



Glasgow Life

Child Protection Policy

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“In Glasgow Life we will ensure that all children and young people feel safe and protected at all times. We will support their rights, wishes and feelings and encourage an atmosphere of mutual respect.”

1. INTRODUCTION

Following the 1995 children (Scotland) Act all Local Authorities were required to protect children and anyone acting on their behalf such as Glasgow Life would be expected to comply as well. The Act also compels Local Authorities to investigate any concerns or allegations of abuse regarding children using their services. This policy sets out the guidelines and procedures to be followed in relation to child protection issues by all Glasgow Life staff and in the management of its facilities. This will ensure that every child involved in Glasgow Life activities is safe, comfortable and able to participate in a relaxed, protective environment.

This Policy provides staff with the operational procedures to be followed in the event of child abuse being discovered or suspected.

The following points underpin this policy:

- **Everyone under the age of 18 will be considered a child.**
- **The child’s welfare is the paramount concern.**
- **All children have the right to protection from abuse.**
- **All children should feel safe and secure while using Glasgow Life facilities and or when in the care of its staff.**
- **All suspicions and allegations of abuse will be taken seriously, reacted to appropriately and actioned without delay.**
- **Staff working with children have an understanding of the issues surrounding child protection and are aware of good practice in relation to working with young people.**
- **IF IN DOUBT – SPEAK UP!**

Throughout this document reference will be made to “Staff” this also applies to Sessional Workers, Coaches, others contracted to provide services on behalf of Glasgow Life and volunteers.

2. YOUNG PEOPLE'S RIGHTS

Children have the right to:

- be safe
- be happy, have fun and enjoy their activities
- participate on an equal basis in activities which are appropriate to their ability and stage of development
- be treated with dignity, sensitivity and respect
- experience competition and the desire to win as a positive and healthy outcome of striving for best performance and potential
- make comments and suggestions
- make a complaint and have it dealt with through an effective complaints procedure
- be afforded confidentiality where appropriate
- have a voice in the running of their activity
- be listened to
- be believed
- acknowledged as an individual.

Staff have a duty to ensure these rights are upheld.

3. GOOD PRACTICE FOR GLASGOW LIFE STAFF

This section provides staff with guidelines and good practice which should be followed when working with children. Staff should be properly recruited and managed and appropriate training should be given. In addition to tackling abuse it is good practice to ensure that children feel safe and comfortable while engaging in activities. To this end this policy also includes direction regarding issues such as bullying, name-calling and horse-play either between children or between adults and children. The more secure and safe children feel within Glasgow Life facilities or whilst participating in its programmes, the more likely they, and adults, are to realise that any form of child abuse is unacceptable.

This approach is based on the following underpinning principles:

- Staff should be properly recruited, managed and appropriate training should be made available
- the development of all programmes should encourage and foster the empowerment of children
- all activities which involve children should recognise the needs of the child and be child-centred
- Staff should ensure an environment in which children can enjoy their participation
- all adults have a responsibility to be aware of child protection as an issue
- Staff should be mindful of the fact that children with disabilities may be more vulnerable.

Positive adult-child interactions are characterised by:

An open and encouraging atmosphere which recognises young peoples' voluntary engagement in activities and shows an awareness of the child's autonomy. This is set in an atmosphere which promotes the protection and rights of children, displays an awareness of the development stages of childhood and fosters the promotion and encouragement of individual progress.

Those working with children should:

- always be accessible to others when working with children
- avoid situations where they and a child are completely unobserved
- ensure that male and female staff jointly supervise mixed activities, where possible
- Staff will wear ID and, where issued, uniform at all times.

Those working with children should never:

- engage in activities which could be considered physical or sexually provocative, even in horseplay
- allow or engage in any form of inappropriate touching
- allow inappropriate language to remain unchallenged, including remarks between children
- make sexually suggestive comments to a child or in the presence of a child
- allow allegations by a child to go unreported, unrecorded or not acted upon
- do things of a personal nature that a child can do for themselves.

Incident Reporting Log

From time to time incidents will occur which may upset a child, or an adult's actions or language may be misinterpreted. These incidents must be reported as soon as possible to the most senior member of staff available and noted. Parents or carers should also be informed of the incident as soon as possible. An incident log is included as Appendix D with this document. This process is one that safeguards and protects staff. The completion of an incident form should be viewed as a quality assurance and child protection issue and as such, reporting should be encouraged and supported by Managers.

Child Protection Training

Each new member of staff will receive child protection training, without which, they will not be permitted to work unsupervised with children.

