Child neglect

Experiences from the frontline

Serious neglect kills.
Take action for children.
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Studies suggest up to 10% of children experience neglect
Executive summary

Action for Children investigated the extent of child neglect in the UK, its impact on the most vulnerable children and families and the role of the professionals who are in a position to spot the early warning signs of neglect (as opposed to police and social workers, who receive referrals about more serious concerns).

The following issues were explored:
- how often frontline staff working directly with children identified suspected child neglect
- what the warning signs of neglect are
- who they spoke to about their concerns
- why they think child neglect happens and why it is rising
- what support is given and what is needed by professionals suspecting neglect

The major warning signs of neglect they have seen are that a child is not clean or is smelly (ie they have dirty hair, body or clothes) (64%), they display worrying behaviour (50%) or that there are concerns about the care a child is receiving at home (47%) or a parent’s ability to look after their child (42%).

Family issues are the main reasons professionals suspect child neglect could be on the rise, highlighting worse parenting skills (78%), more family breakdowns (60%) and the same problems in families from one generation to the next (50%) as some of the reasons why.

Other major findings from Action for Children’s investigation include:
- primary school staff are most likely to believe they have had contact with a neglected child (81%), followed by health professionals (69%) and pre-school/nursery staff (67%)
- nearly a third of all professionals questioned feel under ‘more’ pressure to intervene in suspected child neglect cases compared to five years ago; the media is mentioned by a large proportion as the reason why
- all professionals questioned want to be ‘able to report less serious suspicions before they get worse’ (55%) when dealing with suspected child neglect

Foreword
Child neglect is the ongoing failure to meet a child’s basic needs – from providing a secure environment, food and clothing to making them feel loved and safe. It is a huge problem, and currently the biggest reason for child protection in the UK. While no one knows exactly how many children are neglected in the UK, studies suggest that up to 10% of children in the UK experience neglect – that’s almost 1.5 million.¹

Neglect damages a child’s happiness and self-esteem. It limits their future achievements and potential. It can affect their ability to form positive relationships and it damages their development, behaviour and their trust in adults. Neglect not only has far-reaching effects on children and their families but also their communities. It affects a child’s confidence and their ability to be emotionally strong, which can lead to mental ill health and serious illness. Yet we suspect that the vast majority of neglected children go unreported and are not helped. Even where neglect is identified, there is evidence that some children and families fail to receive adequate services, sometimes leading to children dying.

Action for Children is passionate about the need for society to better address neglect by providing long-term support to struggling families and intervening early to stop emerging issues from spiralling out of control. But we understand that neglect and other similar issues are incredibly complex and demand multifaceted solutions. There can be no quick fixes – that’s why we are committed to being there for children and young people for as long as they need us.

In this report, Action for Children presents new evidence on the damaging effects of neglect and the challenges of dealing with the issue, as told by the professionals in a position to spot the early warning signs – before more serious concerns are reported to the police or social workers. It paints a worrying picture from the frontline of the signs and consequences of child neglect as seen in nurseries, primary schools, hospitals and in local communities across the UK.

We believe no child should be neglected – and yet thousands are. This is why Action for Children is launching a UK-wide appeal to make the UK wake up to the neglect that is happening on our doorstep.

While we support thousands of families every year, sadly we know there are more out there who need our help to overcome neglect. We urge you to join us. Take your action for children today – and help us be there for neglected children for as long as it takes.

Experience of child neglect

Frontline professionals were asked whether they have ever come into contact with child neglect and what signs alerted them to it, who they contacted about any concerns they may have had, and (in their experience) what further issues children who are neglected may suffer were then analysed.

As illustrated in Figure 1, the vast majority of frontline professionals questioned have come into contact with a child they believe has been neglected.

