



## Child Protection Policy

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## The Indigo Childcare Group Child Protection Policy

We are committed to improving the life chances of the families in our services by always putting the child's wellbeing first, ensuring staff are well equipped to effectively implement all of our policies and procedures and implementing an effective policy review process that ensures our policies represent a real understanding of the needs of our children and families and leading edge thinking and practice.

The Indigo Childcare Group will ensure that:

- All concerns about a child's welfare are passed to the Child Protection Team.
- The Indigo Childcare Group continue to have a working connection with Glasgow Child Protection Committee.
- All members of staff are trained, as part of their induction, in their roles and responsibilities in the protection of children in relation to Management Circular 57 (Appendix 1).
- Local knowledge of the Child Protection Team, including out of hours contact numbers, is gathered and maintained.

### Purpose

The following policy provides guidance for all Indigo staff and follows the National Guidance for Child Protection in Scotland 2014. The sole focus of this policy is the protection, safety and welfare of the child and/or young person.

### The Context for Child Protection

#### National Guidance for Child Protection in Scotland 2014

The national guidance sets out common standards for child protection services in Scotland, making it clear how all agencies should work together, where appropriate, to respond to concerns early and effectively, ensuring practice is consistent and of high quality. It is supported by a suite of other policies and should be seen in the wider context of GIRFEC the Early Years Framework (2009) and United Nations Convention on the Rights of the Child (UNCRC). It is supported by the Children and Young People (Scotland) Act 2014.

The Scottish Government incorporated the United Nations Convention on the Rights of the Child (UNCRC) into domestic law March 2021 unanimously and it will come into law within 6 months of this date.

The UNCRC sets out the specific rights that all children have to help fulfil their potential, including rights relating to health and education, leisure and play, fair and equal treatment, protection from exploitation and the right to be heard. (appendix 2)

Underpinned by the GIRFEC principles, this policy aims to improve outcomes and support the wellbeing of all of our children and young people by offering the right help and support at the right time from the right people. It will also support service staff to support the child and their

families to work in partnership with ourselves and any external services and agencies that can help them.

GIRFEC is founded on eight wellbeing indicators, often referred to as SHANARRI which are the basic requirements for all children and young people to grow and develop and reach their full potential. The wellbeing wheel (Appendix 3) shows the indicators and the connections between children and young people's wellbeing now and their wellbeing in the future. Children and Young People attending our services are aware of these indicators, how they affect them and how we work together to link them to the delivery of the curriculum.

*'Procedures and guidance cannot in themselves protect children; a competent, skilled and confident workforce, together with a vigilant public, can.'*

(National Guidance for Protection of Children in Scotland 2014)

We will take account of current local and national guidance and inform staff of their obligations in relation to Glasgow City Council's Child Protection Guidelines and Procedures (copies held at office) to protect and support children and fulfil our professional obligations to report concerns.

## **Aims & Objectives**

### **Aims:**

- 1) The Indigo Childcare Group is committed to ensuring all children and young people in our services understand their rights to safety and wellbeing especially those outlined in the SHANARRI indicators and the United Nations Rights of the Child (UNCRC), what they need to do and where they can get help or information, if they are being breached in any way.
- 2) The Indigo Childcare Group aims to provide children with relevant information, skills and attitudes to help them resist abuse and prepare for the responsibilities of adult life including home and family. Together with these skills we hope that children will feel confident they can confide in staff on issues of neglect, abuse and deprivation.
- 3) To allow staff to be familiar and confident with the appropriate child protection procedures and issues. This policy is intended to give clear guidance to all staff, teaching & non-teaching on the signs that may indicate the possibility of abuse and the procedures to follow if a child discloses abuse or a member of staff suspect's abuse.
- 4) To work with parents to build an understanding of GIRFEC and The Indigo Childcare Group's responsibility to ensure the wellbeing of all children and a recognition that this may occasionally require cases to be referred to other agencies as a constructive and helpful measure.
- 5) To monitor children who have been identified as 'at risk'.

- 6) To contribute to an inter-agency approach to child protection by developing effective and supportive liaison with other agencies - thereby contributing towards a more effective detection and treatment of child abuse.
- 7) To review The Indigo Childcare Group procedures with a view to continual improvement as to the way child protection issues are managed.

### **Objectives:**

#### *Child's Development*

- The skills will be delivered through the Curriculum and especially via Personal and Social Development programmes (PSD).
- We aim to create an environment and ethos in which children feel secure, their viewpoints are valued, they are encouraged to talk and they are listened to.
- We provide suitable support and guidance so that children have a range of appropriate adults whom they feel confident to approach if they are in difficulties.
- We use the curriculum to raise children' awareness and build confidence so that children have a range of contacts and strategies to ensure their own protection and understand the importance of protecting others.
- Staff treat the children with respect and all children are expected to treat each other and staff with respect.
- We consider the role models The Indigo Childcare Group offers children through safe and rigorous recruitment practices, ongoing continued professional development, the resources we use, the partners we engage with the selection of curricular content and other experiences.
- We impress upon children the importance of rejecting violence as a means of resolving conflict.
- We regularly review and evaluate our services policies and practices of social control and behaviour modification.
- We give children opportunities to understand, and strategies for coping with stress.
- We give all children the opportunities to learn about child development and good parenting.
- An important element of our Curriculum/PSD programmes is information and guidance on personal safety that is appropriate for the age and stage for each individual child.