Sessional workers, coaches and volunteers must receive training prior to taking up each new appointment or annually whichever is appropriate to their work schedule. Staff should undertake training on a three year cycle.

Child protection training will be tailored to the service in which staff work and their participation in that training will be logged with the Learning and Development Section. Strategic Managers are responsible for ensuring that copies of training material used within services are copied to the Learning and Development Section for their review and dissemination as good practice to others.

STAFF RESPONSIBILITIES

Where possible, staff should avoid:

- spending time with a child or small group of children away from others
- taking sessions alone
- taking children on a journey alone in their car.

Staff should not:

- use any form of physical force on a child
- exercise undue influence over a child in order to obtain personal benefit or reward
- engage in rough physical games
- make sexually suggestive comments about, or to, a child in the context of physical activity
- take physical measurements or engage in testing without the presence of another adult.

POLICY REVIEW

This policy will be subject to a review annually, following a reported incident and/or changes in legislation whichever comes first.

4. PROCESS FOR THE EMPLOYMENT OF SESSIONAL WORKERS/COACHES, PLAY WORKERS, SELF EMPLOYED AND VOLUNTARY STAFF

It is essential that these procedures are used consistently whether Staff are paid, unpaid, in part time or full time employment, permanent or self-employed.

Anyone may have the potential to abuse children in some way and it is important that all reasonable steps are taken to ensure that unsuitable people are prevented from working with children. Those who wish to harm children frequently seek out opportunities to work with children therefore vetting procedures and interviewing must be more than just a process to be gone through but seen as a vital step in protecting children from harm.

Protecting Vulnerable Groups Scheme

On 30 November 2010, the Scottish Government will introduce a new membership scheme to replace and improve upon the current disclosure arrangements for people who work with vulnerable groups.

The Protecting Vulnerable Groups Scheme (PVG) will:

- help to ensure that those who have regular contact with children and protected adults through paid and unpaid work do not have a known history of harmful behaviour
- be quick and easy to use, reducing the need for PVG Scheme members to complete a detailed application form every time a disclosure check is required
- strike a balance between proportionate protection and robust regulation and make it easier for employers to determine who they should check to protect their client group.

The PVG Scheme is Scotland's response to the principal recommendation of the Bichard Inquiry Report. This recommendation called for a registration system for all those who work with children and vulnerable adults in the UK that would confirm that there is no known reason why an individual should not work with these client groups.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and, from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and non-conviction information held by the police that is considered relevant.

It will now be a legal requirement that all staff within Glasgow Life, who will complete "regulated work", must be members of the PVG Scheme. Regulated work consists of the type of work in which a post holder is responsible for the welfare and wellbeing of a child or protected adult, or where there is a level of trust between the worker and the child or protected adult.

5. WHAT IS CHILD ABUSE?

Children can be harmed in a variety of ways, the more obvious of which are:

- **Neglect**
- **Emotional**
- **Physical**
- **Sexual**

These categories of abuse are detailed below with examples of how abuse may manifest itself. The intention of this Policy is to produce a safe and comfortable environment for young people. Therefore, all other forms of harm to children must be dealt with including bullying and name-calling.

In most, but certainly not all cases, the abuse is perpetrated by an adult, usually by someone known to and trusted by the victim. It should be remembered that children can abuse other children. Staff must remain alert to these issues and also ensure that bullying and name-calling are always challenged.

Child abuse can occur in any situation in which children are involved. Training in child protection procedures and sharing of best practice will lead to staff being properly equipped to provide safe and enjoyable experiences for children. These child protection procedures must be followed at all times to ensure the safety of children and Staff.

CATEGORIES OF ABUSE

All Staff should be familiar with the ways in which abuse manifests itself.

Though a child may be subjected to more than one type of harm, abuse is normally categorised into four different types as listed above.

a) Child Neglect

Neglect is normally defined in terms of omission, where a child suffers significant harm or impairment of development by being deprived. It may also include neglect of a child's basic emotional needs including intellectual stimulation and affection.

Neglect generally becomes apparent over a period of time rather than in one specific incident. For example, a child who suffers a series of minor injuries may not be having their needs for supervision and safety met.

The threshold of significant harm is reached when the child's needs are neglected to the extent that his or her well-being and/or development is severely affected.

