means that you are part of their personal, social and emotional development.

As they grow older you will need to establish ground rules about playing out and visiting friends. Try to find a way of encouraging your child to get out and interact with others, whilst ensuring that you know where they are and that they are fully aware of dangers and threats to their safety.

As children, we all enjoyed playing once - perhaps we still do. Learning to play again with your child can be great fun. It will bring you closer to your child and play a vital role in preparing them for a full and active life.

Early learning through everyday experiences

Children who are encouraged to express themselves freely through play tend to be more able to adapt, learn skills and perform better at school. As a parent it's important to spend time playing with your child, providing stimulation and interaction. Involving children in daily activities such as shopping, laying the table or cooking will provide 'real life' opportunities for children to learn. From birth your child begins to learn through play about using their senses, social interaction, language and mobility.

A helping hand

The government set up an initiative called Sure Start to improve the range and quality of services for young children and their families. There are all sorts of programmes, covering a wide range of services and support, particularly when it comes to play and learning.

The Foundation stage

All government-funded playgroups, nurseries, reception classes and other childcare settings carry out the foundation stage of education.



WARNING SIGNS

If your child isn't receiving enough stimulation from you or from other carers, they may not be getting the opportunity they need to learn. It could seriously affect their development and future attitude to learning.



ACTION

Make time to have fun playing with your child. Make sure other carers have a positive attitude to play and learning. Find out about playgroups and other play activities that are available in your area.



WHAT TO SAY

Just go with the flow. Introduce as many different experiences as you can. Try to discover what sort of play interests your child and play along with them.



PREVENTION

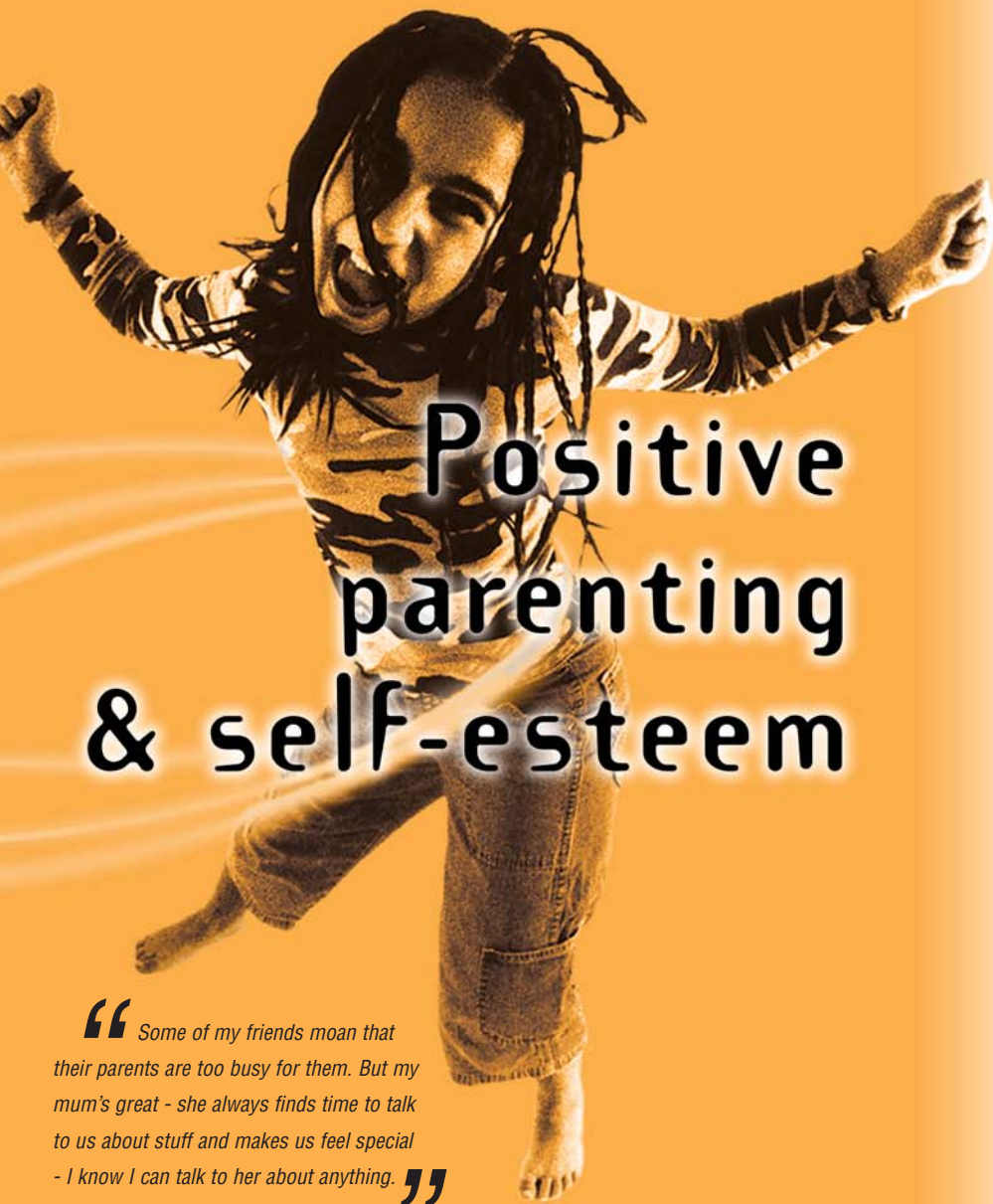
Avoid letting your child get bored. Spend time with young children - keep them stimulated. Try to think up new activities for your child, especially ones for rainy days.



