



Guidance for the Development of Child Protection Procedures for Voluntary Organisations / Community Groups and Service Providers

June 2009

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Introduction

Child Protection must be seen as integral to the work of the organisation or group, even if children and young people are not the primary client group. In situations where organisations only deal with adults, employees or people involved with the organisation may come in contact with children who are related or friends with those adults and who cause them to be concerned. It is important that everyone knows how to respond if they are concerned about a child or young person.

Any Child Protection Policy requires to be brought to the attention of staff and those involved with the organisation who should be provided with training.

The policy should also be brought to the attention of children / young people and their parent(s), carer(s) or person(s) with parental responsibility, in order that they have a clear understanding of what to expect if someone in the organisation is concerned about a child or young person. The Child Protection Policy must be dated to indicate when it was last reviewed, this should occur with a minimum of a 3 yearly cycle. Draft policies are not acceptable nor are combined Vulnerable Adult and Child Protection Policies (different legislation and procedures apply to these).

All legislation must be relevant to services delivered in Scotland for example the Children Act (1989) **is not acceptable** as the relevant Scottish Act is the Children (Scotland) Act 1995.

What needs to be included in the procedure?

It is important that the organisation adopts a policy statement about the welfare and protection of children. This has to reflect that the organisation sees the protection of children as a priority for them as well as emphasising that it is the duty of those involved with the organisation to report any abuse discovered or suspected. An example of such a statement is included within the Sample Procedure in the Introduction.

Guidance on what constitutes abuse and how to recognise it is also required.

The commonly accepted definition of abuse is included in the Sample Policy. This is taken from **Protecting Children - A Shared Responsibility- Guidance on Inter-Agency Co-operation, Scottish Office 1998**. The more detailed definitions contained in the Appendix of the Sample Procedure are also taken from the same document.

Possible signs of abuse are also listed in the Appendix. It is extremely important to emphasise that the lists although designed to be a helpful aid, should not be used as a checklist. It may be that a child or young person may tell someone that they are being abused, but that they show no obvious signs. It is crucial that if a child or young person says that he/she is being abused, that the matter is taken seriously and passed on as a matter of urgency.

Specific instructions as to who to inform if a child says that he/she is being abused or it is suspected that a child/young person is being abused, should be clearly outlined in the organisations' procedure. An example is contained in the What to do if? Section of the Sample Procedure. Having a specific member of Staff/ Representative is crucial in order that concerns can be discussed and passed on quickly and appropriately. The **appropriate person** indicated in the sample policy should be a named manager or post within the organisation. In addition it needs to be made clear who stands in for this person when they are not available i.e. on holiday, off sick.

The **appropriate person** should be someone within the organisation who has sufficient knowledge/ expertise to deal with any concerns raised.

In addition, a person independent from the organisation should be offered for children/ young people / staff / others involved with the organisation to contact if they are concerned about the welfare of a child young person and feel unable to talk to the person identified. This may be as a result of concern they have about someone who works for or is involved with the organisation. The independent person needs to be given clear instruction as to how to react if they have concerns reported to them and should be referred to in the “Action to be taken...” section in the guidance.

It is crucial that those involved make no judgements as to whether the concern is justified or not. If there is even the slightest doubt about the welfare of a child / young person, the information should be passed on immediately.

Should the person concerned about a child / young person be unsatisfied with the response received, the addresses and telephone numbers of the local Social Work Services Office and Police station should be included in order that the individual can make contact with them directly.

It is important to include some information as to what might happen next so that the concerned person knows what to expect and also some information on how to support the child / young person in the future. There are examples of these in the sample procedure.

Confidentiality

The organisation should notify parent(s), person(s) with parental responsibility, children / young people that a policy on the protection of children / young people exists within the organisation. This ensures that everyone is clear that if there are concerns about a child / young person that there is a process that is followed and that it comes as no surprise to anyone when the concerns are passed on to the relevant organisation.