Figure 1: Have you ever suspected that a child you have worked with or come into contact with through your role has been neglected? (comparing professions)

<table>
<thead>
<tr>
<th>Profession</th>
<th>Number in sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary school staff</td>
<td>1,413</td>
</tr>
<tr>
<td>Pre-school/nursery staff</td>
<td>167</td>
</tr>
<tr>
<td>Health professionals</td>
<td>346</td>
</tr>
<tr>
<td>Total</td>
<td>1,926</td>
</tr>
</tbody>
</table>

Among all those questioned, it is in primary school that staff are most likely to cite contact with a neglected child (81% of primary school staff, compared with 69% of health professionals and 67% of pre-school/nursery staff).

Sampling and methodology

Sample of professionals

A sample of frontline professionals working with children were selected at random from the YouGov GB panel of 250,000+ adults. In order to assess the scale and impact of neglect in the UK, we spoke to professionals who generally came into contact with children in their day-to-day work rather than those who receive referrals and information about children where there are already grounds for concern. Of those invited to take part in the screening survey, 78% responded.

Respondents who completed the survey came from the following professional groups:
- primary school teachers
- primary school assistants
- nursery workers
- nursery assistants
- midwives
- health visitors
- doctors
- primary school and nursery-based nurses

This report also references previous research undertaken in February 2009 by ICM on behalf of Action for Children among the general public to explore whether they had ever come into contact with child neglect.³

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Fieldwork for this research was undertaken by YouGov on behalf of Action for Children through an online survey that took place between 15 July and 3 August 2009.

11% of all professionals questioned have seen an increase in suspected cases of child neglect

Research method

Aims and objectives

Action for Children surveyed frontline professionals working directly with children and young people under 18, exploring their training and experience when supporting children, young people and families who have been affected by neglect.

Child neglect is defined as an ongoing failure to provide the right care and attention to a child’s basic needs (including food and a safe environment) or to a child’s emotional needs, which is likely to result in serious damage to their health or development.

We spoke to professionals who are in a position to spot the early warning signs of neglect (as opposed to police and social workers, who receive referrals about more serious concerns). Primary school and nursery teachers and assistants, primary school and nursery-based nurses, doctors, midwives and health visitors all took part in the research.

Fieldwork for this research was undertaken by YouGov on behalf of Action for Children through an online survey that took place between 15 July and 3 August 2009.

1ICM interviewed a random sample of 1,038 adults aged 18+ by telephone between 13–15 February 2009. Surveys were conducted across the UK and the results have been weighted to the profile of all adults.
Indicators of neglect

Figure 2: What signs first alerted you to this? (all professions)

- Child not clean/smelly
- Worried about behaviour of child
- Worried about care at home
- Worried about parent’s ability to look after child
- Concern child in unsafe situations at home
- Child wearing inappropriate clothes
- Child regularly hungry/seemed malnourished
- Worried about condition of child’s home
- Child not collected at end of school
- Child regularly has minor injuries
- Child missed out on school trips etc
- Child not receiving regular medical attention
- Child regularly left alone

Base: All who have suspected that a child has been neglected (Professionals 1,493)

External signs of neglect are key indicators for all staff questioned. As demonstrated in Figure 2, such signs include the ‘child not being clean or is smelly (ie had dirty hair, body or clothes)’ (64%), ‘behaviour a child was displaying’ (50%), ‘child was wearing inappropriate clothes for their age or for the weather’ (36%) and ‘child regularly getting minor injuries that are inconsistent with their age and development’ (17%).

Figure 3: Top five indicators of neglect (comparing professions)

- Child not clean/smelly
- Worried about behaviour of child
- Worried about care at home
- Worried about parent’s ability to look after child
- Concern child in unsafe situations at home

Base: All who have suspected that a child has been neglected (Professionals 1,493)

19% of all professionals questioned have not received training or information about child neglect.