CONTACTS

- Pre-School Learning Alliance 0121 643 0063
- Children's Information Service 0121 303 3521

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk



Positive parenting & self-esteem

“ Some of my friends moan that their parents are too busy for them. But my mum’s great - she always finds time to talk to us about stuff and makes us feel special - I know I can talk to her about anything. ”

- Children need to feel secure, loved and valued - this is the basis of self-esteem and confidence
- Noticing and rewarding good behaviour is the best way of influencing your child’s behaviour
- Be realistic about what you expect from your child
- Parents and carers need to work together and be consistent
- Listen to and talk to your child - it’s good to talk!
- Do things together with your child that you both enjoy - have fun!

make them feel great!

Positive parenting is about bringing out the best in your child, by listening and understanding, praising and encouraging their efforts, noticing and rewarding good behaviour and doing things together that you both enjoy.

In trying to be helpful, it is often easy to point out where a child is going wrong and forget to notice the things that go right. By doing this you are unwittingly giving your child lots of attention for negative unwanted behaviour, rather than for the good behaviour you would prefer them to develop. It can also undermine your relationship with your child. Parental attention and praise is one of the biggest motivators for children so you need to use it in the right way. Not only will this influence your child’s behaviour in a positive way, it will also make your child feel happy, loved, wanted and secure and this is the basis of life-long confidence and self-esteem.

from their parents. Unfortunately their decisions might not always agree with yours. That is why tension is normal. Choose your battles and let some go! Be friendly and supportive and let them know you have been through it and that you are always willing to talk. The main concern for adolescents is whether what they are going through is normal. Remember to give them the practical information they need about the physical changes and reassure them that their physical development is perfectly normal.

Promoting the health of your child is a task that most parents do without thinking. Whether it involves encouraging your child to brush their teeth or reminding them to pay attention to personal hygiene, you are an important source of information and advice and an influential role model for your child.

Eating is an important part of everyone’s life. Encouraging your child to eat healthily does not mean denying them food they enjoy. Healthy eating is about having a varied, balanced diet and enjoying lots of different foods. Younger children often refuse to eat certain foods and teenagers may go through food fads. These differences are normal. But some eating problems are more serious and if you are recognising signs of difficulties, contact a health professional for advice and support.

A sense of self-esteem is your child’s best protection from peer pressure. You can help to foster this in many ways, for example by being a positive role model, giving positive accurate feedback, identifying and redirecting your child’s inaccurate beliefs and by being spontaneous and affectionate. Make them feel great!

Teenagers have to learn to make their own decisions and establish their independence



WARNING SIGNS

There may be none. Is your child eating well? Getting enough exercise? Any changes in their behaviour? Is your child trying to tell you something?



ACTION

Be involved and develop a good relationship with your child before they reach their teens. Adopt a healthy lifestyle. Share activities together.



WHAT TO SAY

With younger children, set boundaries. With teenagers, remember that you are in charge. Even if you only get a grunt, don’t give up on communication.