Examples of Neglect include:

- inadequate clothing
- frequent hunger
- poor or no medical treatment (untreated injuries, dirty bandages)
- children left without supervision
- lack of care or supervision during activities.

b) Emotional Abuse

Emotional abuse occurs when a child's need for affection, approval, consistency or security are not met. It is centred on the relationship between an adult and a child rather than in a specific event or pattern of events. It is rarely manifested in terms of physical symptoms. For children with disabilities it may include over-protection or failure to acknowledge or understand a child's disability.

Examples of emotional abuse include:

- regular name-calling, repeated criticism, condemnation and or hostility
- care being conditional on a child's behaviour
- inconsistent or unrealistic expectations of a child or failure to respond to their difficulties
- placing unrealistic responsibility on the child
- over or under protection of the child
- failure to foster the child's education and development
- unrealistic or overly harsh discipline
- exposure to domestic violence.

c) Physical Abuse

Physical abuse occurs when someone inflicts injuries on a child, or does not prevent such injuries when in a position to do so. Staff should, in particular, be aware that the nature and intensity of exercise which disregards the capability of a child's immature and growing body, or causes injury resulting from fatigue or overuse will be deemed to constitute physical abuse.

Examples of Physical Abuse include:

- allowing or creating a substantial risk of significant harm to a child
- physical punishment
- use of excessive force
- poisoning
- suffocation
- Munchausen's Syndrome by Proxy, or situations where parents/guardians make up stories of illness about their child or cause physical signs of illness
- shaking
- for children with special needs this could include confinement to a room or cot, or inappropriately given drugs to control behaviour.

d) Sexual Abuse

Sexual abuse occurs when someone, irrespective of age or gender, use children for their own sexual gratification.

Examples of Sexual Abuse include:

- exposure of the sexual organs or any sex act performed in the presence of a child
- touching or molesting a child for the purpose of sexual arousal or gratification
- sexual intercourse with a child
- sexual exploitation of a child
- non-contact activities, such as involving children in looking at pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

6. RECOGNISING ABUSE

It must be borne in mind that dealing with child abuse is complex. It is not easy to recognise situations where abuse may occur, or where it has already taken place. Staff are not expected to be experts in this area. However, any concerns with respect to the welfare of a child should be notified immediately to the most senior member of staff available.

It is not the responsibility of staff to decide that child abuse has occurred, but it is their responsibility to follow through on any concerns that they have, or are raised with them.

As outlined above, signs of abuse can be physical, behavioural or developmental. Below is a list which details some indicators of abuse. It should be remembered that these indicators can occur in other, non-abusive, situations and that the list is not exhaustive.

Physical Indicators

- Unexplained bruising in soft tissue areas
- Repeated injury
- Black eye(s)
- Injuries to mouth

- Torn or bloodstained clothing
- Burns and scalds
- Bites

- Fractures

- Marks from implements

Behavioural Indicators

- Unexplained changes in behaviour-becoming withdrawn or aggressive
- Regressive behaviour
- Difficulty in making friends
- Distrustful of adults or excessive attachment to adults
- Sudden drop in performance
- Change in attendance pattern
- Inappropriate sexual awareness, behaviour or language
- Inconsistent stories, excuses relating to injuries
- Unusual reluctance to remove clothing where activities require it
- Reluctance to go home

As noted in the good practice section, child protection is more than recognising and combating child abuse. Children should be able to participate in activities free from concerns for their personal safety and in comfort. To this end, staff are required to consider all issues which would make young people uncomfortable and take steps to combat bullying, name calling or any other form of harassment which would limit young people's involvement and participation in Glasgow Life programmes.

7. BULLYING

What is Bullying?

Bullying is behaviours such as teasing, taunting, threatening, hitting or extortion by one or more children against another. It is an act or series of acts designed to aggravate and intimidate. It is the responsibility of Staff to deal immediately with bullying whenever it takes place.

Many children are reluctant to tell adults that they are being bullied, more particularly older children. The risk of bullying and harassment by adults and children should be anticipated by taking active steps to prevent it occurring. Bullying is not to be tolerated under any circumstances.

Examples of Bullying include:

- physical aggression
- verbal bullying
- intimidation
- damage to property
- isolation
- repeated gestures or expressions of a threatening or intimidatory nature
- comments intended to degrade the child
- Initiation rituals
- cyber bullying.

Combating Bullying and Abuse

Bullying and Abuse can be reduced by the following measures:

- raising awareness of bullying and abuse as unacceptable forms of behaviour
- creating an ethos which encourages children, staff and parents/guardians to report bullying and abuse and to use these procedures to address these issues
- ensuring the supervision of children during all activities
- ensuring a supportive environment for victims of bullying and abuse
- securing the support of parents/guardians to counter bullying and abuse
- removing persistent bullies from activities.

