


**FGM is child abuse**




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Call the NSPCC's FGM helpline on 0800 028 3550 or email [fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk)

If you're worried about someone's genital mutilation (FGM), contact helpline for more advice and support. NSPCC is there to offer advice and support.

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**FGM is Child Abuse**

- Often wrapped up as something 'special'
- Physical abuse: driven by need for the control of young women
- Perpetrated by some people in some communities



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**Form of harm with the 'best of intentions' ?**

- Often a single incident
- Parents think they are doing it in the best interests of the child.
- Child's care otherwise is non-abusive

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### Dilemmas: to act or not to act?

- Many professionals struggle with this dilemma because the care of children otherwise is not problematic
- Single incident no risk of future harm
- Once FGM has occurred what are the grounds to remove the child?
- However parents are punished in other forms of abuse: clear benefits from securing a prosecution

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### Challenges

- Securing intelligence: public and professionals
- Identification of perpetrators
- Attitude and behavioural change



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### What the public want from a Helpline

- Anonymity
- Take action on behalf of callers, listen and hear.
- Accessibility in different ways



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### Impact – making a difference

- 89% callers rated the service as very satisfied
- 75% of advice callers perceived a change in their problem for the better
- 35% of information in referrals was seen as essential
- 40% of families referred were not know previously to local authorities
- 2013: 31,000 referrals made  
45,000 advice contacts



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### Why a Helpline

- Free 24/7: available when users want it
- Gather universal intelligence and share
- Advice and Support



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### Current demand

**Number of contacts:** 350 (64 Advice + 161 Referrals + 125 Enquiries).

**Age of victims :** 0 to 20 years

**Referrals to Police:** 183 referrals (includes 44 advice contacts where a referral was created as per FGM protocol).

**Referrals to Children's Services:** 100

**Most Frequent Ethnicity** of family concerned are reported to be from Nigeria, Somalia, Gambia and Sudan

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### What makes a helpline successful



- Promotion, promotion, promotion
- Level of awareness equates to level of usage
- Every professional needs to take ownership of awareness raising

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