



feeling  
**INVISIBLE**

**ARE YOU GETTING  
WHAT YOU NEED?**

If neglect is affecting you, or someone you know, we're here to help.

**childline**

ONLINE, ON THE PHONE, ANYTIME  
childline.org.uk | 0800 1111

something just

**DOESN'T**

**FEEL RIGHT**

**Every young person has the right to be looked after properly. If you – or someone you know – isn't, then we're here for you.**

You might have heard people talk about **neglect** before but not been exactly sure what they meant. Neglect is when you're not properly cared for or supervised by your parents or carers. It can also mean not having the important things you need at home.

There's a difference between things we **want** and things we **need**. Some people might want a new games console, or a new phone. But these aren't things you need.

If you're suffering neglect – or are worried that one of your friends is – this booklet is here to let you know what you can do and who can help.

**Neglect usually means an ongoing failure to provide what a young person needs. But sometimes neglecting someone just once can be very serious.**

## Every young person needs:



clean, warm clothing



enough food and drink



a safe place to live



protection from dangerous situations



love and care from parents or carers



emotional support and attention



enough attention given to their health and access to any medication they need



support with education.

forever  
**ON MY  
OWN**

### **Neglect is never your fault**

If you or someone you know aren't getting what you need, it could be neglect. Neglect is never your fault, and you don't have to go through it alone. That's why we've put together this booklet, and there's more info and support at [childline.org.uk/neglect](https://childline.org.uk/neglect)

## Why's it important?

Neglect can make you unwell or very upset. You might run away from home, get into trouble at school, or feel pressured into doing things you don't want to do.

In the long term it can affect physical and mental health, chances of getting a job and ability to develop healthy relationships with other people.

## If you're worried about someone, talk to them.

We all need to look out for people to make sure they're safe. If you think someone you know might be experiencing neglect, let them know you are there to support them. You can also point them towards Childline's pages that can give them info and advice.

**"I'm worried about a friend of mine. He keeps missing school and when I went round to his house it was a real state. He said his dad had just gone out but I'm not sure I believed him. He's getting bullied at school because his clothes smell – I don't think anyone washes them." \***



## Worried about a friend?

If you think your friend might be suffering neglect there are some signs to look out for:



wearing clothes that are dirty, are the wrong size or don't keep the person warm or dry



often not turning up at school, sports, or clubs, without having a reason for it



struggling to make friends and being alone a lot



trying to get attention – for example, by bullying other people



being left at home alone at night time



being hungry – asking for food a lot, not having lunch or lunch money



their parents don't seem to know, or care, where they are



being sent to school even when really unwell.

feels good to  
**LET IT  
OUT**

### **You're not alone**

Your family, carers and friends all have an important part to play in keeping you safe. So do people like teachers, school nurses, youth workers, and sports coaches – they have a duty to look after you. Whatever you're going through, you don't have to go through it alone.

## Things you can do:



**Try writing down your worries** – it can help you to work out what you want to do.



**Talk to someone you trust, or contact Childline** – they can help you work out what your options are.



**Don't be afraid to ask for help – talk to someone like a teacher, school nurse or a youth worker** – they can put you (or the person you are worried about) in touch with someone who can help.



## You can always talk to Childline

Childline is a private, confidential place where you can be you. Whatever you're worried about, we're here for you 24/7, every day of the year, online and on the phone.

### However you want to get in touch



**You can call one of our experienced counsellors** on **0800 1111**. It's free, anonymous, and won't even show up on your phone bill.



**You could chat to a counsellor online** – just like a messaging service, if you're more of a typer than a talker. [childline.org.uk/chat](https://www.childline.org.uk/chat)



**Take a look at our info and advice**, we've got loads online and on our free app **'For Me'**.

## → MORE PLACES TO TURN

**"If anyone is nervous about calling Childline, then I'd encourage them to just give them a try as they can help with any problems. They'll listen to you talk about what's bothering you." \***



### **Children's social services**

Search online for children's services in your area.

### **Police**

Call **999** or textphone **18000** in an emergency. Or find the number for your local police station online.

### **Doctors / NHS 111**

Make an appointment with your GP or ring **111** – the free NHS non-emergency number.

### **Youth services**

Search online for local youth services in your area.

## You can always talk to Childline

Childline is a free, private and confidential place for you to be you. Whatever your worry, it's a place where you can get the help you need in the way you want it.

Online and on the phone, 24/7, we're here to listen, talk things through and give you the information you need, whatever life throws at you.



# childline

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