PREVENTION

Be a little crazy! Have fun with your child. Encourage good friendship and outside interests. Listen carefully to your child’s point of view. Help them think through choices.



CONTACTS

- Talk to your Health Visitor, Midwife or GP
- Young Minds 020 7336 8445
- Parentline Plus 0808 800 2222
- Eating Disorders Association 0845 634 7650

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk

“ Jalil is my cousin’s daughter. My cousin was killed, so Jalil travelled with me to the UK. She is only six, but she has already suffered so much. It is up to me to make sure she never suffers again. I thank God there are so many good people here to help us. ”

Private fostering

- Children from abroad are children first - regardless of political or legal issues
- Unaccompanied children from abroad, or those accompanied by someone who is not their parent are particularly vulnerable
- If you care for a child from abroad, you can get assistance to ensure that your child receives adequate health and education provision
- You must speak up for your child. Help services for children in Birmingham understand your child’s needs
- Children from abroad help to enrich the vibrant, cultural life of Birmingham and should be welcomed regardless of race, religion or background

*wherever they come from,
children come first*

There are a variety of reasons why a parent may be unable to care for their own child on a short or long term basis and Private Fostering arrangement can be a positive response from friends and the local community to a family in need of support. However any child separated from their parents care are potentially a vulnerable group and we all have responsibilities to ensure the alternative care they receive meets their needs, welfare and safety needs.

Safety and welfare of children

The Children Act 1989 places a general duty on the Local Authority to safeguard and promote the welfare of children. This principal is applied when assessing a Private Foster Care arrangement and action will be taken, in conjunction with a parent, where the Local Authority find that a private fostering arrangement is not meeting a child’s needs or a child is believed to be at risk of harm.

Support and monitoring

A number of children and families will be supported by having a private foster care arrangement short and or long term. Upon completion of the initial assessment the Local Authority are required to maintain regular contact and will provide advice to carers and parents where required as well as monitoring the ongoing care provision for the duration of the care arrangement.

What is it?

It is essentially an alternative to a parental care arrangement made privately by a parent (that is to say without involvement of the local authority) for another adult, other than a relative by blood or marriage, to take care of their child (under 16yrs or under 18yrs if the child is disabled) for a period of 28 days or more. This includes children who have come from aboard to reside with non-relatives in the UK.

Notification responsibilities

Where this care arrangement is made the Parent and the Private Foster carer are both required by law to notify the Local Authority of this arrangement.

Local Authority responsibilities

The Local Authority is required by law to assess the capacity of the carer, the suitability of the other household members and the suitability of the accommodation. This will include visits to the child and the carer at their home.

Get in touch

If you are a parent that has made or is planning to make a private foster care arrangement please contact your local Social Care duty office. If you are caring for or intend to care for someone else’s child in a Private Foster Care arrangement please contact your local duty office.



WARNING SIGNS

The needs of children from abroad can often be overlooked. They find it hard to express what it is they need. Sometimes they don’t even know. A child from abroad may be particularly at risk from health and welfare problems.

ACTION

Ensure contact is made with the child’s own community and that their needs are being met. As a carer you have a responsibility to do everything you can to get the help they need.

WHAT TO SAY

Make sure you tell social workers, doctors, education staff and care officials everything you can about the child. Ask for help if there’s anything you don’t understand.

PREVENTION

Painful or traumatic experiences can damage a child for life. Health and education experts can work with you to heal any damage. Use the help that is on offer as soon as you can, to give the child you care for the best new start.

CONTACTS

• British Association for Adoption & Fostering
0121 753 2001

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk

Safety outside the home

“ I thought he was right behind me, but when I turned round, I couldn't see my toddler anywhere. I ran through the supermarket calling his name. When I found him I just burst into tears with relief. ”

- Remember other homes are not always child-friendly
- Always check a garden is safe and secure before letting your child play
- Keep your child close when shopping
- Children under eight should not be allowed out alone
- Mobile phones are a good link to your teenager
- Most accidents are preventable

are your children safe?

Pre-schoolers

Some experts say that there is no such thing as an accident, and according to The Royal Society for the Prevention of Accidents (RoSPA) most accidents that happen to young children, such as injuries from falls or drowning, could be avoided with adequate supervision.