Bullying will not be tolerated within Glasgow Life activities or facilities.

8. REPORTING SUSPECTED CHILD ABUSE PROCEDURE

The decision to respond to allegations of, or suspicions about, abuse can be a very difficult one. There is a responsibility to protect the child in order that appropriate agencies can then make enquiries. Staff should not be afraid to refer concerns, particularly as others may have previously raised similar concerns. All referrals will be considered thoroughly by the statutory agencies prior to action being taken.

As noted previously, it is not the responsibility of Staff to investigate concerns, simply to report those concerns to the agencies charged with responsibility to conduct investigations.

Social Work Staff are available to discuss concerns prior to submitting a report and staff should avail themselves of the support offered by Social Work to discuss their concerns in advance of making a formal report. A list of Social Work telephone numbers is provided in Section 9 of this document.

Should a situation arise where an immediate place of safety is required, such as a child fearing to return home because of the risk of further abuse, or if staff suspect that further abuse would occur, it may be appropriate to contact the police. Telephone numbers for local Police Offices are also included in Section 9 of this document. Under these circumstances the referral form should be completed later and copied to the police.

(a) What to do in the Event of Disclosure

If a child discloses or suggests that they have been abused, or information is obtained which gives concern that a child is being abused, the staff member receiving this information should:

- stay calm and not rush into any inappropriate action
- reassure the child that they are not to blame and that they have done the right thing by telling
- listen to what the child has to say and show them that you take them seriously
- keep questions to an absolute minimum. The child should be allowed to speak freely without any undue interruption or questioning, but a clear account should be ensured
- reassure the child but do not make a promise of confidentiality. Confidentiality might not be possible, given that a report may have to be prepared
- make a full written record of what was said, heard and/or seen as soon as possible
- record full details of the allegation
- if a referral form is not immediately available these details should be written on plain paper and transferred to a form later, retaining the original record.

(b) Reporting to Senior Staff

- any information regarding abuse of a child by a member of the public, staff or a volunteer should be reported to the most senior person on site
- for sessional / coaching staff working in another area e.g. school facility/hall/non-supervised outdoor facility, the first point of contact is the Development Officer/Play Officer/Community Learning Officer in charge of the programme
- the most senior person on site shall discuss the issue with Social Work immediately
- if the most senior person on site is the subject of the report or suspicion, the report must be made to the Strategic Co-ordinator responsible for Child Protection (Ian Robertson) on 0141 276 8414 or by email to childprotection@glasgowlife.org.uk

- if the most senior member of staff is unavailable then direct contact must be made with the local Social Work office (of where the child lives) or the out of hours Social Work Team (see Section 9 for Glasgow Life contact numbers)
- discussion should be with only one senior member of staff and not with any other colleagues/friends.

(c) Referral Form

As soon as possible after an incident a comprehensive report of everything that was said, heard and/or seen should be recorded on the Child Protection Referral form. Your full written record will assist in this process.

These forms are available on the Glasgow Life Public Folders / All Public Folders / Service – Wide Folders / Child Protection and linked to the Child Protection Good Practice Guide (GPG).

The Guidance Notes (Appendix A) and Referral Form (Appendix B) are attached to this Policy document.

Copies of the current Policy and forms are available from:

<http://www.glasgowlife.org.uk/policy-research/Pages/home.aspx> and the company's intranet.