Action taken

Figure 4: Who did you speak to about your concerns? (all professions)

- Colleagues
- Child protection lead in your setting/agency
- Manager
- Social workers/social services/local authority
- The child’s parents/family
- The child themselves
- Police
- Other

Base: All who have suspected that a child has been neglected (Professionals 1,493)

All professionals questioned are more likely to raise their concerns internally, ie with ‘colleagues’ (56%), and a ‘child protection lead in your setting/agency’ (54%) rather than speak to statutory services.
Health professionals are most likely to raise concerns with external agencies, with 53% saying they would raise their concerns with ‘social workers/social services/local authority children’s services’.

Primary school staff are least likely to raise their concerns externally: just 20% spoke to ‘social workers/social services/local authority children’s services’, and 17% to the ‘child’s parents/family’. This group is much more likely to speak to ‘colleagues’ and ‘child protection lead/setting in your agency’ (55% and 56% respectively). It should be noted that a child protection lead would then assess what steps should then be taken in a case of suspected neglect, and whether statutory services, such as social services or the police, need to be involved.

The incidence of suspected child neglect cases among all professionals is much higher than among the general public who were questioned in Action for Children’s earlier research in this area. When asked ‘Have you ever been worried about the welfare or safety of a child you know or living in your area’, just 25% reported some level of worry.1

Of those members of the general public that had been worried, 38% did not tell anyone about their concerns. Reasons identified included:

- they were frightened of repercussions or that it may cause them trouble (16%)
- it was not any of their business (15%)
- a lack of proof prevented them from doing anything (15%)
- they did not think they had enough information about who to ask for help (23%)

Health professionals questioned identified ‘emotional or mental health problems’ (76%), and ‘poor social skills’ (76%) as issues neglected children may also suffer. However ‘poor attainment in schools’ is the primary concern for teaching professionals (77%).

76% of all professionals questioned felt neglected children may also have emotional or mental health problems

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Frequency of child neglect cases

Professionals were asked how often they came across child neglect and whether they believe the number of cases they have come across has changed in the last 12 months, and why this may be.

Figure 7: From your experience, apart from the neglect itself, which of the following are neglected children more likely to suffer? (comparing professions)

Health professionals mention the most factors that neglected children are likely to suffer. Understandably, they are more likely than other staff questioned to mention ‘physical ill health’ (68%, compared to 58% of pre-school/nursery staff and 45% of primary school staff) and ‘emotional or mental health problems’ (83%, compared to 70% of pre-school/nursery staff and 75% of primary school staff).

The top response among primary school staff is ‘poor attainment in school’ (80%), while ‘poor social skills’ is cited most by pre-school/nursery staff (78%).

Among those questioned, health professionals see fewer suspected child neglect cases weekly (7% at least once a week), but more when considering the month as a whole (21%). Primary school staff see such cases less often – 9% say at least once a week and 16% at least once a month. Pre-school/nursery staff see these cases the least (6% say at least once a week and 8% at least once a month).

While the frequency of child neglect cases among primary and pre-school/nursery staff may be less than for health professionals, just 5% of primary staff said they never came across suspected child neglect cases, likewise just 14% of pre-school/nursery staff.

77% of all professionals questioned felt neglected children are likely to do worse at school.
However, 13% of pre-school/nursery and primary school staff report an increase, while 6% of health professionals saw an increase (just 2% more than those who reported a decrease).

The biggest response among all groups is that the number of suspected child neglect cases has not changed in the past 12 months (60% of primary school staff, 57% of pre-school/nursery staff and 52% of health professionals answering ‘the same’).

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78% of all professionals questioned felt poor parenting skills were a reason for increasing neglect.

Issues within the family are suspected by all professionals questioned as the main reasons for an increase in child neglect cases. Issues such as ‘parenting skills getting worse’ (28%) ‘more family breakdowns’ (60%) and ‘same problems in the family generation to generation’ (50%) were mentioned.

Community issues are also suggested as a possible cause by over a third of all professionals questioned (36% mentioning ‘reduced/no sense of community’).

Economic factors such as ‘greater poverty/deprivation in area’ are also mentioned (44%). Other economic factors highlighted include ‘reduced family finances’ (33%) and ‘the recession’ (15%).
Furthermore, they also agreed ‘more family breakdowns’ was a possible reason, and of particular concern for health professionals (73%, compared with 59% primary school staff and 57% pre-school/nursery staff).