If you are visiting friends or relatives, keep a closer eye than usual on your child as their house may not be as child-friendly as yours. Look out for dangerous areas, such as knives sitting on counter tops, drugs such as painkillers left within reach, or open windows. Check that the garden is secure and there is no access to ponds or pools.

Primary school years

It can be difficult finding the balance between giving your child enough freedom to gain confidence and making sure they are safe. Children under eight should not be allowed out alone. Teach your child road safety from a young age, so it is habit for them to check for cars before crossing a road. Older children may be trusted to go out for short periods by themselves, but always agree a time for them to return or to phone you. Remind them never to go off with someone they don't know, whatever convincing story they may have.

Teenagers

It can be hard to keep track of your teenager when they are out, but giving your teen a mobile phone means they can call you if they are in trouble, and you can at least check that they are alright. If you have an older teenage girl, remind her never to get into a minicab that she has not called for.

It's important to always be aware of where your child is when you are out. When shopping, always make sure your child stays close to you - it is easy for them to get lost in a shopping centre or large supermarket. Supervise playground activities - ensure the playground equipment is suitable for your child's age group, to prevent injury.

In the car, make sure your child is in an age-appropriate car seat and is securely belted in. You should also check that the car seat is strapped in properly - many road accident injuries occur due to wrongly strapped seats, which do not restrain the child adequately on impact.



WARNING SIGNS

When you are out and about, you may be more easily distracted and not see the signs that your child is at risk of injury. Your child is your responsibility, so always keep a close eye on them.



ACTION

When visiting other people, or if you are out, look out for danger areas, such as low walls or broken glass; always keep your child close to you when shopping.



WHAT TO SAY

Remind your child, whatever their age, to look before crossing a road. Ask them to take sensible precautions if they are old enough to be out by themselves.



PREVENTION

Most accidents involving children are preventable with adequate care and attention. Never leave a small child unsupervised and keep a close eye on them at all times.



CONTACTS

- NSPCC Helpline 0800 800 5000
- Child Accident Prevention Trust 020 7608 3828
- Parentline Plus 0800 800 2222
- The Royal Society for the Prevention of Accidents (RoSPA) 0121 248 2000

WEBLINKS www.nspcc.org.uk • www.rospa.com

Check the Birmingham City Council website for the latest phone numbers on www.birmingham.gov.uk



Smacking

“ Smacking is the only thing that works... I get so frustrated with him sometimes. Besides, I was smacked when I was a child and it never did me any harm. ”



WARNING SIGNS

A child who flinches when they fear they will be hit. Smacking a child in frustration with a force, which in hindsight was unnecessary. Leaving bruising and other marks on a child.



ACTION

If you are concerned about your own or someone else's smacking get support from the organisations listed under Contacts (see right). If it is someone you know, offer practical help and suggestions about alternatives.



WHAT TO SAY

Tell your child they have crossed boundaries or broken family rules. Use your tone of voice and facial expressions to help them understand. Explain your reasons why.



PREVENTION

Make it a general rule not to smack your child. Use other ways to discipline; set clear limits and explain them, be firm and consistent, ignore trivial bad behaviour and reward good (perhaps use a star chart).



CONTACTS

- Talk to your Health Visitor, School Nurse or GP
- NSPCC
0808 800 5000
- Barnardos
0121 550 5271
- Parentline Plus
0808 800 2222

- Smacking does not teach children self-discipline
- Children learn best by attention to things they do well
- There are many positive alternatives to smacking
- Smacking teaches children to hurt others
- When self-discipline is taught, smacking becomes unnecessary

the great debate

It is important that children learn how to behave and control their own behaviour as they get older. Parents have a very important job as a role model for their children in helping them to learn how to do this.

Teaching children from a young age by setting limits and explaining reasons for these limits helps to instill self-discipline. Smacking, which controls your child from the outside, has no long-lasting positive effect. In fact smacking usually has to increase in severity in order to have the same impact on your growing child. This is when the thin line between smacking and hitting can be crossed.

Have you ever smacked your child? The answer from many parents reading this will be yes. Every parent experiences frustration with his or her child at various times. It is at these times that a parent may smack in the heat of the moment, but this is an outlet for the parent's frustration, rather than a helpful way of influencing the child's behaviour.