### **What is child abuse?**

The term child abuse is used to describe ways in which children are harmed usually by adults and often by those they know and trust. It refers to damage that has been or may be done to a child's physical or mental health. This damage may occur at home, school or within any other environment. There are many different types of abuse and a wide of range indicators which are described fully in Appendix 4. These relate to all aspects of child's physical appearance, behaviour, use of language, development and individual traits and habits.

### **Types of Abuse**

Abuse and neglect is a form of maltreatment of a child. In a child protection context, there are three different types of abuse that can be identified.

**Physical abuse** is the causing of physical harm to a child.

**Emotional abuse** is persistent emotional neglect or ill treatment of a child causing severe and persistent adverse effects on the child's emotional development.

**Sexual abuse** is any act that involves the child in any activity for the sexual gratification of another whether or not it is claimed that the child either consented or assented.

**Child neglect** is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Further Information on Types of Abuse and Neglect can be found in the guidance and Appendix 3 of this policy.

**Other indicators of risk** that may affect some children include Domestic Abuse, Problem Alcohol Use and Parental Substance Misuse, FGM, Child Exploitation. For further information on these and other indicators of risk see Appendix 3.

## **Responsibilities**

*Everyone:*

- The Indigo Group recognises that everyone has a part to play in preventing the abuse and neglect of children.
- It is the duty of all those involved across The Indigo Childcare Group's services to safeguard the wellbeing and interests of the children.
- Anyone working with children and their families including all professionals, volunteers and members of the community, need to appreciate the important role that they play in being vigilant and providing robust support for child protection.

*All Employees:*

- Staff will be expected to identify and consider the child's needs, share appropriate and relevant information and concerns in the first instance with their line manager and then if considered appropriate, with other agencies.
- Staff are expected to work collaboratively with the family and other services to secure better outcomes for the child.
- Staff will not investigate any concerns but gather initial information and establish basic facts such as what happened, when, where and by whom.
- Staff must recognise and actively consider potential risks to a child.
- All concerns should be shared without delay in the first instance with a line Manager. Where concerns about possible harm or abuse arise, these should always be shared with the appropriate agency (normally social work or police).
- Confidentiality will be protected but where there is reasonable cause to believe that a child may be at risk or harm relevant information will be shared with key partner agencies. Information Sharing practice will be consistent with the requirements of the Children Scotland Act 2014 and the subsequent reviews currently underway by Scottish Government.

*Senior Management/ Board of Directors:*

- The Indigo Group will ensure that there is a designated Child Protection Officer (CPO) with overall responsibility for child protection. They will be responsible for ensuring all relevant procedures are followed when a child protection case arises. The CPO is at The Indigo Group is Head of Early Years.
- To enable staff to fulfil their obligations, The Indigo Group will provide annual Child Protection awareness raising and training for all staff regardless of their role within the setting.

- It is the responsibility of the Trustees and the Senior team at The Indigo Group to ensure we have a skilled and competent workforce, along with relevant guidance and procedures.

Importantly everyone should understand that our number one priority will always be the safety and wellbeing of every child and young person in our services.

## **Roles**

### ***The Child Protection Officer – Head of Early Years at Indigo***

The Child Protection Officer is responsible for overseeing all concerns in relation to a child's welfare and therefore must:

- keep abreast of changes in legislation and recommended practice and ensure Management team are kept up to date.
- organise training on Child Protection within the organisation;
- ensure that all staff know about child protection policies;
- attend local authority training if appropriate;
- actively establish and maintain relationships with associated agencies local to Indigo Services as well as a city wide level;
- keep appropriate records and compile reports as necessary;
- support Managers, generally in this area but particularly throughout dealing with challenging cases and post such cases to provide wellbeing support as required for managers as well as signposting for families.
- ensure children on Child Protection Register are known and that protection plans are followed and feedback given;
- Monitor and evaluate the effectiveness and implementation of the organisation's Child Protection Policy.

## **Managers**

### ***Getting it Right for Every Child (GIRFEC):***

- Manager's will provide leadership and strategic support to implement the changes in culture, systems and practice required in and across agencies.

If the Manager of a service is absent for any reason it must be made clear to all staff which member of the management team is in charge and therefore acting as the Designated Member of Staff.

The Manager of each Service are the people responsible for contacting the Social Services to register concern about a child's welfare and implementing procedures relating to child protection. Managers must:

- ensure that all staff know about child protection policies;
- attend local authority training if appropriate;
- keep abreast of changes in legislation and recommended practice
- be aware of the role of other agencies;
- ensure appropriate records are maintained and compile reports as necessary;
- support staff generally but particularly throughout challenging cases and ensuring appropriate de-brief during and after such experiences.
- ensure children on Child Protection Register are known and that protection plans are followed and feedback given;
- Monitor and evaluate the effectiveness and implementation of the organisation's Child Protection Policy.

### ***Lead Child Development Officer/ Child Development Officer/Support Staff:***

### ***Getting it Right for Every Child (GIRFEC):***

- Staff will always put the child or young person at the centre and develop a shared understanding within and across agencies.
- Staff will use common tools and processes considering the child or young person as a whole and promoting closer working where necessary with other professionals.
- Staff will work with parents, children and young people to complete Personal Care Plans (see relevant document) which will be regularly updated, termly as a minimum.

Staff may become concerned when a child or family member discloses to them. Staff value their relationships with parents/carers and in many situations, will share their initial concerns about a child with the parents/carers. However, in many cases the parents/carers may be the abusers and so staff should be prepared to share their concerns with an appropriate colleague at an early stage without necessarily informing parents of the action they propose to take.