All professionals questioned agreed that ‘parenting skills getting worse’ could be a primary factor in determining why child neglect cases have increased (81% pre-school/nursery staff, 78% primary school staff, and 77% health professionals).

Furthermore, they also agreed ‘more family breakdowns’ was a possible reason, and the reasons why this may be.

They were also asked whether they had ever felt powerless to intervene in cases of suspected neglect, and if so why.

Pressure on staff

Overall, just under a third (30%) of all staff questioned feel under ‘more’ pressure to intervene in a suspected child neglect case than they would have five years ago. Half (50%) feel the level of pressure has ‘not changed’, although just 2% think there is ‘less’ pressure.

Age closely correlates to feelings of increases in pressure. Staff in younger age groups are the least likely to report an ‘increase’ in pressure over the last five years (21% of 18–24 year olds), and the middle to older age groups are the most likely (34% of those aged 55+). Perhaps as a reflection of this, there are significantly more people in the younger age groups answering ‘N/A – was not working in this area five years ago’ (49%, compared to just 1% of staff aged 55+).

Pressure to intervene

Figure 12: Would you feel under more, less or the same amount of pressure to intervene if you suspected a child was being neglected now than you would have five years ago? (comparing professions)
These include ‘latest government announcements/guidelines’ (30% of all professionals questioned), and ‘manager/organisational pressure’ (23% of all professionals questioned).

While ‘more public complaints’ are mentioned by just under one in every five respondents (17% of all professionals questioned), it is ‘other reasons’ that further compounds pressure (22% of all professionals questioned).

The media has a significant influence in increasing pressure on all professionals questioned to intervene in suspected child neglect cases (‘recent media spotlight on high-profile child protection cases’ is cited by 68% of all professionals questioned).

Other professional pressures also go some way to explain why they felt an increase in pressure to intervene.

The media remains a prominent reason for the increase in pressure to intervene when comparing the different professions (‘recent media spotlight on high-profile child protection cases’ is cited by 70% of health professionals, 68% of primary school staff and 63% of pre-school/nursery staff).

There remains a relatively even response for all other issues, although health professionals are wary of ‘more public complaints’ (29%, compared to 15% of primary school staff and 10% of pre-school/nursery staff).

33% of all professionals questioned thought increasing child neglect was due to reduced family finances
Staff experience

The research also explored what information or training professionals have received to help them in their role, and when coming into contact with a suspected child neglect case. We also asked professionals to identify what would be useful when dealing with neglect cases.

Training among professionals

Figure 15: Have you ever been given information or training on neglect and what to do about it in the course of your current job? (comparing professions)

The majority of professionals questioned have received some information on how to handle child neglect cases (89% of pre-school/nursery staff, 85% of health professionals and 79% of primary school staff). Primary school staff are the least likely to have received information or training (21%, compared to 11% of pre-school staff and 15% of health professionals answering ‘No, have not’).

Help required

Figure 16: Which, if any, of the following would you find helpful for dealing with any case of suspected child neglect you may come across? (all professions)

'Being able to report less serious suspicions before they get worse' is the most popular response from all professionals questioned (55%).

Issues relating to information and training are also among the top responses, including ' clearer guidance from your employer or from the government about when to intervene (eg lower thresholds of need to initiate a response)' (mentioned by 44%), 'advice on how to help struggling families' (36%), 'guidance on likely neglect symptoms' (33%) and 'new training' (31%).

