



ARCHIPELAGO FOLKSCHOOL

Policy and Procedures for Protection of Children and Adults at Risk of Harm

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Archipelago Folkschool is a collaborative social enterprise whose purpose is to connect people with craft. We offer a diverse programme of educational craft workshops in a range of settings.

Archipelago Folkschool is committed to the protection of children, and adults at risk of harm. We consider it the responsibility of all our directors, staff, and volunteers to promote the welfare and wellbeing of all children/young people within the Scottish Government framework of GIRFEC (Getting it right for every child). In addition, we consider it our duty to protect all adults at risk of harm from all forms of abuse or neglect.

Legal Framework: Children Act (Scotland) 1995, Getting it right for Every Child (GIRFEC) 2005, The Protection of Vulnerable Groups (Scotland) Act 2007, Child and Young People (Scotland) Act 2014, National Guidance for Child Protection Scotland (2014), Adult Support and Protection (Scotland) Act 2007.

The purpose of this policy statement is:

- to protect children, and adults at risk of harm who receive Archipelago Folkschool's services. This includes the children and other family members of adults who use our services.
- to provide directors, staff and volunteers with the overarching principles that guide our approach to protection.
- to ensure that all staff have a clear understanding of the principles and practice involved in the protection of children within a GIRFEC framework, applying the principle that every child in Scotland has the right to be Safe, Healthy, Achieving, Nurtured, Active, Responsible, Respected and Included (these are referred to as SHANARRI indicators).
- to ensure that the actions of any adult working on behalf of Archipelago Folkschool are transparent and protect the welfare of young people and adults at risk of harm.

This policy applies to anyone working on behalf of Archipelago Folkschool; including directors, staff, sessional workers, and volunteers.

Who needs protection:

Children under the age of 16, and young people between the ages of 16 and 18 who are affected by disability or are otherwise at risk of harm. A person aged 18 or over who has a physical or learning disability, or a physical or mental illness (including an addiction to alcohol or drugs) may also be at risk of harm from other adults.

Principles upon which this Policy is based:

- All young people and adults at risk of harm, whatever their age, culture, disability, gender, race, language, socio-economic status, religious belief and/or sexual identity have the equal right to protection from abuse.
- It is everyone's responsibility to report any concerns about abuse or neglect to the Designated Protection Officer, and it is the responsibility of the Social Services Department and the Police to conduct, where appropriate, an investigation where concerns are raised.
- All incidents of alleged poor practice, misconduct, or abuse will be taken seriously and responded to swiftly and appropriately.
- All personal data will be processed in accordance with the requirements of the Data Protection Act 1998.
- This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children and adults at risk of harm in Scotland. A summary of the key legislation is available from nspcc.org.uk/learning.

Policy Statement

We believe that children and adults at risk of harm should never experience abuse or neglect of any kind. We recognise that all people, regardless of their age, culture, disability, gender, race, language, socioeconomic status, religious belief or sexual orientation have an equal right to protection from all types of abuse or neglect. We recognise that some people are additionally vulnerable; because of the impact of previous experiences, their level of dependency, communication needs, or other issues. Working in partnership with children and adults at risk of harm, their parents/ carers, and other agencies is essential in promoting their welfare.

We will seek to keep children/ adults at risk of harm safe by:

- Valuing, listening to and respecting them

- Appointing a Designated Protection Officer for children/ adults at risk of harm, and a deputy
- Adopting protection best practice through our policies, procedures and code of conduct for staff and volunteers
- Developing and implementing an effective online safety policy, and related procedures
- Providing effective management for staff and volunteers through supervision, support and training so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently
- Recruiting and selecting staff and volunteers safely
- Recording, storing and using information professionally and securely, in line with data protection legislation and guidance
- Making sure that children/ adults at risk of harm and their families know where to go for help if they have a concern
- Using our protection procedures to share concerns and relevant information with the people and agencies who need to know, and involving the child or adult at risk of harm, and their families/ carers appropriately
- Using our procedures to manage any allegations against staff and volunteers appropriately
- Creating and maintaining an anti-bullying environment within our organisation
- Ensuring that we have effective complaints and whistleblowing measures in place
- Ensuring that we provide a safe physical environment for children, adults at risk of harm, staff, and volunteers by applying appropriate Health and Safety measures in accordance with the law and regulatory guidance
- Building a protection culture where directors, staff and volunteers, children, adults at risk of harm, and their families feel safe, treat each other with respect, and are comfortable about sharing concerns

