

**FFORWM DIOGELU PLANT DYFED-  
POWYS  
SAFEGUARDING CHILDREN  
FORUM**

**Protocol for  
Access and Enquiries to the  
Child Protection Register**



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## 1. Introduction

- 1.1 The purpose of the protocol is to ensure the effective and consistent management of the Child Protection Register, and enquiries to the register, by Carmarthenshire, Ceredigion, Pembrokeshire and Powys Local Safeguarding Children Boards (LSCBs)
- 1.2 This protocol provides common standards and practical guidance for handling enquiries to the register and should be read in conjunction with the Welsh Assembly Government guidance, Safeguarding Children: Working Together Under the Children Act 2004, and the All Wales Child Protection Procedures 2008.

## 2. The Child Protection Register

- 2.1 The Child Protection Register is a confidential list of children in a local authority area who are considered to be suffering or likely to suffer significant harm and who are subject of a multi agency child protection plan.
- 2.2 The Child Protection Register Custodian, located in the department with social services responsibilities for children and families, administers the Child Protection Register on behalf of each LSCB.
- 2.3 A child's name can only be placed on or removed from the Child Protection Register at a Child Protection Conference. In addition, when a child on another authority's register moves into the area for a short term period his/her name is temporarily added to the register and removed when the child leaves.
- 2.4 The child protection register is a confidential list of children in a local authority area who are considered to be suffering or likely to suffer significant harm and who are currently subject of an inter-agency child protection plan.

The purpose of the register is to:

- Provide an easily accessible list of all children resident in the relevant area who are currently placed on the register or who have previously been the subjects of child protection enquiries;
- Provide a central point of enquiry, available 24 hours a day, for professional staff who are concerned that a child may be at risk of significant harm;
- Make agencies and professionals aware of those children who are judged to be at continuing risk of significant harm and in need of active safeguarding;
- Provide a record of all children in the area for whom there are unresolved child protection concerns and who are currently the subject of an inter-agency child protection plan;
- Provide statistical information about current trends in the area and to contribute to national collation of statistics concerning child protection;

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- If used properly the register will contain a chronological record of all previous concerns about possible significant harm about a child, which could assist the enquirer in deciding what action, if any, is needed;

2.5 Enquiries to the Child Protection Register are made to the department with social services responsibilities for children and families during office hours, and to Dyfed-Powys Police Headquarters out of office hours. (See Appendix 1 for contact details)

### 3. Child Protection Register Custodian

3.1 The Child Protection Register (CPR) Custodian in each LSCB is responsible for the management of the child protection register. The CPR Custodian will make arrangements to ensure their responsibilities are effectively administered within their respective departments. In the event of the Custodian not being available there will be a nominated deputy.

3.2 Each LSCB must have a mechanism in place to ensure that the CPR Custodian is notified of all additions or changes to the register.

3.3 The responsibilities of the CPR Custodian are to ensure that the register is accurate and up to date at all times by:

- Ensuring that following registration at a child protection conference all details of a child are entered on to the register;
- Ensuring that following the decision to remove a child's name from the register it is amended;
- Ensuring the contents of the register are confidential other than to legitimate enquirers;
- Informing Dyfed-Powys Police Headquarters immediately of any changes to the register;
- Ensuring a record is made of all enquiries to the register; the details are entered on the departmental client information system; and, informing the manager with operational responsibility for child protection if the child is not registered or the key worker if the child's name is on the register.

3.4 . The CPR Custodian must ensure that the following information is recorded and logged in respect to each enquiry:

- Name, agency and contact number of the professional/staff member making the enquiry;
- Date and time;
- Details of the child and parents/carers;
- Date and time of response to the enquirer;
- Reason for the enquiry.

3.5 In the event of 2 or more enquiries being made within a 6 month period about a child whose name is not on the register and about whom there are child protection

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concerns, the CPR Custodian will ensure that the operational Team manager with responsibility for child protection is informed. The Team Manager should accept a referral and arrange for an initial assessment to be undertaken.

#### 4. Enquiries to the Child Protection Register

**Child protection register enquiries must never be seen as a substitute for discussion of concern and referral of a child to social services.**