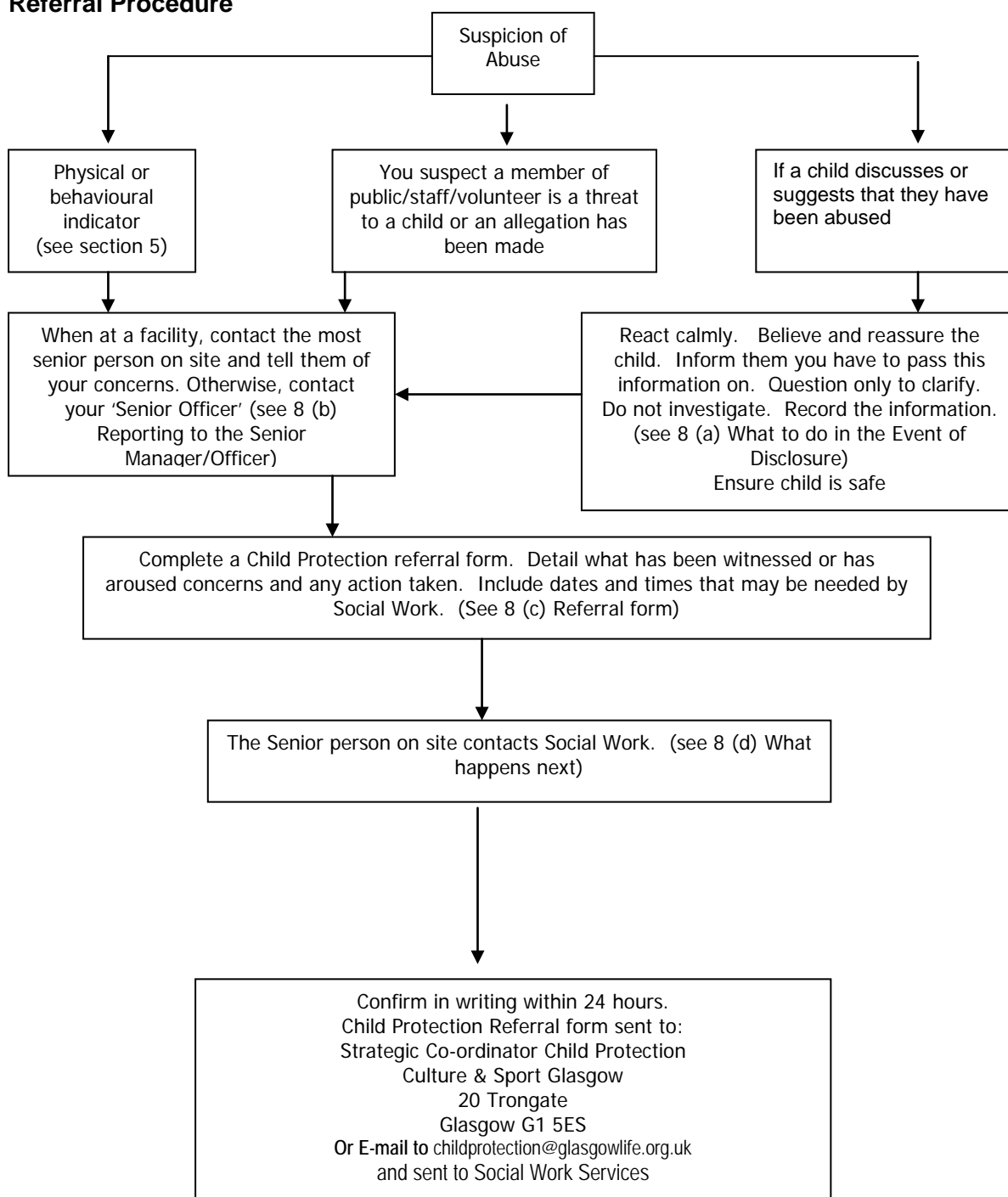
(d) What happens next

- the most senior person on site will refer the allegation to the Social Work team in the area where the child lives (see Section 9 – contact numbers)
- a copy of the referral form should be sent to Social Work
- Social Work may involve the Police. This will result in a Social Work inquiry and a separate police inquiry to investigate any allegations. All possible assistance will be given to Social Work and Police Officers investigating the allegations
- the parents/carers will be contacted as soon as possible following advice from Social Work and or the Police.

Line Managers do not have the right to veto or further investigate allegations prior to referring.

- Within five days of receiving a referral form, Social Work Services will return the final page of the referral form acknowledging receipt and indicating outcomes.

Referral Procedure



9. CONTACT NUMBERS

The first point of contact for all staff is their most senior member of staff in the facility they are working in, or the Development Officer in charge of the programme. However, you will receive information or advice, from a number of agencies including Social Work and the Police.

The telephone numbers are as follows:

SOCIAL WORK SERVICES

Area	Address	Contact Number
West	Mercat House, 31 Hecla Square, Drumchapel G15 8NH	0141 276 4300
West	1660 – 1670 Great Western Road, Anniesland, G13 1HH	0141 276 2420
West	35 Church Street, Partick, G11 5JZ	0141 276 3112
North	Unit 9, The Quadrangle, 59 Ruchill Street, Maryhill G20 9PY	0141 276 6200
North	15 Glenbarr Street, Royston, G21 2NW	0141 276 7010
North	400 Petersill Road, Springburn, G21 4AA	0141 276 4710
East	Westwood House, 1250 Westerhouse Road, Easterhouse, Glasgow G34 9AE	0141 276 3410
East	The Newlands Centre, 871 Springfield Road, Parkhead, G31 4HZ	0141 565 0140
East	Anson House, 582 - 588 London Road, Bridgeton, G40 1DZ	0141 276 4200
South West	Pavilion 1, Rowan Business Park, 5 Ardlaw Street, Govan, G51 3RR	0141 276 2900
South West	130 Langton Road, Greater Pollock, Glasgow, G53 5DD	0141 276 2940
South East	Twomax Building, 187 Old Rutherglen Road, Gorbals, Glasgow G5 ORE	0141 420 8000
South East	10 Ardenraig Place, Castlemilk, G45 9US	0141 276 5010
Social Work Out of Hours Service		0800 811 505