All those people in positions of responsibility within Archipelago Folkschool will work in accordance with the above principles - making the interests of children and adults at risk of harm central to their day-to-day practice - and will respond to concerns following the procedures detailed below:

Procedures for dealing with disclosures or any concerns relating to a child or an adult at risk of harm

This procedure follows the 4Rs of Child Protection:

- **Recognise** any concerns for a child or adult at risk of harm that you are working with.
- **Respond** appropriately to any concerns about a child or adult at risk of harm, following organisational policy and procedures.
- **Refer** – this will be the responsibility of the Designated Protection Officer, following discussion with yourself and others. This may include informing local statutory services, or the NSPCC Helpline (0808 800 5000)
- **Record** – once you have discussed any concerns with the Designated Protection Officer, you must record this information using your organisational recording form. This form can be found in the folder entitled 'Policy' in the Archipelago Folkschool secure Google Drive.

Taking Immediate Action to ensure safety:

If you are concerned about the immediate safety of a child or adult at risk of harm, contact Police Scotland **immediately**, do not delay. In all cases it is vital to take whatever action is needed to safeguard the child or adult concerned, i.e:

- If emergency medical attention is required, call an ambulance (dial 999)
- If a child or adult at risk of harm is in immediate danger, contact the police (dial 999) as they alone have the power to remove a child or adult immediately (if necessary) via their powers to use Police Protection.

Recognise: what is abuse?

Abuse and neglect are forms of maltreatment of a child, or an adult at risk of harm. Somebody may abuse or neglect a person by inflicting significant harm, or by failing to act to prevent significant harm to the child or the adult at risk of harm. A person may be abused in a family or in an institutional setting, by those known to them or more rarely by a stranger. Assessments will need to consider whether abuse has already occurred, or is likely to occur in the future.

You will find additional information, including descriptions of different types of abuse, in **Appendix 1** below.

What to do if a Child or an Adult at Risk of Harm talks to you about abuse;

Follow the 4 R's:

A child or an adult at risk of harm may seek you out to share information about abuse or neglect, or may talk spontaneously (individually or in a group) when you are present. **In these situations you must:**

- Listen carefully to the person. Do not directly question them.
- Give them time and attention.
- Allow them to give a spontaneous account; do not stop someone who is freely recalling significant events.
- Make an accurate record of the information you have been given, taking care to record the time, setting, people present, and the person's presentation as well as exactly what was said. Use the person's own words wherever possible. Your record may later be needed as evidence. A recording form can be found in the Archipelago Folkschool Google Drive, in the folder entitled 'Policy'. If you do not have access to this form, record the information on paper until you can get access.
- Explain that you cannot promise not to speak to others about the information they have shared - do not offer false confidentiality.
- Reassure the person that they have done the right thing in telling you, and that they have not done anything wrong.
- Tell the person what you are going to do next, and explain that you will need to get help to keep him or her safe.
- Do not ask the person to repeat his or her account of events to anyone.
- Immediately report the grounds of your concern to the Designated Protection Officer who will take steps to refer the information on to the relevant person or organisation who will investigate the concerns. Do not delay in reporting your concerns. The contact details for the Designated Protection Officer and the Archipelago Folkschool Directors are appended to this policy.

You may also recognise potential indicators of abuse (e.g. aspects of a person's behaviour, appearance, or physical well-being) that raise concerns for you. Where this occurs, make an accurate record of what you have observed, taking care to record the date, time, and setting. Immediately report the grounds of your concern to the Designated Protection Officer who will take steps to refer the information on to the relevant person or organisation who will investigate the concerns. Do not delay in reporting your concerns.

Confidentiality:

In general, information will normally only be shared with the consent of the child (depending on age and maturity), or the adult at risk of harm. However, where there is a risk to a person's safety or wellbeing, consent should not be sought and relevant information should be shared with the Designated Protection Officer or other agencies without delay. At all times, information shared should be relevant, necessary and proportionate to the circumstances of the child or adult at risk of harm, and limited to those who need to know. Where someone may be at risk of harm, this will always override a professional or organisational requirement to keep information

confidential. The reasons why information needs to be shared, and the particular actions taken should be communicated openly and honestly with the child or adult at risk of harm and, where appropriate, with their families/ carers.