- 4.1 Professionals and individual staff members from agencies represented on LSCBs are authorised to make enquiries by telephone, fax, and letter to the Child Protection Register.
- 4.2 The CPR Custodian must ensure that a record is kept of the names and details of all children about whom enquiries are made, and the professionals/individual agency staff members who are making the enquiries.
- 4.3 The Child Protection Register provides a central point for enquiries in the following circumstances:
- a) When a professional or individual agency staff member has concerns that a child is suffering or likely to suffering harm from physical, sexual or emotional abuse and/or neglect, and/or concerns about a child's welfare. For example, the police will always check the Child Protection Register if they have attended a domestic abuse incident where children are members of the household.
  - b) Standard screening procedures are used in some agencies outside Dyfed Powys for all children attending for services, such as NHS hospitals, A&E and clinics. It does not necessarily indicate that there is a cause for concern. It is agreed in this protocol that if there are concerns about a child that professionals can access the Child Protection Register at all times (see appendix 1 for contact details).
  - c) In addition, standard, routine register enquiries are made for the purposes of safeguarding children in the following circumstances: -
    - A professional preparing a report for court or involved in any formal criminal or child protection enquiries, for example CAFCASS Cymru or National Probation Trust;
    - Standard enquiries for the purposes of safeguarding children in regulated settings, such as child minders, foster carers, and prospective adopters.
  - d) Finally, LSCBs and Welsh Assembly Government request anonymous statistical information about the Child Protection Register for management information and auditing purposes.

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4.4 When an enquiry to the Child Protection Register has been made the following actions will be taken in the circumstances listed below: -

**All enquiries to the Child Protection Register.**

4.5 In responding to all enquiries the CPR Custodian must ensure that the identity of the enquirer is verified to ensure confidentiality and a right of access to the information, for example the Custodian's Administrator might return the telephone call after validating the enquirer's contact details.

4.6 Out of hours social workers must have identity passwords when contacting Dyfed Powys Police Headquarters.

4.7 The following timescales apply:

- All enquiries expressing concerns about a child's welfare must be responded to within 2 hours, and recorded on the client information database within 24 hours;
- All standard, routine written requests (see 4.3c) must be responded to within 14 working days.

4.8 Where specific child protection concerns or allegations exist about a child, professionals/individual agency staff members must make a child protection register enquiry even if the status of the child is already known.

4.9 The Social Worker, who receives a referral about a child protection allegation, or concerns that might constitute child abuse and/or neglect, must make a register enquiry.

4.10 Any request for information outside of Child Protection Register enquiries will not be considered as a register check

**The child's name is on the Child Protection Register, and the enquirer has concerns about the child's welfare.**

4.11 If a child's name is on the register, the enquirer will be informed and given the name of the child's Key Worker. He/she should speak directly to the Key Worker about the incident/cause for concerns.

4.12 The CPR Custodian will ensure that there are effective arrangements to enter the enquiry on to the client information system and the child's Key Worker and/or Team Manager is informed immediately.

**The child's name is not on the Child Protection Register, but is living at the same address as a registered child.**

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4.13 In the event of an enquiry being made to the Child Protection Register and the child's name is not on the register this will be recorded on the client information system.

4.14 If the enquiry is about a child living at the same address as a child on the register, the CPR Custodian will ensure that the information is immediately passed on to the registered child's Key Worker and the operational Team Manager responsible for child protection.

**The child's name is not on the Child Protection Register, but is a Child in Need with a primary worker.**

4.15 In the event of a Child Protection Register enquiry being made and the child's name is not on the register this will be recorded on the client information system.

4.16 If the enquiry is about a child who is allocated to a social work practitioner and/or for a service the CPR Custodian will ensure that the social work practitioner and/or appropriate Team Manager is informed about the enquiry.

**The child's name is not on the Child Protection Register, but the child's name was previously on the register and/or there have been previous safeguarding concerns.**

4.17 In the event of a Child Protection Register enquiry being made and the child's name is not on the register this will be recorded on the client information system.

4.18 If the enquiry is about a child whose name was previously on the Child Protection Register and/or there have been previous safeguarding concerns, the CPR Custodian will ensure that there are effective arrangements to inform and advise the enquirer about available courses of action. The CPR Custodian will ensure that there are effective arrangements to inform the operational Team Manager responsible for child protection.

**The child's name is not on the Child Protection Register and the child is not known.**

4.19 In the event of a Child Protection Register enquiry being made and the child's name is not on the register this will be recorded on the client information system.

4.20 If the enquiry is about a child who is not previously known the enquirer will be advised about the available courses of action.

4.21 In the event of a second Child Protection Register enquiry being made within 6 months about the child whose name is not on the child protection register, the CPR Custodian will ensure that there are effective arrangements to: -

- inform the second enquirer about the first enquiry;

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- inform the first enquirer about the second enquiry;
- advise both enquirers about the available courses of action.

## 5. Conclusion

- 5.1 It is recommended that enquiries to the Child Protection Register in the Dyfed Powys LSCB areas should only be made when a professional/individual agency staff member has child welfare concerns, and not as a screening procedure for all children attending for a service. This provides LSCBs with a realistic and comparative indicator of multi agency safeguarding practice.
- 5.2 In addition the Child Protection Register is only to be held by the CPR Custodian, who will ensure a response to register enquiries during office hours and by Dyfed Powys Police for out of office hour's enquiries. It is not to be located in other agencies. This arrangement will make certain that the registers are accurate and up to date at all times, and that expressions of concern about a child are reported as enquiries, and not missed.
- 5.3 Each Custodian should make the arrangements within their own departments for the administration of the register and enquiries to the register following the guidelines in this document.