There needs to be a clear statement that information will not be kept confidential where it is felt that a child / young person is at risk of abuse or harm and that child protection concerns will override/supersede the principles of confidentiality within your organisation. Children / young people need to know this information so that they are clear what happens if they tell an employee or someone involved with the organisation that they are worried about something or indicate that they are at risk of abuse or harm.

The “Confidentiality” section in the sample guidance is an example of the wording that could be used in your own policy. It may be appropriate to display the policy on your notice board or even to put a statement on the notice board stating that if an employee or someone involved with the organisation has concerns regarding the welfare of a child or young person then those concerns would be passed on to the relevant appropriate organisation.

The recruitment and selection of staff and volunteers

Protection of Children (Scotland) Act 2003

All organisations that work with children, including volunteer organisations will commit an offence and be liable for prosecution if they do not comply with this legislation. The legislation allows Scottish ministers to maintain a list of persons deemed unsuitable to work with children. The Act covers both employed persons and volunteers.

Access to this list will only be available through the disclosure process, thereby making registration for police checks on new staff and volunteers mandatory.

Careful consideration therefore needs to be taken when recruiting staff and volunteers for the organisation.

For full details and advice contact

Central Registered Body in Scotland (CRBS)
Unit 55
Stirling Enterprise Park
Stirling
FK7 7RP

Telephone 01786 849777

E-mail info@crbs.org.uk

Website www.crbs.org.uk

Training and awareness:

There must be a clear statement that indicates there is a mechanism in place (e.g. training) which ensures that staff have access to procedures or policies which allow them to understand their roles and responsibilities specifically in the protection of children from abuse.

It should be clearly stated how this area of policy will be made available for staff members to refer to.

Sample Child Protection Procedure

(Insert name of organisation)

Child Protection Policy

Date: (Child Protection Policy must indicate the date when it was last reviewed) (Draft policies are not acceptable)

Introduction

(Organisation Name) is committed to the protection of children and regards the safeguarding and promoting of the interests and wellbeing of children as of paramount concern. We are also committed to the protection of vulnerable children from exploitative relationships.

(Organisation name) consider it the duty of all those employed or involved with the organisation, to prevent the physical, sexual or emotional abuse of all children with whom they come into contact, including reporting any abuse discovered or suspected.

Who needs protection?

Children and young people under the age of 16 and young people between the ages of 16 and 18 who are affected by disability or are vulnerable.

What is child abuse?

The general definition of child abuse adopted in Scottish Office guidance refers to circumstances where “a child or young person’s basic needs are not being met in a manner which is appropriate to his or her individual needs and stages of development and the child is, or will be, at risk through avoidable acts of commission or omission on the part of their parent(s), sibling(s) or other relative(s) or a carer. (i.e. the person(s) while not a parent who has actual custody of, charge of, or control over a child).” Additional information in Appendix 1.

What to do if you think a child or young person is at risk of abuse

- Be supportive to the child or young person. Listen with care, but do not ask any unnecessary questions. Take what the child or young person is saying seriously, and advise them you will have to pass the information on;
- Write down the nature of your concern and anything the child or young person may have told you using, so far as possible, the words used by the child or young person. Remember to sign and date the notes taken;
- Immediately report the grounds of your concern to * (name of appropriate person in the organisation) who will take steps to pass the information on to the appropriate person or organisation who will investigate the concerns. **Do not delay in reporting your concerns. Where possible, advise * (name of appropriate person in the organisation) on the same day the concern arises;** and
- If you are unhappy with the response from the named person, you should contact the local Social Work Services Office and outline your concerns and the basis for them. (See important contacts).

*** Please identify named person.**

Confidentiality

If a child or young person may be at risk of harm, this will always override a professional or organisational requirement to keep information confidential. Those employed or involved with the organisation have a responsibility to act to make sure that a child whose safety or welfare may be at risk is protected from harm. Children, young people and their parents will always be told this.