Action to be taken by the appropriate person:

All cases of suspected or alleged abuse must be treated seriously and addressed rapidly. The local Social Work Services Office should be contacted immediately (see 'Important Contacts' below). The concerns should be clearly stated, including the basis for them. When the local office is closed, the local Emergency Social Work Service should be alerted. **All telephone calls should be followed up in writing within 48 hours using the CPC "shared referral form" (see Appendix 2).** If you are unhappy with the response from Social Work Services you can contact Police Scotland, 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 a child or an adult at risk of harm. Where it is alleged a crime has been committed against a child or an adult at risk of harm, the matter is likely to be investigated jointly with the Police. The investigating Social Worker / Police Officer may require speaking to the person with whom the concerns originated. You should cooperate fully with any enquiries.

Historical Abuse

Where a child or adult discloses historical abuse, the same reporting procedure must be followed. A full discussion should take place with the Designated Protection Officer, to agree what action is required to ensure the safety and wellbeing of the child, or adult at risk of harm and/or others.

What to do if you have general welfare concerns about a child, or an Adult at Risk of Harm:

There are many circumstances that may cause harm to a child or an adult at risk of harm that require a response, but fall short of a concern that the person is being abused. Nevertheless, a build up of concerns over time may become serious enough that the child or adult at risk of harm is considered to be at risk of abuse. Where you have general welfare concerns about a child/ adult at risk of harm you should:

- Discuss your concerns with the Designated Protection Officer
- Record your actions, and note your concerns and the chronology of significant events.

You and the Designated Protection Officer should review general welfare concerns periodically to see whether the build up of concerns is significant enough to pass on to Social Work Services.

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

Any concerns about the welfare of a child or adult at risk of harm arising from alleged abuse or harassment by an employee of Archipelago Folkschool must be reported immediately to the Designated Protection Officer. If you have observed any member of the organisation acting in a way that has caused you to be concerned, you should contact the Designated Protection Officer and outline your concerns and the basis for them. The Protection Officer 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 or to the Police. If the concerns involve the Designated Protection Officer, this should be reported to the managing director (Ben Wilde), to a member of the organisation's board of directors, to Social Work Services, Police Scotland, or to the NSPCC Helpline (0808 800 5000).

Whistleblowing

Archipelago Folkschool understands that employees and volunteers will often be the first to know when someone inside or connected with the organisation is doing something illegal, dishonest, or improper, but may feel apprehensive about voicing their concerns. However, it is in the interest of everyone and the organisation that individuals with knowledge of wrongdoing are supported in reporting such behaviour. Any individual with knowledge of any such activities should inform the Designated Protection Officer who will take the matter further as appropriate and necessary.

Alternatively, employees can call the NSPCC Whistleblowing advice line on 0808 028 0285. Contact the Whistleblowing Advice Line if:

- your or another organisation doesn't have clear safeguarding procedures to follow
- concerns aren't dealt with properly, or you suspect they may be covered up
- a concern that was raised hasn't been acted upon
- you are worried that repercussions are likely to arise if you raise a concern

This applies to incidents that happened in the past, are happening now, or may happen in the future.

Safer Recruitment

Archipelago Folkschool will take all reasonable steps to safely recruit all staff and volunteers, in order to prevent unsuitable people from working with children, young people and adults. All staff and volunteers will be interviewed, and will be required to be members of the Protecting

Vulnerable Groups (PVG) scheme, and will need to provide two references of their suitability to work with children/ young people/ Adults at Risk of Harm.

Training and awareness

All directors, employees and volunteers will be made aware of the existence of the Policy and Procedures for Protection of Children and Adults at Risk of Harm, and their responsibilities:

- By issuing a copy of the policy and procedures to all new staff members and, where appropriate, to volunteers (staff can access this policy at all times in the organisation's secure Google Drive, in the folder entitled 'Adopted Policy').
- Through provision of training on specific areas such as health & safety, recognising and reporting concerns about abuse or neglect, and confidentiality, which will be given as a priority to new staff and volunteers and will be regularly reviewed.