Staff have a professional duty to:

- observe and be alert to signs of abuse;
- take immediate action in the child's best interest by reporting any suspicion or evidence of abuse or non-accidental injury;
- know the role of the Designated Person;
- enquire about the progress of individual cases in which they are/have been involved and continue to raise concerns, even if it is felt repetitive, rather than assume the matter is being dealt with.

All staff must understand the importance of reporting suspicious circumstances and be able to report signs of abuse to the Manager of the service. Beyond the initial reporting of suspected child abuse, further judgments and decisions are the responsibility of other agencies with statutory powers to help the child.

***Non care staff:***

As with all staff, those in a non-caring role have a responsibility to observe and report any suspicion or evidence of abuse or non-accidental injury. All non-caring staff must understand the importance of reporting suspicious circumstances and be able to report signs of abuse to the Manager of a service. Beyond the initial reporting of suspected child abuse, further judgments and decisions are the responsibility of other agencies with statutory powers to help the child.

## Addressing Concerns

Staff members involved in the care of children expect a parent to tell them if there is anything wrong with a child. If this is made clear at the outset, it can become an accepted part of routine and therefore it will be less difficult to comment on an injury or a behavioural concern that may look suspicious.

- If an injury is evident when taking over the care of a child ask for an explanation.
- If an injury becomes apparent later ask the child or their siblings what happened.
- If the child is unable to communicate by reason of age or disability, an attempt to contact the parents should be made.
- Having been given an explanation by the child or parents, a decision about whether the explanation is satisfactory will have to be made.

If a child chooses to disclose, by listening to and taking seriously what the child is telling you, you will already be helping to protect them. It is useful to think in advance about how you might respond to this situation.

**Here are some guidelines about listening and asking questions:**

- **Staying calm and not rushing into actions that may be inappropriate.**
- **Reassuring the child and stressing they are not to blame.**
- **Listening to and believing what the child says and show that you are taking what is being said seriously.**
- **Be honest and do not make promises you cannot keep. Explain that, in order to support the child, you will have to pass this on to the relevant professionals.**

Sometimes those involved in childcare will have a strong suspicion that a child has been abused but on other occasions may be unsure. In either case there is a clear duty on carers to share their concerns with the Social Work Department.

**Strong suspicion** - the Social Work Department should be contacted and a referral made.

**Unsure** - Social Work staff who deal with childcare services or specialist child protection staff, depending on the level of concern, can be contacted for a discussion about concerns which are not clear cut. This discussion will help clarify matters and determine what if any further action might be necessary.

All concerns must be reported to the manager as soon as possible who will make contact with the Social Work Department.

## Recording

### Children & Young People's Personal Care Plans

All children and young people who use The Indigo Group's services have their own Personal Care Plan. The purpose of these Care Plans is to ensure that each child and young person is supported as an individual, encouraged to reach their full potential and that their wellbeing is continually monitored. These care plans are updated termly as a minimum by children, young people, parents and staff.

Within these Care Plans, staff follow Glasgow's Staged Intervention Framework. Glasgow City Council uses its Staged Intervention Framework (see Care Plan Procedure) for ensuring that children and young people have their needs met in an open, fair and consistent way. Staged Intervention reflects the fact that children and young people who face barriers to their learning and wellbeing require differing levels of support and intervention.

### Recording a specific child protection concern

It is important to record all information about children and their families within the Child Protection Chronology (see appendix 5). This will ensure a record of all facts and procedures that have been followed as well as agencies that have been spoken to or consulted with as appropriate. When completing the Child Protection Referral Form (see appendix 5) only facts have to be recorded including what has actually been said by a child or another person. The actual words used must be recorded as well as details of the time and place and any other relevant information.

## Reporting

Staff must report any concerns they have about a child to the CPO within the setting. Information can be disclosed in a number of ways including:

- A child indicates or discloses harm
- A third party discloses the possibility of harm
- You are concerned that a child is or may be being harmed
- You have witnessed or heard something that causes you concern about a child's safety.

You will not be asked or need to investigate any concerns of potential harm whether they are reported to you by another person or are identified and raised by you personally.

If a staff member has child protection concerns about a child these should be discussed with the CPO. All relevant information must be reported without delay and the CPO will decide subsequent action.

Initial information should be gathered and basic facts established that relate to that concern: what, where, when and by whom. This will include suspicions or indicators of significant harm (see appendix 2) and/or direct information of concern for a child. All information must be recorded on the **Chronology Form** (see appendix 5). The **child protection report form** (see appendix 6) may be completed depending on the circumstances and may be held in house or sent to external agencies as deemed appropriate.

Staff must:

- Remember that the priority is to protect the child.
- Treat the matter seriously.
- Receive the child's story if appropriate, listen but do not judge.
- React to what the child tells you with belief and tell the child that they have done the right thing in telling you.

- Indicate to the child what action you will take and make it clear that you will have to inform others (no secrets). Only inform those with a need to know.
- Keep an accurate record of what you have become aware of and what you have done.
- Use open questions to encourage the child to use their own words.

Staff must not:

- Contact the parents again. This is the job of social services.
- Interrogate the child if that child has disclosed information or ask closed questions (those that can be answered by a single word such as yes or no).
- Speak to anyone about whom allegations are made (including colleagues).
- Promise to keep secrets/confidentiality.
- Ask a child outright if they or others have suffered abuse.
- The staff member at this point, may withdraw from the immediate process but should remain vigilant.