Action to be taken by the named person

- All cases of suspected or alleged abuse must be treated seriously and the local Social Work Services Office should be contacted immediately. The concerns should be clearly stated including the basis for them. When the local office is closed the Emergency Social Work Service should be alerted. (See important contacts.) All telephone calls should be followed up in writing within 48 hours using the CPC “shared referral form”. (see appendix);
- If you are unhappy with the response from Social Work Services, you can contact the local Police Office or the Reporter to the Children’s Panel and outline your concerns to them. (See important contacts).

What happens next?

It is the duty of Social Work Services to investigate matters of concern in relation to the protection of the child or young person. Where it is alleged a crime has been committed against a child, the matter is likely to be investigated jointly with the Police.

The investigating Social Worker / Police Officer may require to speak to the person with whom the concerns originated. You should co-operate fully with any future enquiries.

What if it is someone within the organisation that you are concerned about?

If you have observed a member of the organisation acting in a way that has caused you to be concerned, and feel the matter needs to be investigated you should contact (name of appropriate person in the organisation) outlining your concerns and the basis for them. The named person will take your concerns seriously and decide on an appropriate course of action. This may involve the use of the organisations disciplinary procedures and / or a referral to Social Work Services / Police.

If the concerns involve the manager / named person, this should be reported to the Director / Chief Executive of the organisation or to Social Work Services / Police.

Supporting the child or young person

The child or young person is likely to continue to be involved with the organisation following the reporting of the concerns. Links should be maintained with the Social Work Services office involved in any investigation, in order to offer the appropriate support to the child / family.

It is important that employees and those involved with the child or young person act in a supportive manner. You should

- **Continue to listen with care;**
- **Reassure the child or young person he / she was right to tell, if appropriate;**
- **Affirm the child or young person’s feelings as expressed by them;**

- **Do not question / interrogate the child or young person;**
- **Do not show disbelief;**
- **Avoid being judgmental;**
- **Do not introduce personal or third party experiences of abuse; and**
- **Avoid displaying strong emotions.**

Historical Abuse

Where a child or adult discloses historical abuse, the organisation's child protection reporting procedure must be followed. A full discussion should take place with the named person within the organisation to agree what action is required to ensure the safety and wellbeing of the individual and others.

Training and awareness:

Employees / volunteers will be made aware of the existence of the Child Protection Policy, and their responsibilities in relation to the child protection process.

For example:

- Through the provision of training
- Or
- By issuing a copy of the policy to all new staff members.
- Or
- Publicising its existence in strategic parts of the office

Staff can access this policy at all times at the following location (provide details)

Please complete and attach to the Organisation's Child Protection Policy.

NAMED RESPONSIBLE PERSON

Name _____

Position within Organisation / Title _____

Address _____

Tel No (Day) _____

Tel No (Evening) _____

Mobile No _____

In absence of responsible person, please contact

NAMED INDEPENDENT PERSON

Name _____

Position _____

Address _____

Tel No (Day) _____

Tel No (Evening) _____

Mobile No _____

Important Contacts

Agency / Organisation	Contact Details
<p>Social Work Local Offices (CHCP's)</p>	<p>Select relevant Address/es from attached list</p>
<p>Social Work Services – Out of Hours Service</p>	<p>Social Work Stand By Service Centenary House 100 Morrison Street Glasgow G5 8LN</p> <p>Tel 0800 811 505</p>
<p>Strathclyde Police</p>	<p>Select relevant Address/es from attached list address</p>
<p>Reporter to the Children's Panel</p>	<p>SCRA 10 / 20 Bell Street Glasgow G1 1LG</p> <p>East Team 0141 567 7909 North Team 0141 567 7928 South Team 0141 567 7947</p>

Appendix 1

The lists below are by no means exhaustive but are designed to give employees and people involved with the organisation some guidance on how to recognise child abuse. Any information has to be seen in the context of the child or young person's whole situation and circumstances.

Different types of abuse may overlap or co-exist.