POLICE

Area	Police Division	Address	Contact Number
West	A	Glasgow City Centre Police Office, 50 Stewart Street, Glasgow, G4 0HY	0141 532 3000
North	C	Maryhill Police Office, 1380 Maryhill Road, Glasgow, G20 9TX	0141 532 3700
East	E	London Road Police Office, 851 London Road, Bridgeton, G40 3RX	0141 532 4600
South West	G	Govan Police Office, 923 Helen Street, Govan, G52 1EE	0141 532 5400
South East	G	New Gorbals Police Office, 383 Cumberland Street, G5 0ST	0141 532 5326
Female & Children Unit (For Advice)			0141 641 1113

10. WHERE CAN I GET MORE INFORMATION?

- contact **sportscotland** Tel: 0141 534 6500 <http://www.sportscotland.org.uk/> for publications on working with and coaching children and child protection for sports coaches
- Scottish Executive – <http://www.scotland.gov.uk/Topics/People/Young-People/children-families/17834>
- read the publications “Protecting Children – A Guide for Sports People” and “Code of Ethics and Conduct for Sports Coaches” available from sports coach UK
Tel: 0113 231 1310
- Creating Safety Publication – Scottish Arts Council (Now re-branded as Creative Scotland however previous publications are retained on the old web-site)
Website: www.scottisharts.org.uk.
- contact your own sports National Governing Body which may have recommended guidelines.

Glasgow Life Contact

- Strategic Co-ordinator, Child Protection
Ian Robertson 0141 276 8414

Glasgow Child Protection Committee

- Fiona Stevenson 0141 420 5665
www.glasgowchildprotection.org.uk

Other Useful Contacts:

- Childline Scotland – Tel: 0800 1111
- NSPCC Child Protection Helpline – Tel: 0808 800 500
- Parentline Scotland – Tel: 0808 800 2222
- Children 1st 0131 446 22300

Acknowledgement

Sports coach UK
NSPCC
Amateur Swimming Federation of Great Britain
Childline
Edinburgh Leisure Ltd.
South Lanarkshire Council

Appendix A

Child Protection Referral Guidance Notes

Shared Referral Form to Social Work Services

Introduction

The following form, with minor alterations, is used by all Council Departments and other agencies (Health, Police, Voluntary Organisations, Glasgow Life and others) who operate under Glasgow's Child Protection Committee.

The form will form part of the integrated assessment process for each child who has been harmed or at risk of harm.

Section 1 – Reason for a Shared Referral Form

This form has been produced by Glasgow Child Protection Committee to encourage a consistency in practice across agencies when dealing with concerns about a child's welfare, including child protection concerns. Often, understanding about a child's circumstances does not become fully apparent until information is shared between agencies and the purpose of introducing this referral system is to ensure that concerns about children are passed to Social Work at the earliest opportunity. It may be that the information passed is not sufficient to require a response from Social Work. However, this information will be retained on record and can be used if further concerns are identified in the future, thus building a fuller picture of the child's circumstances.

Concerns about a child can present themselves in a number of ways – a particular incident may come to light through disclosure; workers may observe changes in a child's behaviour or demeanour, or information about the child's or family's circumstances may result in concerns about the child's welfare. In some instances, the nature of the concerns are such that there is a concern about immediate or possible future risk to the child and these instances would trigger a response under Glasgow Life's child protection procedures. On other occasions the possible risk to the child may not be so apparent and workers may be reluctant to trigger a response under child protection procedures or simply unsure as to whether a referral should be made. The purpose of this form is to encourage staff to share information whenever they have a concern about a child's welfare to help determine the best course of action to support the child. If a Staff member believes the concerns necessitate a referral under the child protection procedures this should be done. ***However, it is not necessary for the concern to be child protection before a referral to social work is made.***

When workers are concerned about a child, as well as providing the reasons for their concern, workers should provide a view on how they believe the concern has impacted on the child. For example, if the parents are known, or believed to be drug users, the referral should attempt to outline how this has affected the child e.g. lack of care, poor health or development etc. This will allow agencies to consider what supports, or interventions may best support the child."