55% of all professionals questioned said reporting less serious suspicions earlier would help
Figure 17: Which, if any, of the following would you find helpful for dealing with any case of suspected child neglect you may come across? (comparing professions)

<table>
<thead>
<tr>
<th>Helpfulness</th>
<th>All professionals</th>
<th>Health professionals</th>
<th>Pre-school/nursery staff</th>
<th>Primary school staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to report less serious suspicions</td>
<td>45%</td>
<td>54%</td>
<td>34%</td>
<td>33%</td>
</tr>
<tr>
<td>Clearer guidance from your employer or government on when to intervene</td>
<td>55%</td>
<td>45%</td>
<td>43%</td>
<td>40%</td>
</tr>
<tr>
<td>Advice on how to help struggling families</td>
<td>60%</td>
<td>75%</td>
<td>76%</td>
<td>65%</td>
</tr>
<tr>
<td>Guidance on likely neglect symptoms</td>
<td>65%</td>
<td>75%</td>
<td>75%</td>
<td>65%</td>
</tr>
<tr>
<td>New training</td>
<td>65%</td>
<td>75%</td>
<td>75%</td>
<td>65%</td>
</tr>
<tr>
<td>More resources</td>
<td>60%</td>
<td>55%</td>
<td>55%</td>
<td>50%</td>
</tr>
<tr>
<td>More time</td>
<td>60%</td>
<td>55%</td>
<td>55%</td>
<td>50%</td>
</tr>
<tr>
<td>Information on how to respond from local authority or the government</td>
<td>55%</td>
<td>45%</td>
<td>45%</td>
<td>50%</td>
</tr>
<tr>
<td>More support from manager</td>
<td>55%</td>
<td>50%</td>
<td>55%</td>
<td>50%</td>
</tr>
<tr>
<td>Information from independent bodies, eg children’s charities</td>
<td>55%</td>
<td>50%</td>
<td>55%</td>
<td>50%</td>
</tr>
<tr>
<td>Better access to families and children</td>
<td>55%</td>
<td>50%</td>
<td>55%</td>
<td>50%</td>
</tr>
</tbody>
</table>

Base: All who work directly with children (Primary school staff 1,413, Pre-school/nursery staff 167, Health professionals 346)

When analysing all professionals independently, there are some interesting distinctions.

Of particular help to pre-school/nursery staff would be ‘advice on how to help struggling families’ (54%, compared to 34% of primary school staff and 34% of health professionals).

Primary school staff are particularly keen to receive more guidance, ie ‘clearer guidance from your employer or from the government about when to intervene’ (46%, compared to 40% of pre-school/nursery staff and 40% of health workers) and ‘guidance on the likely symptoms of neglect’ (37%, compared to 26% of pre-school/nursery staff and 23% of health workers).

Health professionals were more likely than others to answer ‘more resources’ (35%, compared to 25% of primary school workers and 33% of pre-school/nursery staff) and ‘more time’ (35%, compared to 25% of primary school workers and 21% of pre-school/nursery staff).

44% of all professionals questioned said clearer guidance from the government on when to intervene would help

Conclusion

The majority of frontline professionals interviewed have come into contact with a child they believe has been neglected. Primary school staff are most likely to believe they have had contact with a neglected child (81%), followed by health professionals (69%) and pre-school/nursery staff (67%).

The key factors that alert professionals to child neglect are external signs such as a ‘child not being clean or is smelly (ie had dirty hair, body or clothes)’ and the ‘behaviour a child was displaying’. While these factors are also mentioned by health professionals, more of a concern among this group is ‘worry about parent’s ability to look after their child’ (52%).

All professionals questioned largely confide in their colleagues (56%). Health professionals are more likely than teaching professionals to raise concerns with external agencies such as ‘social workers/social services/local authority children’s services’ (53%).

Primary school professionals rely more on ‘colleagues’ and the ‘child protection lead/settling in your agency’ (55% and 56% respectively), who would then assess whether statutory services would need to become involved.

All those interviewed mentioned a high number of additional factors neglected children may suffer from, including ‘poor attainment in school’ (77%), ‘poor social skills’ (76%) and ‘emotional or mental health problems’ (76%).
The majority of professionals questioned come across suspected child neglect cases at least once a year. Of health professionals, 21% reported coming across suspected child neglect cases at least once a month. Among primary school staff, this drops to 16% and of pre-school/nursery staff, 8% reported at least once a month.