Physical Abuse

Defined as "**actual or attempted physical injury to a child, under the age of 16 where there is definite knowledge or reasonable suspicion that the injury was inflicted or knowingly not prevented**".

Signs of possible physical abuse:-

- Unexplained injuries or burns, particularly if they are recurrent;
- Improbable excuses given to explain injuries;
- Refusal to discuss injuries;
- Untreated injuries or delay in reporting them;
- Excessive physical punishment;
- Arms and legs kept covered even in hot weather;
- Fear of returning home;
- Aggression towards others;
- Running away;
- Administration of toxic substances.

Physical Neglect

Defined as occurring "**when a child's essential needs are not met and this is likely to cause impairment to physical health and development. Such needs include food, clothes, cleanliness, shelter and warmth. A lack of appropriate care results in persistent or severe exposure, through negligence, to circumstances which endanger the child.**"

Signs of possible physical neglect:

- Constant hunger or inappropriate/ erratic eating patterns;
- Poor personal hygiene;
- Constant tiredness;
- Lack of adequate clothing;

- Failure to seek appropriate/necessary medical attention;
- Unhygienic home conditions.

Non-Organic Failure to Thrive

Defined as "**children who significantly fail to reach normal growth and developmental milestones (i.e. physical growth, weight, motor skills, organic reasons must have been medically eliminated and a diagnosis of non-organic failure to thrive has been established.**"

Signs of possible non-organic failure to thrive

- Significant lack of growth;
- Weight loss;
- Hair loss;
- Poor skin or muscle tone;
- Circulatory disorders;
- Lethargy;
- Emotional Abuse.

Defined as "**failure to provide for the child's basic emotional needs such as to have a severe effect on the behaviour and development of the child**".

Signs of possible emotional abuse;

- Low self esteem;
- Continual self deprecation;
- Sudden speech disorder / refusal to speak;
- Fear of carers;
- Severe hostility / aggression towards other children;
- Significant decline in concentration span;
- Self harm.

Sexual Abuse

Defined as "**any child below the age of 16 may be deemed to have been sexually abused when any person(s), by design or neglect exploits the child, directly or indirectly, with any activity intended to lead to the sexual arousal or other forms of gratification of that person or any other person(s) including organised networks.**"

This definition holds whether or not there has been genital contact and whether or not the child is said to have initiated, or consented to, the behaviour.

Signs of possible sexual abuse

- Sleep disturbances or nightmares;
- Complaints of genital itching or pain;
- Self harm;
- Eating disorders;
- Unexplained pregnancy;
- Acting in sexually explicit manner;
- Anxiety / depression / withdrawn;
- Fear of undressing e.g. for physical exercise;
- Low self esteem;
- Inappropriate sexual awareness;
- Running away;
- Developmental regression;
- Lack of trust in adults or over familiarity with adults.

**Glasgow Community Health & Care Partnerships
& Child Protection Contacts**



EAST GLASGOW COMMUNITY HEALTH & CARE PARTNERSHIP

East Glasgow CHCP Contacts for Child Protection Issues

Easterhouse CHCP
Social Work Services
Westwood House
1250 Westerhouse Road
Glasgow

