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What happened

Amber was taken to hospital by her parents because they were worried about her arm. At first, doctors thought it was an infection. But a scan and a special check showed Amber and her brother, Joshua, had many broken bones that were healing. The doctors said these injuries were not accidents. Amber was 2 months old when this happened. She lived with her parents and 4 brothers and sisters.

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About the Family

Amber's family moved to the area in 2022. Her Mam and Dad are from different countries. She has 3 younger brothers or sisters and one older half-brother. No one from social care had worked with the family before.

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Things that made life harder

- Adults who need help might also be parents. We must think about their children's safety.
- Needing help to care for the children from family or friends.
- Family culture, community, and support networks.

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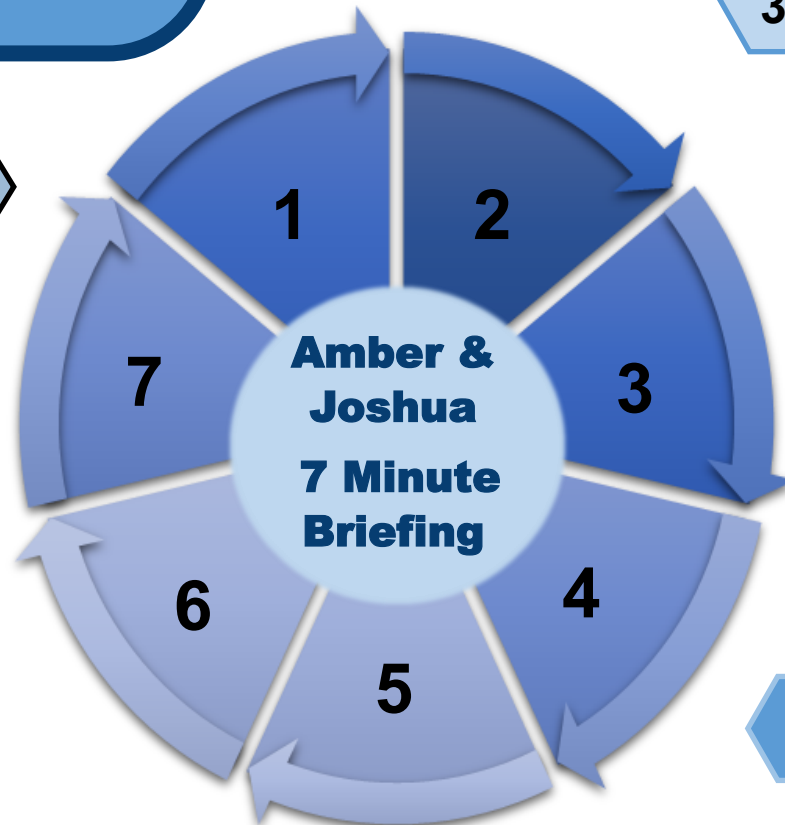
What we can Learn

- Understand family life better, including money, culture, and relationships.
- Be confident when working with different cultures.
- Talk clearly about consent and ask, 'How can we help?'

Recommendations

1. Use national reforms to Improve local services:
 - i) Work together using a clear system.
 - ii) Share information early and ask questions.
 - iii) Use helpful language about consent.
 - iv) Make sure out-of-hours services work like daytime ones.
2. Check and improve out-of-hours call systems so professionals talk quickly and clearly.
3. Update training and guidance to help with language and consent.
4. Add training about cultural confidence for all workers.

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Main ideas

- Know what makes children at risk.
- Share information early and use clear language.
- Be confident about cultural differences.
- Make sure children are safe even outside normal working hours.

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Questions for us:

- How can we use this to keep children safe?
- How do we understand risk and vulnerability?
- How do we share information and use clear language?
- How do we respect cultural practices?
- How do we work together when children need help out of hours?