### **External Agency Reporting and Sharing of Information**

The CPO will make the decision as to when to report to external agencies with regard to reported concerns relating to the safety of a child and child protection.

Data Protection is a priority at The Indigo Childcare Group and all information retained on any child is held securely on site and access to this is limited to those members of staff who have direct responsibility for the child as appropriate. As a multi-site organisation with remote access to children's information, cyber security is priority and in compliance with upcoming data protection legislation, we are in the process of putting in place a cyber security system that will further protect our online data. In situations where a child protection issue is raised and recorded, the CPO will make a decision on what information requires to be shared with external agencies based first and foremost on what is in the best interests of the child's wellbeing. Our specific practice in this may change in the period ahead in order to comply with the review of Information Sharing currently underway by Scottish Government and under consultation in Children and Young People (Information Sharing) (Scotland) Bill.

Staff may be required to cooperate and work with multi agency colleagues in responding to and supporting children and families who may be subject to ongoing child protection procedures and responses.

The process of responding to child protection concerns in diagrammatic form can be found on Management Circular 57 (see Appendix 1).

If a parent arrives to collect the child before the social worker has arrived then the member of staff must remember that they have no right to prevent contact between the parents/carers and the child or to prevent the removal of the child by the parents/carers. However, if there are clear signs of physical risk or threat, the Police should be immediately contacted and fully informed.

The social worker(s) will decide on what action to take and it is the Social Services who must contact the parents/carers. The Manager of the service should inform the member of staff who first reported the concern as to what action has been taken.

Once a strategy for procuring support has been agreed all parties should be kept well informed of developments as appropriate.

If suspicions concern the conduct of the Manager of the service then the member of staff must report directly to the Head of Early Years, if the concern is with the Head of Early Years, this must be reported to the Chief Executive Officer. The Head of Early Years and CEO should always be made aware of any child protection concerns involving members of staff. At the earliest stage only basic information should be shared i.e. that there is a concern being investigated by xx member of staff unless the situation requires otherwise.

Once you have passed the child into the system withdraw from the process. It is not appropriate to talk to the child about the child protection concern. However, when a child has trusted you enough to disclose, they may feel the desire to return to talk (remember that investigations can sometimes take months). In such a situation, you cannot comment or advise as to do so may affect their security and safety both in the short and long term - however you can listen and any relevant disclosures should be recorded on a chronology (see Appendix 4). Any 'discussion' could be misused in court by defence lawyers as evidence against the staff member and the child.

### **Allegations against staff**

Staff must protect themselves and bear in mind that even perfectly innocent actions can sometimes be misconstrued. It is important not to touch children however casually, in ways or on parts of the body that might be considered indecent. When children make such an allegation against a member of staff, procedures must be followed. This is important for the protection of the member of staff as well as the child. In the case of suspected or identified abuse of a child by any staff member, the police and/or Social Work have a duty to investigate.

It is also important however to remember that as an organisation we are passionate about *caring* for our children and families and as part of that, we recognise the importance of touch for children's emotional, mental and physical health and happiness. We recognise that this looks different depending on each individual child and young person, but we know that at times this may require a cuddle or e.g. a child sitting on another adult's knee. Indigo staff will not interpret their child protection responsibilities in such a way that prevents children and young people from receiving or experiencing the physical attachment that they need.

### **Evaluation of Child Protection Procedures**

Effective monitoring/evaluation of Child Protection issues is dependent upon the maintenance of accurate and up to date records. This policy will be amended as necessary taken into account the views of children, parents, staff and other agencies, as well as local and national legislation and in line with the organisation's policy review procedure.

A timetable of staff training will be produced at the beginning of each academic year to address this and similar issues which are appropriate to the needs of the children and young people we work with.

All concerns will be passed on to-  
Glasgow City Council  
Social Work Services  
Nye Bethan House  
20 India St  
Glasgow  
Tel: 0141 287 8700

## Appendix 1

### Management Circular No. 57

### APPENDICES

#### Appendices

- 1 Summary of Referral Procedures: Public Display
- 2 Summary of Reporting, Recording and Monitoring Procedures: Public Display
- 3 Record of Concern Alert: Child/Young Person File
- 4 Single Agency Referral Form - Guidance Notes: Management Circular No. 57
- 5 Intimation of Concern: Referral to Executive Director of Children and Families: Child/Young Person File ASL
- 6 Intimation to Executive Director of Children and Families: Notification of Outcome of Referral
- 7 Additional Guidance and Information: Management Circular No. 57 Establishment Policy
- 8 Record of Child Care and Welfare/Protection Involvement: Wheatley House Staff
- 9 Insert for establishment handbook and public display
- 10 Children's Charter
- 11 10 Standards for Personal Support in Schools
  - a) Primary
  - b) Secondary

# A SUMMARY OF THE UN CONVENTION ON THE RIGHTS OF THE CHILD

**ARTICLE 1 (definition of the child)**  
Everyone under the age of 18 has all the rights in the Convention.

**ARTICLE 2 (non-discrimination)**  
The Convention applies to every child without discrimination, whatever their ethnicity, sex, religion, language, abilities or any other status, whatever they think or say, whatever their family background.

**ARTICLE 3 (best interests of the child)**  
The best interests of the child must be a top priority in all decisions and actions that affect children.

**ARTICLE 4 (implementation of the Convention)**  
Governments must do all they can to make sure every child can enjoy their rights by creating systems and passing laws that promote and protect children's rights.