Phone 0141 276 3410

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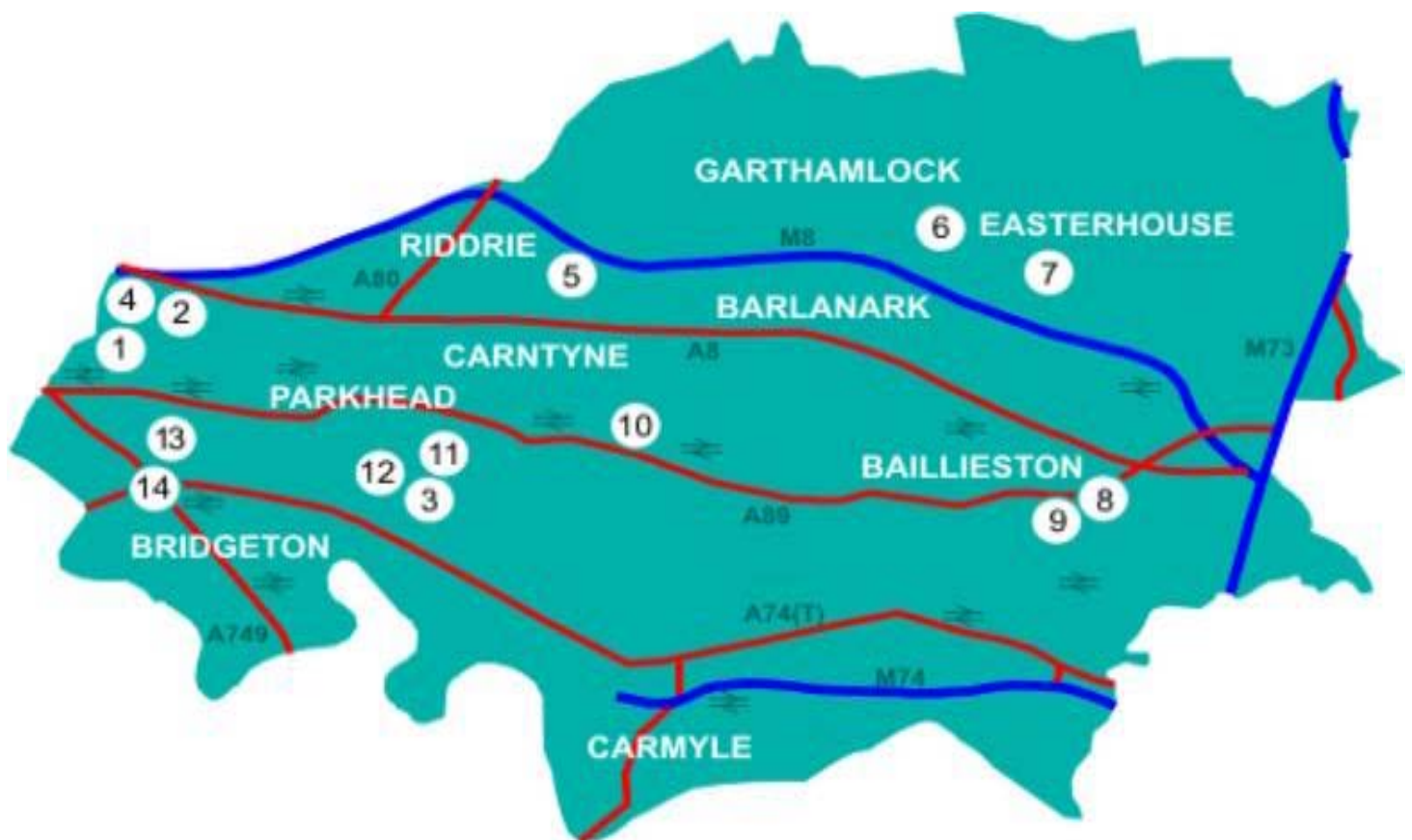
Parkhead CHCP
Social Work Services
The Newlands Centre
871 Springfield Road
Glasgow

Phone 0141 565 0100

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Main Office

East Glasgow CHCP
Templeton Business Centre
62 Templeton Street
Bridgeton
Glasgow
G40 2DA
Phone 0141 277 7450/745



The East Glasgow CHCP covers the following communities: Baillieston, Bargeddie, Barlanark, Barrachnie, Bishop's Wood, Braidfauld, Bridgeton, Broomhouse, Calton, Camlachie, Cardowan, Carmyle, Carntyne, Cathedral, Craigend, Craigend Muir, Cranhill, Crosshill, Dalmarnock, Dennistoun, Easterhouse, Fullarton, Garnkirk, Garrowhill, Garthamlock, Gartloch, Greenfield, Haghill, Hogganfield, Mount Vernon, Parkhead, Queenslie, Riddrie, Ruchazie, Sandyhills, Shettleston, Springboig, Swinton, Tollcross, Townhead and Wellhouse.

