

## **NSPCC Visit – 22<sup>nd</sup> September, Philip Lewis**

The NSPCC library holds the most comprehensive collection of child protection resources in the UK, and one of the largest in Europe. Based at the NSPCC's offices near Liverpool Street (Weston House), it provides services to NSPCC staff from all over the country, as well as dealing with external enquiries from the NHS, local government and a variety of other organisations and individuals.

We are greeted by Anne, the Duty Information Specialist, who shows us round the quirkily-decorated enquiry desk area. Situated as it is by the main reception, this is often the first point of contact for staff with information queries, and benefits from a lot of passing traffic.

After introductions we are then taken down to the basement level, a break-out area for staff with a couple of meeting rooms attached, but also – more importantly – the stacks.

### **The Library's Collection**

The library's collection covers three main areas:

1. Child abuse & neglect
2. Child protection
3. Safeguarding

Aside from the stacks, the rest of the collection is housed in a reading room opposite the main enquiry desk area. The bulk of the collection is print, but there are also online resources such as e-books and journals. One of the main challenges for the team is the spread of NSPCC staff around the country. To this end they have a postal loaning service, as well as telephone inductions for new starters outside the Weston House office in London.

The other key part of the Library's collection is the National Collection of Case Reviews. Launched in 2013 in collaboration with the Association of Independent Local Safeguarding Children Boards (LSCBs), the repository provides a single point of access to printed, bound case reviews – reviews undertaken after the death or serious injury of a child involving some form of abuse or neglect.

As well as holding the National Case Reviews Collection, the Library team also write thematic briefings that highlight key lessons from case reviews, based around a particular theme and pulling together key risk factors and recommendations for best practice. Example briefings we were given included briefings on suicide, on how GPs and healthcare teams can improve practice in terms of spotting early signs of child abuse, and on how perinatal healthcare teams can improve practice around identifying families who need early help to prevent neglect.

### **The Library team and their work**

The Knowledge and Information Service is delivered by two teams:

- Library, records and enquiries

- Knowledge and statistics

We had excellent presentations from staff in both teams.

Of particular interest to health librarians were the talks on the library's OPAC, for which the team write their own abstracts for all items. This allows the team to both maintain a tight grip on their collection (using their own in-built thesaurus for keywords), and to put across an objective, NSPCC-focused view on the content and how it might be useful to members.

The team also provides several current awareness bulletins, including [CASPAR](#), a free weekly update on practice, policy and research around safeguarding and child protection that has around 30,000 subscribers. This also runs as a Twitter feed (@NSPCCpro). They also provide a [New in the Library](#) update, a free weekly email informing subscribers of any new additions to the collection, and a monthly Safeguarding in Education Update for education professionals

Familiar to some librarians, the Social Policy and Practice database (SPP) is a great resource that brings together information from key social care organisations. The NSPCC library submits a data set four times a year filling in new information. Other institutions searchable in the database include AgeInfo, ChildData and the Social Care Institute for Excellence.

Overall this was a fascinating visit that highlighted the vital work that the NSPCC library does, and how health librarians can best use their resources.