

INFORMATION FOR PARENTS, CARERS & PROFESSIONALS

WHO WE ARE

Railway Children is a children's charity who are here to support young people aged 10-18 who have been found to be vulnerable on the rail network.

This can include children and young people who have gone missing, who are potentially being exploited, who have been a victim of a crime or are struggling with their mental health and at risk of harm. Whilst we receive our referrals exclusively from British Transport Police, we are independent from them.

Our staff come from a range of backgrounds from both the voluntary and statutory sector and are all highly experienced in youth practice.

WHAT WE DO

We offer children and young people emotional and practical support in their local community.

This can include visiting them at home, in school or in a local safe space. A youth practitioner will arrange an initial welfare visit and can continue to work with a young person for weeks or months depending on their needs. Our team use a person-centred approach, meaning we allow young people to guide us on what they want support with.

Alongside our direct support with children and young people, we work closely with the UK rail industry to ensure children are safeguarded on the rail network.



HOW DO WE WORK IN PARTNERSHIP

All our work with young people is confidential however if we have concerns that they or someone else may be at risk of serious harm we will share this information with their parent or carer or a relevant professional.

If you are a professional working with a young person, we will contact you to understand any concerns you may have and consider how we can compliment any plan that is already in place.

CONTACT US

If you have any questions about our service or want to discuss a young person with us, please call/text/WhatsApp 07594 509346 for further information.

Someone will usually be available to reply or take your call between 9am and 5pm, Monday to Friday or you can leave us a message.

If you are concerned about someone who maybe missing or in danger on the rail network you can contact **BTP** on **0800 40 50 40** or text **61016**.



FEEDBACK OR COMPLAINTS

If you have any feedback about our service at any time, please let us know.

You can speak to your Youth Practitioner or contact our Regional Managers by emailing regionalmanager@railwaychildren.org.uk.

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RAILWAY
children

No child lost to the streets