**ARTICLE 5 (parental guidance and a child's evolving capacities)**  
Governments must respect the rights and responsibilities of parents and carers to provide guidance and direction to their child as they grow up, so that they fully enjoy their rights. This must be done in a way that recognises the child's increasing capacity to make their own choices.

**ARTICLE 6 (life, survival and development)**  
Every child has the right to life. Governments must do all they can to ensure that children survive and develop to their full potential.

**ARTICLE 7 (birth registration, name, nationality, care)**  
Every child has the right to be registered at birth, to have a name and nationality, and, as far as possible, to know and be cared for by their parents.

**ARTICLE 8 (protection and preservation of identity)**  
Every child has the right to an identity. Governments must respect and protect that right, and prevent the child's name, nationality or family relationships from being changed unlawfully.

**ARTICLE 9 (separation from parents)**  
Children must not be separated from their parents against their will unless it is in their best interests (for example, if a parent is hurting or neglecting a child). Children whose parents have separated have the right to stay in contact with both parents, unless this could cause them harm.

**ARTICLE 10 (family reunification)**  
Governments must respond quickly and sympathetically if a child or their parents apply to live together in the same country. If a child's parents live apart in different countries, the child has the right to visit and keep in contact with both of them.

**ARTICLE 11 (abduction and non-return of children)**  
Governments must do everything they can to stop children being taken out of their own country illegally by their parents or other relatives, or being prevented from returning home.

**ARTICLE 12 (respect for the views of the child)**  
Every child has the right to express their views, feelings and wishes in all matters affecting them, and to have their views considered and taken seriously. This right applies at all times, for example during immigration proceedings, housing decisions or the child's day-to-day home life.

**ARTICLE 13 (freedom of expression)**  
Every child must be free to express their thoughts and opinions and to access all kinds of information, as long as it is within the law.

**ARTICLE 14 (freedom of thought, belief and religion)**  
Every child has the right to think and believe what they choose and also to practise their religion, as long as they are not stopping other people from enjoying their rights. Governments must respect the rights and responsibilities of parents to guide their child as they grow up.

**ARTICLE 15 (freedom of association)**  
Every child has the right to meet with other children and to join groups and organisations, as long as this does not stop other people from enjoying their rights.

**ARTICLE 16 (right to privacy)**  
Every child has the right to privacy. The law should protect the child's private, family and home life, including protecting children from unlawful attacks that harm their reputation.

**ARTICLE 17 (access to information from the media)**  
Every child has the right to reliable information from a variety of sources, and governments should encourage the media to provide information that children can understand. Governments must help protect children from materials that could harm them.

**ARTICLE 18 (parental responsibilities and state assistance)**  
Both parents share responsibility for bringing up their child and should always consider what is best for the child. Governments must support parents by creating support services for children and giving parents the help they need to raise their children.

**ARTICLE 19 (protection from violence, abuse and neglect)**  
Governments must do all they can to ensure that children are protected from all forms of violence, abuse, neglect and bad treatment by their parents or anyone else who looks after them.

**ARTICLE 20 (children unable to live with their family)**  
If a child cannot be looked after by their immediate family, the government must give them special protection and assistance. This includes making sure the child is provided with alternative care that is continuous and respects the child's culture, language and religion.

**ARTICLE 21 (adoption)**  
Governments must oversee the process of adoption to make sure it is safe, lawful and that it prioritises children's best interests. Children should only be adopted outside of their country if they cannot be placed with a family in their own country.

**ARTICLE 22 (refugee children)**  
If a child is seeking refuge or has refugee status, governments must provide them with appropriate protection and assistance to help them enjoy all the rights in the Convention. Governments must help refugee children who are separated from their parents to be reunited with them.

**ARTICLE 23 (children with a disability)**  
A child with a disability has the right to live a full and decent life with dignity and, as far as possible, independence and to play an active part in the community. Governments must do all they can to support disabled children and their families.

**ARTICLE 24 (health and health services)**  
Every child has the right to the best possible health. Governments must provide good quality health care, clean water, nutritious food, and a clean environment and education on health and well-being so that children can stay healthy. Richer countries must help poorer countries achieve this.

**ARTICLE 25 (review of treatment in care)**  
If a child has been placed away from home for the purpose of care or protection (for example, with a foster family or in hospital), they have the right to a regular review of their treatment, the way they are cared for and their wider circumstances.

**ARTICLE 26 (social security)**  
Every child has the right to benefit from social security. Governments must provide social security, including financial support and other benefits, to families in need of assistance.

**ARTICLE 27 (adequate standard of living)**  
Every child has the right to a standard of living that is good enough to meet their physical and social needs and support their development. Governments must help families who cannot afford to provide this.

**ARTICLE 28 (right to education)**  
Every child has the right to an education. Primary education must be free and different forms of secondary education must be available to every child. Discipline in schools must respect children's dignity and their rights. Richer countries must help poorer countries achieve this.

**ARTICLE 29 (goals of education)**  
Education must develop every child's personality, talents and abilities to the full. It must encourage the child's respect for human rights, as well as respect for their parents, their own and other cultures, and the environment.

**ARTICLE 30 (children from minority or indigenous groups)**  
Every child has the right to learn and use the language, customs and religion of their family, whether or not these are shared by the majority of the people in the country where they live.

**ARTICLE 31 (leisure, play and culture)**  
Every child has the right to relax, play and take part in a wide range of cultural and artistic activities.