NORTH GLASGOW COMMUNITY HEALTH & CARE PARTNERSHIP

North Glasgow CHCP Contacts for Child Protection Issues

Maryhill CHCP
Social Work Services
The Quadrangle
59 Ruchill Street
Glasgow

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Phone 0141 276 6200

Royston CHCP
Social Work Services
15 Glenbarr Street
Royston
Glasgow

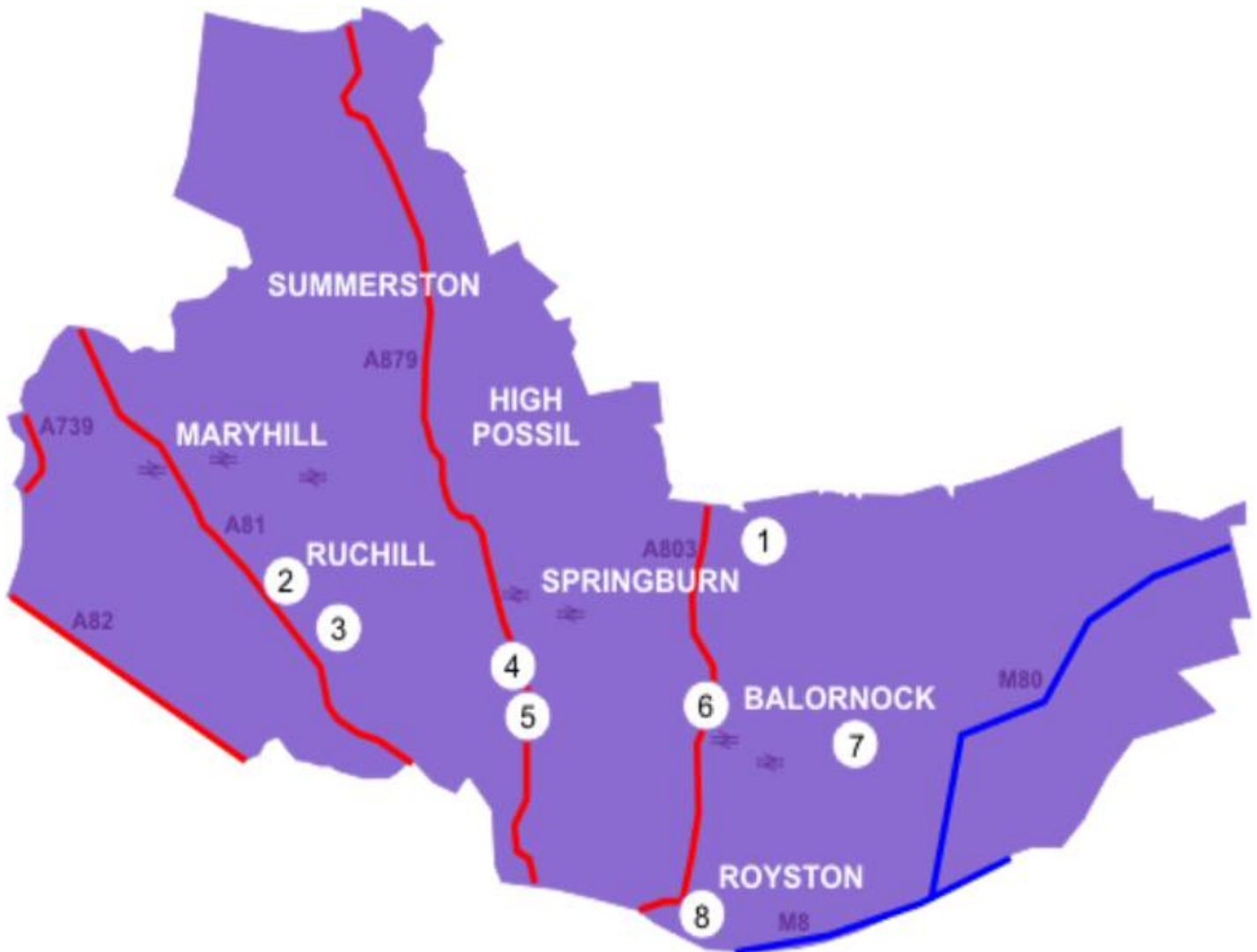
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Phone 0141 276 7010