Section 2 - When to use the referral form

When workers are concerned about a child's welfare, telephone contact should be made with Social Work in the first instance to discuss the concern and the possible action that may be taken. The referral form should be completed subsequent to this discussion and passed to Social Work, as well as a copy kept for the child's records.

Section 3 - How to complete the referral form

1. Who should complete form/make referral

The form should be completed by the staff member reporting the issue of concern or their most senior member of staff, whoever is best placed to make an immediate and comprehensive report.

2. Know Information

While the form provides for comprehensive details regarding the child to be recorded, a referral should not be delayed to gather information which you do not currently have.

3. Copies

Wherever possible the electronic form should be completed and emailed to childprotection@glasgowlife.org.uk and copy posted to Social Work at the office contacted. If an electronic version is not available the form should be completed and posted/delivered to Glasgow Life, 20 Trongate for the attention of Child Protection contact person (**and**) to Social Work.

Section 4 – What Happens Next

During the referral phone call, discussion will take place about the nature of the staff members concerns, the impact on the child and what action if any, is required. Action points should be agreed and be included in the written copy of the referral from.

On receipt of the referral form, (whether electronic or hard copy), Social Work will complete and return an acknowledgment of the referral to the referring agency, indicating the response made by Social Work.

Referrals about concerns over a child's welfare will not always require a response under child protection procedures. Instead, the child and family may be in need of general support, advice and guidance or may require a comprehensive multi-agency assessment to determine their needs.

Possible Options:

- during the referral discussion it may be agreed that no Social Work intervention is required at this time and that the referring agency will continue to offer a service to the child and/or family. In such instances, if additional concerns arise in the future, a further referral should be made to Social Work
- on receipt of a referral, Social Work may decide that an integrated assessment is required and will discuss this with partner agencies accordingly.
- if Social Work determines that child protection measures are necessary, they will initiate child protection procedures and agencies will be involved accordingly.

Other options include:

- provide advice or information and take no further action when task is completed
- refer family to another agency or service
- offer a service to the family.



Appendix B Shared Referral Form

1a. REFERRAL DETAILS

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

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

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

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?
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 (see list on page 7)	Religion (see list on page 7)
1							
2							
3							

	Preferred Language (see list on page 6)	Interpreter Required (specify)
1		
2		
3		

Child Affected by Disability

Description (see list on page 7)	Communication Assistance Required (specify)

4.FAMILY DETAILS

Mother's Name	DOB (If Known)	Other name known by	Current Address (If different from child)

Father's Name	DOB (if known)	Other name known by	Current Address (if different from child)

4.FAMILY DETAILS (cont'd)

Family Address (include postcode)	Phone (if known)	Is Child Currently Resident at this Address? Yes/No	If No, state Address (include postcode)

Principal Carer's Details (if different from Mother/Father)

Name	DOB (if known)	Relationship to Child	Address (including postcode)	Type of Residence (if not at home)

Other Adults in Household

Any Other Significant Adult(s) (if known, please include contact details)

Name	DOB (if known)	Relationship to Child	Name	DOB (if known)	Address	Phone	Relationship to Child

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

8. AGENCY INVOLVEMENT

Health	GP's Name	Address	Phone	Email
Health Visitor/School	Name of Health Visitor/School Nurse	Address	Phone	Email
Education	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 _____ Please
(if applicable) print name _____

Copies of this form to be sent to: Social Work Department as per section 2 of this form and to the Glasgow Life Contact Person at 20 Trongate or preferably by email to childprotection@glasgowlife.org.uk