**ARTICLE 32 (child labour)**  
Governments must protect children from economic exploitation and work that is dangerous or might harm their health, development or education. Governments must set a minimum age for children to work and ensure that work conditions are safe and appropriate.

**ARTICLE 33 (drug abuse)**  
Governments must protect children from the illegal use of drugs and from being involved in the production or distribution of drugs.

**ARTICLE 34 (sexual exploitation)**  
Governments must protect children from all forms of sexual abuse and exploitation.

**ARTICLE 35 (abduction, sale and trafficking)**  
Governments must protect children from being abducted, sold or moved illegally to a different place in or outside their country for the purpose of exploitation.

**ARTICLE 36 (other forms of exploitation)**  
Governments must protect children from all other forms of exploitation, for example the exploitation of children for political activities, by the media or for medical research.

**ARTICLE 37 (inhumane treatment and detention)**  
Children must not be tortured, sentenced to the death penalty or suffer other cruel or degrading treatment or punishment. Children should be arrested, detained or imprisoned only as a last resort and for the shortest time possible. They must be treated with respect and care, and be able to keep in contact with their family. Children must not be put in prison with adults.

**ARTICLE 38 (war and armed conflicts)**  
Governments must not allow children under the age of 15 to take part in war or join the armed forces. Governments must do everything they can to protect and care for children affected by war and armed conflicts.

**ARTICLE 39 (recovery from trauma and reintegration)**  
Children who have experienced neglect, abuse, exploitation, torture or who are victims of war must receive special support to help them recover their health, dignity, self-respect and social life.

**ARTICLE 40 (juvenile justice)**  
A child accused or guilty of breaking the law must be treated with dignity and respect. They have the right to legal assistance and a fair trial that takes account of their age. Governments must set a minimum age for children to be tried in a criminal court and manage a justice system that enables children who have been in conflict with the law to reintegrate into society.

**ARTICLE 41 (respect for higher national standards)**  
If a country has laws and standards that go further than the present Convention, then the country must keep these laws.

**ARTICLE 42 (knowledge of rights)**  
Governments must actively work to make sure children and adults know about the Convention.

The Convention has 54 articles in total. Articles 43-54 are about how adults and governments must work together to make sure all children can enjoy all their rights, including:

**ARTICLE 45**  
Unicef can provide expert advice and assistance on children's rights.

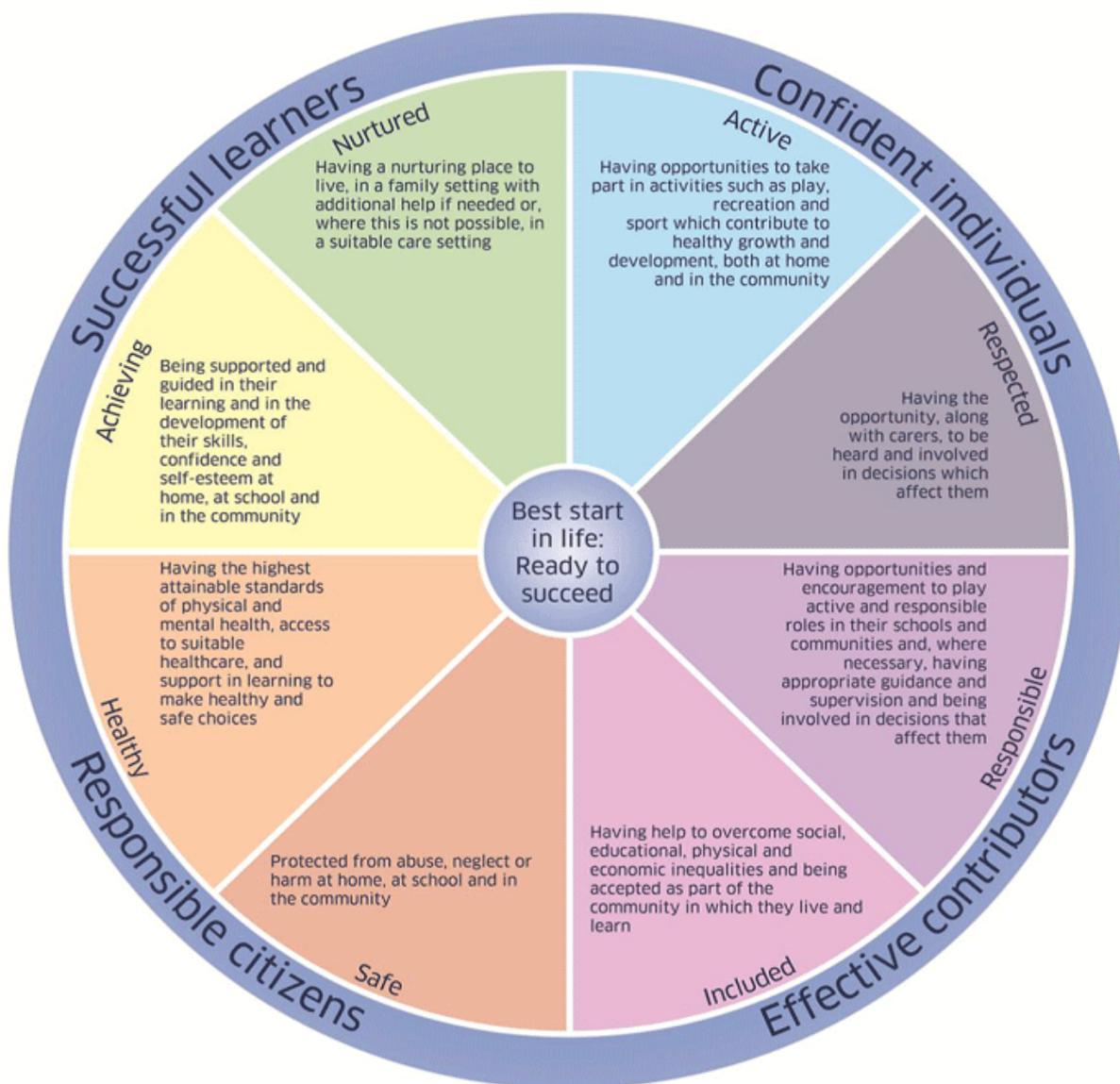
## OPTIONAL PROTOCOLS

There are three agreements, called Optional Protocols, that strengthen the Convention and add further unique rights for children. They are optional because governments that ratify the Convention can decide whether or not to sign up to these Optional Protocols. They are: the Optional Protocol on the sale of children, child prostitution and child pornography, the Optional Protocol on the involvement of children in armed conflict and the Optional Protocol on a complaints mechanism for children (called Communications Procedure).

For more information go to [unicef.org/uk/crc/lop](https://www.unicef.org/uk/crc/lop)

### Appendix 3

## Getting it Right for Every Child, Wellbeing Indicators



## Appendix 4

### Indicators of Abuse

*(This list of indicators is not exhaustive and is not mutually exclusive.)*

#### **Neglect**

- constant hunger
- poor personal hygiene
- a constant tiredness
- inappropriate/inadequate clothing
- unkempt and general waif-like look
- untreated illnesses
- exposure to danger; lack of supervision
- destructive tendencies
- low self-esteem
- poor social relationships
- compulsive stealing or scavenging

#### **Physical abuse**

- unexplained injuries or burns - particularly if recurrent
- inconsistent and/or improbable excuses given to explain injuries; untreated injuries
- reports of punishment which seem excessive
- bald patches
- withdrawal from physical contact; over reaction to sudden movement of adults
- arms and legs covered in hot weather
- fear of returning home
- fear of medical help
- self destructive tendencies
- aggression towards others
- site of bruise not normally associated with play
- failure to thrive
- untreated injuries

#### **Sexual abuse**

- itching in the genital area
- soreness in the genital area
- unexplained rashes or marks in the genital area
- pain on urination
- difficulty in walking or sitting
- stained or bloody underclothes
- recurrent tummy pains or headaches
- bruises on inner thigh or buttocks
- frequent masturbation (many young children masturbate occasionally for comfort/experimentation)
- inappropriate language for a pre-school child
- inappropriate sexual knowledge for a pre-school child
- making sexual advances to adults or other children
- wariness of being approached by anyone, possibly combined with a dazed look
- regression to younger behaviour

- distrust of a familiar adult; anxiety about being left with adults
- sexually explicit play with toys and other children

### **Emotional abuse**

Emotional neglect is often difficult to detect and can occur by itself, or in conjunction with physical abuse. It may occur when a child is physically well cared for.

- overly withdrawn child
- overly aggressive child
- constant wetting or soiling
- frequent vomiting
- persistent rocking movement
- very poor language development
- inability to relate to peers or adults
- fear of new situations
- parental attitude to child

### **Female Genital Mutilation**

#### **Signs include:**

- long holiday abroad or going 'home' to visit family
- a special occasion or ceremony to become a 'woman' or to get ready for marriage
- a discussion of a female relative being cut
- unexpected, repeated and prolonged absence from the service

#### **Indicators include:**

- have difficulty walking, standing or sitting
- spend longer in the toilet
- appear withdrawn, anxious or depressed
- have unusual behaviour after an absence from the service
- ask for help but may not be explicit about the problem due to embarrassment or fear

#### **Physical Effects include:**

- severe pain
- shock
- bleeding
- infection such as tetanus, HIV and Hepatitis B and C
- organ damage
- blood loss and infections that can cause death in some cases

#### **Long Term Effects:**

- difficulties urinating or incontinence
- frequent or chronic vaginal pelvic or urinary infections
- menstrual problems
- kidney damage and possibly failure
- cysts and abscesses
- emotional and mental health problems

### **Child Exploitation**

#### **Signs include:**

- go missing from home, care or education

- be involved in abusive relationships, intimidated and fearful of certain people or situations
- hang out with groups of older people or anti-social groups or with other vulnerable peers
- get involved in gangs
- have older boyfriends or girlfriends
- spend time at places of concern
- be involved in petty crime such as shoplifting
- have unexplained physical injuries
- have a changed physical appearance, for example, lost weight

**Effects include:**

- suicide thoughts or attempts
- mental health problems
- alcohol and drug addiction
- isolation from family and friends
- teenage parenthood

Other possible signs of child abuse are:

Significant lack of growth

Weight loss

Hair loss

Poor skin and muscle tone

Circulatory disorders

Lethargy

***It is important to recognise that some of the signs and symptoms could arise from other causes. Ask for explanations of any injury. Consider the explanation in conjunction with the developmental age of the child. In addition to recording information about a child's actions, it is also useful to take notes of anything a child says which is indicative of neglect or harm.***







Appendix 6

**1a. REFERRAL DETAILS**

<u>NAME OF REFERRER</u>	<u>AGENCY</u>	<u>DESIGNATION</u>	<u>POSTAL ADDRESS (INCLUDE POSTCODE)</u>	<u>EMAIL</u>	<u>PHONE</u>	<u>FAX</u>