Main Office

North Glasgow CHCP
300 Balgrayhill Road
Glasgow
G21 3UR

Phone 0141 201 4213



The areas covered by North Glasgow CHCP include: Balmore, Balornock, Barmulloch, Blackhill, Cadder, Colston, Dawsholm, Firhill, Gilshochill, Hamiltonhill, Kelvindale, Kelvinside, Keppoch, Maryhill Park, Maryhill, Millerston, Milton, North Kelvinside, Parkhouse, Port Dundas, Possilpark, Robroyston, Roystonhill, Ruchill, Sighthill, Springburn, Stobhill and Summerston.

SOUTH EAST GLASGOW COMMUNITY HEALTH & CARE PARTNERSHIP

South East Glasgow CHCP Contacts for Child Protection Issues	
Gorbals/Govanhill CHCP Social Work Services Twomax Building 187 Old Rutherglen Road Glasgow Phone 0141 420 8000 1	Castlemilk CHCP Social Work Services 10 Arden Craig Place Castlemilk Glasgow Phone 0141 276 5010 7

Main Office
South East Glasgow CHCP Forsyth House 151 Coplaw Street Shawlands Glasgow G42 7DE Phone 0141 276 6700



Areas covered by the South East Glasgow CHCP include Carmunnock, Castlemilk, Cathcart, Croftfoot, Dumbreck, Gorbals, Govanhill, King's Park, Langside, Laurieston, Mount Florida, Oatlands, Pollokshields, Queen's Park, Shawlands, Simshill, Strathbungo and Toryglen.

SOUTH WEST GLASGOW COMMUNITY HEALTH & CARE PARTNERSHIP

South West Glasgow CHCP Contacts for Child Protection Issues

Govan CHCP
Social Work Services
RowanPark Business Park
Ardlaw Street
Glasgow

Phone 0141 276 8700

3

Pollok CHCP
Social Work Services
130 Langton Road
Pollok
Glasgow

Phone 0141 276 2900

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Main Office

South West Glasgow CHCP
Strata House
135 Fiftypitches Road
Cardonald Business Park
Glasgow
G51 4EB

Phone 0141 276 5239



The areas covered by South West Glasgow CHCP include: Arden, Bellahouston, Carnwadric, Craigton, Crookston, Darnley, Deaconsbank, Drumoyne, Govan, Hillington, Hillpark, Ibrox, Kinning Park, Mosspark, Muirend, Newlands, Nitshill, Penilee, Pollok Park, Pollok, Pollokshaws, Priesthill, Shieldhall, South Cardonald, Southpark Village and Tradeston

WEST GLASGOW COMMUNITY HEALTH & CARE PARTNERSHIP

West Glasgow CHCP Contacts for Child Protection Issues

Drumchapel CHCP
Social Work Services
Mercat House
31 Hecla Square
Glasgow

Phone 0141 274 4300

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Maryhill CHCP (located in
North CHCP)
Social Work Services
The Quadrangle
59 Ruchill Street
Glasgow

Phone 0141 276 6200

Main Office

West Glasgow CHCP
PO Box 1055
Glasgow
G11 9BG

Phone 0141 211 0270



The areas covered by West Glasgow CHCP include: Anderston, Anniesland, Blairdardie, Blythswood, Broomielaw, Charing Cross, City Centre, Cowcaddens, Finnieston, Garnethill, Garscadden, Hillhead, Hyndland, Jordanhill, Kelvingrove, North Knightswood Park, Partick, Partickhill, Scotstoun, Scotstounhill, St Enoch, Temple, Townhead, Whiteinch, Woodlands, Woodside, Yoker and Yorkhill.