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**Appendix 1: Contact details for CPR Custodians and Child Protection Register enquiries.**

**Carmarthen LSCB:**

CP Register Custodian:  
Noreen Jackman, Child Protection Register Custodian.  
Tel no: 01267 246533  
Fax: 01267 246746  
Email: NJackman@carmarthenshire.gov.uk

All enquiries during office hours should be made to:

Victoria Charlesworth-Stack, Child Protection Register Administrator  
Tel no. 01267 246545 ext. 6545  
Fax: 01267 246746

**Ceredigion LSCB:**

All Child Protection Register enquiries during office hours should be made to:

Ceredigion Social Services Dept. Contact Centre:  
Tel no. 01545 574000  
Fax 01545 574002

CP Register Custodian: Lesley Roberts, Quality Assurance & Safeguarding Service  
Ceredigion Social Services Dept., Minaeron, Aberaeron SA46 0DY  
Tel.no.01545 574212  
Fax: 01545 574002

All enquiries during office hours should be made to:

Child Protection Administrators  
01545572639/4207  
Gwenda.Jones@ceredigion.gov.uk: Sheila.Marsden@ceredigion.gov.uk

Out of hours enquires Ceredigion: 08456015392

**Pembrokeshire LSCB:**

CP Register Custodian: Matthew Brown, Quality Assurance Team, Milford Haven Town Hall, Hamilton Terrace, Milford Haven SA73 3JW.  
Tel. no: 01437 776551  
Fax: 01437 776247  
Email: matthew.brown@pembrokeshire.gov.uk

CP Register Administrator - Judith Phillips, Quality Assurance Team, Milford Haven Town Hall, Hamilton Terrace, Milford Haven SA73 3JW.  
Tel. no: 01437 775349  
Fax: 01437 776247  
Email: judith.phillips@pembrokeshire.gov.uk

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Contact details for CP Register Enquiries:  
Duty Officer, Child Care Assessment Team  
Tel: 01437 776322/6325

**Powys LSCB:**

CP Register Custodian: Alison Davies, Powys Social Services, 1 High Street,  
Llandrindod Wells, LD16AG

Tel. no. 01597827325

Fax 01597 829285

alison.davies1@powys.gov.uk

Contact details for CP Register Enquiries:

Tel. no. 01597 827325

[safeguarding.unit@powys.gov.uk](mailto:safeguarding.unit@powys.gov.uk)