**1B. DESIGNATED CONTACT PERSON (IF DIFFERENT FROM 1A)**

<u>NAME OF REFERRER</u>	<u>AGENCY</u>	<u>DESIGNATION</u>	<u>POSTAL ADDRESS (INCLUDE POSTCODE)</u>	<u>EMAIL</u>	<u>PHONE</u>	<u>FAX</u>

**2. REFERRAL TO**

<u>DATE OF REFERRAL</u>	<u>TIME OF REFERRAL (AM OR PM)</u>	<u>NAME OF WORKER SPOKEN TO</u>	<u>DESIGNATION</u>	<u>IS THE PARENT/CARER AWARE OF THIS REFERRAL? YES/NO?</u>	<u>IS THE YOUNG PERSON AWARE OF THIS REFERRAL? YES/NO?</u>
<u>AREA/HOSPITAL SOCIAL WORK TEAM</u>		<u>RESPONSIBLE LOCAL AUTHORITY</u>	<u>PHONE</u>	<u>IS THIS A RE-REFERRAL FROM YOUR SERVICE? YES/NO</u>	<u>IF YES, PLEASE ENTER DATE(S) OF PREVIOUS REFERRAL(S)</u>

### 3. SUBJECT OF REFERRAL

<u>CHILD'S NAME</u>	<u>OTHER NAME KNOWN BY</u>	<u>DOB</u> <u>DD MM YY</u>	<u>AGE</u>	<u>GENDER</u> <u>(M/F)</u>	<u>HOME ADDRESS</u> <u>(INCLUDE POSTCODE)</u>	<u>ETHNICITY</u>	<u>RELIGION</u>
1 _____	_____						
2 _____	_____						
3 _____	_____						

	<u>PREFERRED LANGUAGE</u>	<u>INTERPRETER REQUIRED</u> <u>(SPECIFY)</u>
1		
2		
3		

### Child Affected by Disability

<u>DESCRIPTION</u>	<u>COMMUNICATION ASSISTANCE REQUIRED</u> <u>(SPECIFY)</u>

### 4. FAMILY DETAILS

<u>MOTHER'S NAME</u>	<u>DOB</u> <u>(IF KNOWN)</u>	<u>OTHER NAME KNOWN BY</u>	<u>CURRENT ADDRESS</u> <u>(IF DIFFERENT FROM CHILD)</u>

<u>FATHER'S NAME</u>	<u>DOB</u> <u>(IF KNOWN)</u>	<u>OTHER NAME KNOWN BY</u>	<u>CURRENT ADDRESS</u> <u>(IF DIFFERENT FROM CHILD)</u>

**4.FAMILY DETAILS (cont'd)  
Mother/Father)**

<u>FAMILY ADDRESS (INCLUDE POSTCODE)</u>	<u>PHONE (IF KNOWN)</u>	<u>IS CHILD CURRENTLY RESIDENT AT THIS ADDRESS?YES/ NO</u>	<u>IF NO. STATE ADDRESS (INCLUDE POSTCODE)</u>
_____	_____	_____	_____

**Principal Carer's Details (if different from**

<u>NAME</u>	<u>DOB (IF KNOWN)</u>	<u>RELATIONS HIP TO CHILD</u>	<u>ADDRESS (INCLUDING POSTCODE)</u>	<u>TYPE OF RESIDENCE (IF NOT AT HOME)</u>

**Other Adults in Household**

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

<u>NAME</u>	<u>DOB (IF KNOWN)</u>	<u>RELATIONSHIP TO CHILD</u>	<u>NAME</u>	<u>DOB (IF KNOWN)</u>	<u>ADDRESS</u>	<u>PHONE</u>	<u>RELATIONSHIP TO CHILD</u>

**Siblings not subject to referral**

<u>CHILD'S NAME</u>	<u>OTHER NAME KNOWN BY</u>	<u>DOB DD MM YY</u>	<u>AGE</u>	<u>GENDER</u>	<u>IF IN RELATION TO UNBORN BABY OR MOTHER IS PREGNANT – ESTIMATED DATE OF BIRTH</u>

## 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	
Out with 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

<b><u>HEALTH</u></b>	<b><u>GP'S NAME</u></b>	<b><u>ADDRESS</u></b>	<b><u>PHONE</u></b>	<b><u>EMAIL</u></b>
<b><u>HEALTH VISITOR/SCHOOL</u></b>	<b><u>NAME OF HEALTH VISITOR/SCHOOL NURSE</u></b>	<b><u>ADDRESS</u></b>	<b><u>PHONE</u></b>	<b><u>EMAIL</u></b>
	_____	_____	_____	_____
<b>Education (Nursery / School)</b>	<b><u>NAME OF SCHOOL AND CONTACT PERSON</u></b>	<b><u>ADDRESS</u></b>	<b><u>PHONE</u></b>	<b><u>EMAIL</u></b>
	_____	_____	_____	_____
<b>Any Other Agencies (if known)</b>	<b><u>NAME OF AGENCY AND CONTACT PERSON</u></b>	<b><u>ADDRESS</u></b>	<b><u>PHONE</u></b>	<b><u>EMAIL</u></b>
	_____	_____	_____	_____

Signature of Referrer \_\_\_\_\_

Please  
print name \_\_\_\_\_

Date \_\_\_\_\_

Signature of Line Manager  
(if applicable) \_\_\_\_\_

Please  
print name \_\_\_\_\_

**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*