Police

Division	Address	Phone
A	50 Stewart Street Glasgow	0141 532 3000
C	1380 Maryhill Road Glasgow	0141 532 3700
E	851 London Road Glasgow	0141 532 4600
G	923 Helen Street Glasgow	0141 532 5400



SHARED REFERRAL FORM

1a. REFERRAL DETAILS

Name of Referrer	Agency	Designation	Postal Address (include postcode)	Email	Phone	Fax

1b. DESIGNATED CONTACT PERSON (IF DIFFERENT FROM 1a)

Name of Referrer	Agency	Designation	Postal Address (include postcode)	Email	Phone	Fax

2. REFERRAL TO

Date of Referral	Time of Referral (am or pm)	Name of worker spoken to	Designation	Is the parent/carer aware of this referral? Yes/No?	Is the young person aware of this referral? Yes/No?
Area/Hospital Social Work Team		Responsible Local Authority	Phone	Is this a re-referral from your service? Yes/No	If yes, please enter date(s) of previous referral(s)



3. SUBJECT OF REFERRAL

Child's Name	Other name known by	DOB dd mm yy	Age	Gender (M/F)	Home Address (include Postcode)	Ethnicity	Religion
1							
2							
3							

Child Affected by Disability

Preferred Language	Interpreter Required (specify)
1	
2	
3	

Description	Communication Assistance Required (specify)



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Siblings not subject to referral

Child's Name	Other name known by	DOB dd mm yy	Age	Gender	If in relation to unborn baby or mother is pregnant – Estimated Date of Birth



5.SUMMARY OF CONCERNS

FOR ALL OTHER REFERRALS PLEASE COMPLETE THE FOLLOWING

IF APPLICABLE PLEASE COMPLETE

Suspicion/risk of (factors relating to the child)	
Absconding	
Child Safety	
Education	
Emotional Care/Development	
Health – Illness/Disability	
Outwith Parental Control	
Physical Care/Neglect	
Self harm	
Sexual Exploitation	
Offender Behaviour	
Substance Misuse	
Other (please specify below)	

Suspicion/risk of (factors relating to parents/ carers)	
Alcohol Abuse	
Asylum Seekers/Refugees	
Domestic Abuse	
Drug Abuse	
Housing/Accommodation	
Learning Disability	
Mental Illness	
Parenting	
Physical Illness	
Poverty/Financial	
Other (please specify below)	

Suspicion/risk of	
Physical Injury	
Emotional Abuse	
Physical Neglect	
Non-Organic Failure to Thrive	
Sexual Abuse	



6. REASON FOR REFERRAL/REQUEST FOR SERVICES: (please record reason for concern and how this impacts on child. If applicable, please indicate alleged abuser. Indicate what action, if any, you have taken prior to the referral).

7. AGREED ACTIONS (Actions agreed during phone referral)



8. AGENCY INVOLVEMENT

Health	GP's Name	Address	Phone	Email
Health Visitor/School	Name of Health Visitor/School Nurse	Address	Phone	Email
Education (Nursery / School)	Name of School and Contact Person	Address	Phone	Email
Any Other Agencies (if known)	Name of Agency and Contact Person	Address	Phone	Email

Signature of Referrer _____ Please print name _____

Date _____

Signature of Line Manager (if applicable) _____ Please print name _____



NOTIFICATION OF CONCERNS ABOUT A CHILD TO SOCIAL WORK SERVICES

Acknowledgement Notification Of Concerns About A Child To Social Work Services *Social Work Services use only (Return to Referrer within 5 working days)*

Insert Social Work Services Address

Family Name

SWID No.

Date of Referral

Request Treated as:

Outcome of Referral/request for Services

Any other comments

Practice Team Leader Signature:

Date