Pick Lists

<u>ETHNICITY</u>	<u>PREFERRED LANGUAGE</u>	<u>RELIGION</u>	<u>DISABILITY</u>
Bangladeshi	Albanian	Agnostic	Autism
Black Caribbean	Arabic	Bahai	Hearing Impairment
Black African	Bengali	Buddist	Language/Communication Disorder
Chinese	Cantonese	Christian Catholic	Learning Difficulties
Declined Information	Eastern European	Christian Protestant	Mental Health Problems
Indian	English	Christian Other	No Disabilities but Affected by Disability of Family Member
Pakistani	European	Declined Information	No Disabilities not affected by disability
White Irish	Farsi	Hindu	Physical/Motor Impairment
White Scottish	Gaelic	Jainism	Social, Emotional, Behavioural Difficulties
White Other British	Gujarati	Jehovah's Witness	Visual Impairment
Any Mixed Background	Hindi	Jewish	Other Disability (please specify)
Any Other Asian Background	Kurdish Sorani	Mormon	
Any Other Black Background	Mandarin	Muslim Shia	<u>TYPE OF RESIDENCE</u>
Any Other Ethnic Background	Mirpuri	Muslim Sunni	Children's Unit
Any Other White Background	Persian	Non Believer	Foster Placement
Not Known	Punjabi	Sikh	Friend
	Sign Language	Taoist	Pre-Adoptive Placement
	Swahili	Unknown	Residential School
	Urdu		Respite
	Unknown		Relative
	Other Language		Secure Accommodation



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

Appendix D
 Glasgow City Council – Glasgow Life
Child Protection Incident Log

1. Staff Completing the Report: Name: _____ Telephone: _____ _____ Workplace Address: _____ Postcode: _____ _____ Sex: please tick box Male <input type="checkbox"/> Female <input type="checkbox"/>	
2. Reason for Report	
Date(s), Time(s), and Locations of any incident(s): 	
Nature of incident: 	
Observations made by you or to you: 	
What action should be taken in the future: 	
Please discuss this completed form with your Line Manager. The completed form to be filed in the facility/centre.	
Please send a copy of this form to: Strategic Co-ordinator - Child Protection Glasgow Life 20 Trongate Glasgow G1 5ES Or E-mail to childprotection@glasgowlife.org.uk	Incident Reporting Log From time to time incidents will occur which may upset a child, or an adult's actions or language may be misinterpreted. These incidents must be reported as soon as possible to the most senior member of staff available and noted. Parents or carers should also be informed of the incident as soon as possible. This process is one that safeguards and protects staff. The completion of an incident form should be viewed as a quality assurance and child protection issue and as such should be encouraged and supported by managers.

Appendix E

Glasgow Life Out Of Hours Contact System

Preamble

Across the range of services provided by Glasgow Life, there are a number of times when individual members of Staff or small groups are working out with the normal hours. At these times, there can be little or no available contact with others. A large proportion of Staff working in this way are in contact with young people and therefore need to be aware of their role regarding Child Protection and their reporting mechanism in the case where action is required.

Child Protection Policy

Glasgow Life's Child Protection Policy provides for a reporting system to the initiating Staff members Most senior member of staff and to Social Work and or the Police. During normal working hours the standard communication with managers will ensure that any reporting will reach Glasgow Life's nominated Child Protection Officer.

Out of Hours Reporting

While operating out of hours and without cover from their Most senior member of staff, Staff need a system to report to should they have need to contact Social Work or the Police. It should be noted that this is a reporting system to report what actions have been taken and not to seek permission to act. The Staff member on the ground will always be in a better position to judge whether or not an immediate report to Social Work or the Police is required than someone remote from the situation.

The purpose of reporting is to ensure that Glasgow Life's Child Protection Officer has the information that a report has been made as soon as is practicably possible after the event. This is to ensure that any follow up work which may be required is put in place and to ensure that our reporting lines with Social Work are robust and effective.

Those services which currently operate a Duty Contact System e.g. Youth Services, Play Services, will continue to operate their internal system with the Duty Contact then placing a call to the Out of Hours Contact System.

The System

Out with normal office hours on weekdays, over weekends and Public Holidays the Out Of Hours system will be in place. Any member of staff making a Child Protection report to Social Work or the Police will follow the report by calling 287 8938. Calls to that number will then be diverted to a Senior Manager who will receive the report.

Any reports received out of hours will be passed, on the attached form, to Glasgow Life's nominated Child Protection Officer in the morning of the first working day following the report.

Having allocated any follow-up work required from the report, the Child Protection Officer will attach the reporting form to the file copy of the Referral Form.

CHILD PROTECTION OUT OF HOURS REPORTING FORM

1. Call Details			
Date		Time	
Caller Name		Service Section	

2. Description Of Incident

3. Who Was The Incident Reported To?
Police <input type="checkbox"/> Name Phone Number.....
Social Work <input type="checkbox"/> Name Phone Number.....
Other (please specify) Name Phone Number.....

4. Follow up Date, Time & Contact Number For Caller
Next Period of Duty Date..... Time..... Contact Number.....
Line Managers Name, Section And Contact Number Name..... Section..... Contact Number.....