Issues in families are suggested as the main reasons for the increase in child neglect cases. These include ‘parenting skills getting worse’, ‘more family breakdowns’ and ‘same problems in the family generation to generation’.

Community issues such as ‘reduced/no sense of community’ is the next most mentioned set of factors, followed by economic issues such as ‘greater poverty/deprivation in area’, ‘reduced family finances’ and ‘the recession’.

While around half of those interviewed report no change in the level of pressure to intervene in suspected child neglect cases (compared to five years ago), just under a third feel under ‘more’ pressure to.

The media is mentioned by a large proportion of interviewees as a reason why professionals feel under more pressure to intervene in suspected child neglect cases. Other professional pressures are also important, such as ‘latest government announcements/guidelines’ and ‘manager/organisational pressure’. ‘More public complaints’ is mentioned less, by around one in every five respondents.

The majority of those interviewed have received information or training on handling child neglect cases (89% of pre-school/nursery staff, 85% of health professionals and 79% of primary school staff).

The most popular form of help or information mentioned that would help professionals deal with cases of suspected neglect is ‘being able to report less serious suspicions before they get worse’. Other popular forms of help include ‘clearer guidance from your employer or from the government about when to intervene (eg lower thresholds of need to initiate a response)’, ‘advice on how to help struggling families’ and ‘guidance on likely neglect symptoms’.

What is Action for Children doing about neglect?

Supporting families where it is needed the most

Most children are brought up in families, and this is where they need to feel safe, comfortable and loved. It’s also where they learn how to care, and how to support other people. That’s why it is crucial that parents are given, at the earliest opportunity possible, any support they may need to ensure their children can grow up into happy, responsible adults.

Action for Children supports families every single day, addressing their needs on a whole range of issues, whether neglect has been identified officially or not.

We deliver community-based services, working with vulnerable children and families as long as it takes. Working in partnership with other frontline professionals such as doctors, health visitors and teachers, we reach out to children and families who – for whatever reason – would not normally use or trust the help that is out there.

Research into the best ways to tackle the issue

Working with thousands of the most vulnerable families across the UK has provided us with a wealth of evidence and knowledge on the mix of practical, long-term solutions needed to combat neglect. However, we know that child neglect is difficult to reverse, and that there is no single method of support that will fully tackle the problem. We also believe that there is currently not enough evidence on how best to reduce or prevent neglect.

That’s why our ground-breaking UK Neglect Intervention Project will be looking at how and when we should be helping neglected children.

Working with Salford University, we will be looking at the work of six of our services directly supporting families with young children where neglect has been identified, to look at how families access help and what works.

We will also continue to investigate the scale and impact of neglect in the UK, the experiences of professionals supporting families in communities across the UK and the support they need to deal with the issue.

A UK-wide appeal on neglect

Serious neglect kills children every week. Studies suggest that up to 10% of all children in Britain are neglected – more than twice the number of children born in the UK in 2007.1

No child should be neglected. That’s why we’ve launched a three-year appeal to make the UK wake up to neglect. Neglected children desperately need our help and through our appeal we will be:

• campaigning to improve the way we tackle child neglect, and highlighting the importance of intervening early to help families with emerging issues, before they become long-term problems
• encouraging governments to spend more – and more wisely – on public services that focus on early intervention
• raising desperately needed money to develop targeted, effective initiatives that tackle the key causes of neglect

We work with thousands of vulnerable families already but there are many more families out there who need our help. With your support, we can offer a lifeline to even more neglected children right across the UK.

Find out more about neglect and what you can do to get involved in our appeal at www.actionforchildren.org.uk

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Help us to help them

as long as it takes
Neglected children desperately need your help

Serious neglect kills.
Take action for children.

www.actionforchildren.org.uk

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Action for Children is committed to helping the most vulnerable children and young people in the UK break through injustice, deprivation and inequality, so they can achieve their full potential.