However, simply because lots of people may have smacked their children does not mean it is

the best way to punish your child or ensure good behaviour. Those who say smacking is acceptable have argued that it is not harmful in the long term and is the most immediate form of discipline. It is much more helpful and safer to notice and reward your child's positive behaviour, to encourage the behaviour you want.

The numbers of parents who smack their children is decreasing and lots of those who continue often do so because they are not sure that other methods will work.

In our society parents are not allowed to physically harm their children regardless of any individual, cultural or religious justification. As a result, child protection professionals will assess incidents of physical ill treatment of children, in order that they can understand, prevent and explain the consequences of further incidents.

In England and Wales the recently changed Children's Act outlaws smacking if it causes harm such as bruises, reddening of the skin or mental harm.

“
Everyday I hear the young child next door crying, her parents constantly shout at her. Yesterday, in the street, I saw her mother hit her hard across the side of the head. This is probably none of my business but I am worried and not sure what to do.”

Worried about a child?

- Protecting children is everyone's business
- Adults have a responsibility to report abuse
- Consider offering some support if you are worried
- If in doubt share your concerns about children
- Reporting concerns rarely leads to a child being removed
- Act now - long-term abuse is damaging for children

should you mind your own business?

All parents experience difficulties at various times that can be helped by other family members or close friends.

Many people do not tell because they fear the following:

If someone you know is having difficulties, you could offer the following:

- Children will be at further risk of harm.
- They believe that nothing will be done.
- They believe that the child would be taken away.
- They worry that the family may find out who reported them.
- Telling may ruin family relationships.

- A listening ear.
- Ideas to cope with problems.
- Encouragement to get some help.
- Practical support (childcare/shopping).

However there may be times when a child may be at risk of significant harm and professional support needs to be provided.

In reality, it is best that action is taken early to stop things getting worse. Long-term abuse is much more likely to cause problems for a child as they get older. Even if you think an incident is just a one off, other professional agencies may already have concerns about the child. So your information could be very important.

How would you want other people to act if your child was being harmed?

- Would you want them to mind their own business?
- To report their worry to a professional who could help?

If you report your concern to Children's Social Services, you will be asked for your details about yourself and the worries you have. You might want to make a few notes before you make contact.

When we suspect, witness or are told of a child that is being hurt we can react in many different ways. We may feel guilt, anger, disbelief or denial. Some of these reactions can prevent help getting to a family who need it.



WARNING SIGNS

There are many possible signs of abuse, ranging from physical injury to changes in behaviour. Alternatively you may witness an incident or a child may tell you that he/she is being harmed.



ACTION

If you think that a child has been harmed, contact the Duty Social Worker or the Police. If you are not sure, you can speak to a confidential helpline, such as the NSPCC.



WHAT TO SAY

Explain exactly what you have seen or been told. If you can, keep a note of dates, injuries and the exact words used. These will help you.



PREVENTION

Make sure your child knows who they can share worries with if and when they need to. Listen carefully to children and be alert to changes in them.



CONTACTS

- NSPCC
0800 800 5000
- Childline
0800 1111

Helpful National Organisations

Advisory Centre for Education

0808 800 5793

Anti Bullying Campaign

www.bullying.co.uk

Benefit Enquiry Line

(For people with a disability)

0800 88 22 00

British Pregnancy

Advisory Service

0870 365 5050

Brook Advisory Centre

0800 018 5023 or

0207 7950 7700

www.brook.org.uk

Care Line

020 8514 1177

Carers Helpline

0808 808 7777

Child Accident

Prevention Trust

020 7608 3828

Child Bereavement Trust

01494 446648 or

0845 357 1000

www.childbereavement.org.uk

Child Line

0800 1111

Commission for

Racial Equality

020 7939 0000

Cruse Bereavement Care

0870 167 1677 or

0808 808 1677

CRY-SIS

0845 122 8669

Disability Rights Commission

0845 762 2633

Disabled Living

Foundation Helpline

0845 130 9177

Early Support

(Disabled children under 3 years)

www.espp.org.uk

Eating Disorders Association

0845 634 7650

www.edauk.com

ERIC

(Education & Resources for Improving Childhood Continence)
0117 960 3060 or 0845 370 8008

Family Friends of Lesbian & Gays (FFLAG)