**Child Protection Register enquiries out of office hours should be made to:**

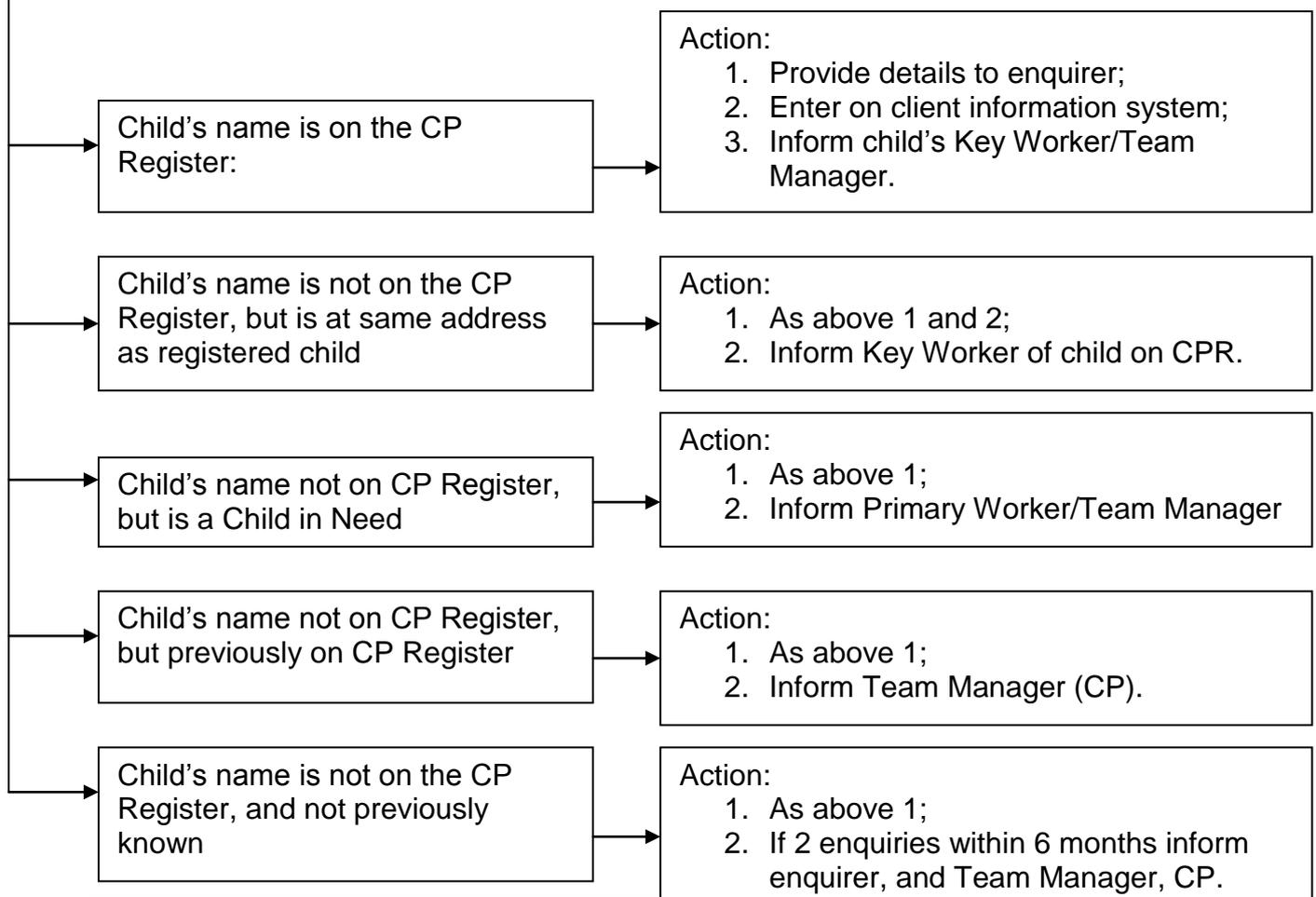
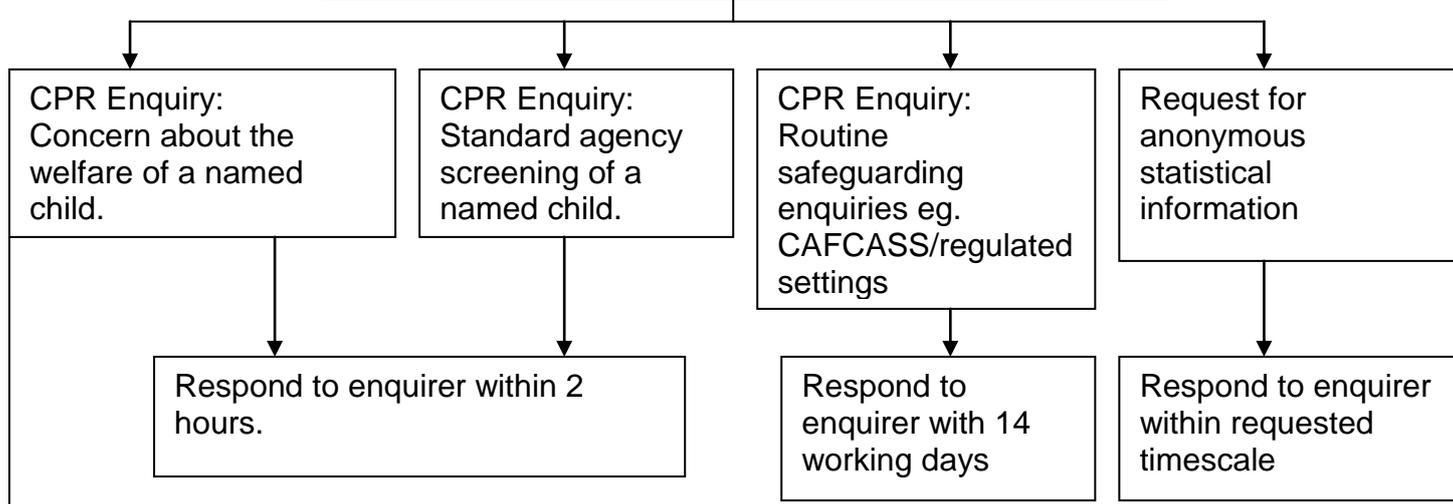
Incident Handling Supervisor, Dyfed Powys Police Headquarters, PO Box 99,  
Llangunnor, Carmarthen SA31 2PF

Tel.no.01267 226101 / 0845 3302000

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## Appendix 2: Child Protection Enquiries Flow Chart

CPR enquiry from LSCB agency to CPR Custodian/Administrator/ nominated centre by telephone/ fax/ letter



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