01454 852 418

www.fflag.org.uk

Family Planning Association

0845 310 1334

www.fpa.org.uk

Family Rights Group

0800 731 1696

Gingerbread

0800 018 4318

www.gingerbread.org.uk

Jigsaw 4 U

020 8687 1384

Kidscape

(Parent bullying helpline)

08451 205 204

www.kidscape.org.uk

Message Home

(For young people to get a message to their parents)

0800 700 740

Missing Persons Helpline

(24 hours) 0500 700 700

National Council for

One Parent Families

0800 018 5026

National Deaf Children's Society

0207 490 8656

National Domestic

Violence Helpline

0808 2000 247

www.womensaid.org.uk

National Drug Helpline (FRANK)

0800 77 66 00

www.talktofrank.com

NHS Direct

0845 4647

www.nhsdirect.nhs.uk

NSPCC

0808 800 5000

www.nspcc.org.uk

OfSTED Complaints Line

0845 601 4772

OfSTED Helpline

0845 601 4771

Parentline Plus

0808 800 2222

www.parentlineplus.org.uk

Parents Network

020 7735 1214

Refuge 24hr Helpline

0800 413 843

RoSPA

0121 248 2000

www.rospa.co.uk

Samaritans

0845 790 90 90

www.samaritans.org.uk

Young Minds

020 7336 8445

Young Minds Parent's

Information Service

0800 018 2138

Helpful Local Organisations

- Autism West Midlands**
0121 450 7582
- Barnardos (Regional Offices)**
0121 550 5271
- Barnardos Amazon Project**
0121 236 9222
- Birmingham Centre for Arts Therapies**
0121 440 4455
www.bcat.info
- Birmingham City Council**
0121 303 9944
www.birmingham.gov.uk
- Birmingham Focus on Blindness**
0121 478 5200
- Birmingham Grid for Learning**
www.bgfl.org/bgfl
- Birmingham Partnership Against Racial Harassment**
0121 464 4692
- Birmingham Race Action Partnership**
www.brap.org.uk
- Birmingham Women's Advice and Information Centre**
0121 212 1881
- Birmingham Women's Aid**
0121 685 8505
- British Association for Adoption and Fostering**
0121 753 2001
- Children's Information Service**
0121 303 3521
- Childcare Information Bureau**
0121 303 3521
- Citizens Advice Bureau**
0121 248 4950
- Commission for Racial Equality**
0121 710 3000
- Drug Action Team**
0121 675 1814
- Drug Concern**
0121 200 2008
- Early Years Development & Childcare Partnership**
0121 303 2605
- Pre-School Learning Alliance**
0121 643 0063
- Refugee Helpline**
0121 622 1515
- Samaritans**
0121 666 6644
- Social Care & Health, Children and Families Duty & Assessment Team**
South (Edgbaston) 0121 303 1888
(Selly Oak) 0121 303 5050
Eastern (Erdington) 0121 464 8022
(Yardley) 0121 303 6541
Heart of Birmingham
(Small Heath) 0121 303 2334
- Social Services out-of-hours Emergency Duty Team**
0121 675 4806
- Stop Smoking Service**
0800 169 0169
- Victim Support (Area Office)**
0121 544 4336
- West Midlands Police**
0845 113 5000
(covers all of Birmingham)



'If you would like more information about Safe Parenting in your own language please contact us at the address shown in the bottom box.'

Arabic

لمزيد من المعلومات بلغتك عن كيفية فهم ابنك المراهق، يرجى الاتصال بنا على العنوان الموجود بالمرجع في أسفل الصفحة.

Bengali

আপনি যদি নিরাপদে বাবা-মা'র দায়িত্ব পালন বিষয়ে তথ্য চান, তবে অনুগ্রহ করে নীচের বাক্সে দেওয়া ঠিকানায় আমাদের সঙ্গে যোগাযোগ করুন।

Gujerati

જો તમને તમારી પોતાની ભાષામાં વધારે માહિતી જોઈતી હોય, તો કૃપા કરીને નીચે અંતમાં આપેલા ખાનામાં દર્શાવેલા સરનામે અમારો સંપર્ક કરો.

Hindi

यदि आप अपनी भाषा में कुशल लालन-पालन हेतु और जानकारी चाहते हैं, तो कृपया नीचे बाक्स में दिए गए पते पर हमसे संपर्क करें।

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਖੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਖਾਨੇ ਵਿਚ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Urdu

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