Photography/ film footage:

Permission must be sought to use imagery of participants in any activities of Archipelago Folkschool. It must be made clear where the photographs are to be used. A template consent form for young people and their parents/ carers can be found in Google Drive, in the folder entitled 'Policy' - this form must be issued and returned before the activity begins.

The Designated Protection Officer

The role of the DCPO is to:

- To act as the first point of contact for staff or volunteers concerned about the safety and welfare of a child or an adult at risk of harm
- To be responsible for contacting a child's 'Named Person' or a Social Work Department in cases where a child is at risk of harm
- To be familiar with Child Protection Committees (CPC) procedures
- To ensure that all staff/volunteers know where they can find the protection policies, procedures and recording forms
- To liaise with appropriate local agencies for support and advice and know where to find local contacts
- To organise training of staff about how to respond to protection concerns and advise of training needs
- To collect monitoring data on all welfare, wellbeing and protection activities across the organisation.
- To support staff reporting concerns and advise as appropriate and make appropriate decisions about the actions to be taken to protect children and adults at risk of harm.
- To demonstrate an awareness and understanding of current issues within the field of keeping children adults at risk of harm safe

- To lead on reviewing, updating and developing Archipelago Folkschool's policies and procedures in relation to protection and monitoring their implementation

The Designated Protection Officer for Archipelago Folkschool is:

Name: Daisy Martinez

Position within Organisation: Director/ Outreach Officer

Mobile No.: 07776388648

Email: daisy@archipelagofolkschool.org

In absence of the Designated Protection Officer, please contact the Managing Director; Ben Wilde (01680 268269/ ben@archipelagofolkschool.org). At least one of these people will likely be overseeing the activity you are involved in.

Important contacts (to be contacted by the appropriate person):

NSPCC HELPLINE: 0808 800 5000

Social Care Direct (where the child is not known to Social Work Services)	0141 287 0555 (Glasgow) 0131 200 2324 (Edinburgh) (or the equivalent service in another local authority area - telephone numbers to be found on local authority area websites)
Social Work Local Offices (where the child is known to Social Work Services).	Telephone numbers to be found on the website of the relevant local authority area
Emergency Social Work Services (Out of hours)	0300 343 1505 (Glasgow) 0800 731 6969 (Edinburgh) (or the equivalent service in another local authority area - telephone numbers to be found on local authority area websites)
Police Scotland Family Protection Unit	In an emergency, dial 999. Otherwise dial 101 and ask for the Family Protection Unit/ Concern Hub

Reporter to the Children's Panel:

SCRA

10 / 20 Bell Street

Glasgow

G1 1LG
0131 244 2100

Please note – these details may change from time to time, and up to date information can be obtained at www.glasgow.gov.uk or <https://www.edinburgh.gov.uk>

APPENDIX 1: What is abuse and neglect?

Abuse and neglect are forms of maltreatment of a child or Adult at Risk of Harm. Somebody may abuse or neglect a person by inflicting significant harm, or by failing to act to prevent significant harm to that person. Children/ Adults at Risk of Harm may be abused in a family, or in an institutional setting, by those known to them or more rarely by a stranger. Assessments will need to consider whether abuse has occurred already, or is likely to occur in the future. Any information needs to be seen in the context of the person's whole situation and circumstances. It is still helpful to consider and understand the different ways in which a person can be abused.

There are four main categories of abuse: Physical, Emotional, Sexual and Neglect. The following definitions show some of the ways in which abuse may be experienced by a child or Adult at Risk of Harm, but are not exhaustive as individual circumstances may vary, and staff should be alert to this. Different types of abuse may overlap, or co-exist. The following definitions are all taken from National Guidance for Child Protection in Scotland 2014.

Physical Abuse

Physical abuse is the causing of physical harm to a child or young person. Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child they are looking after. Signs of possible physical abuse include:

- 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
- Injuries covered by makeup
- Fear of returning home
- Aggression towards others
- Running away

- Administration of toxic substances

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, and is likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter and/or clothing, to protect a child from physical harm or danger, or to ensure access to appropriate medical care or treatment. It may also include neglect of, or failure to respond to a child's basic emotional needs. Neglect may also result in the child being diagnosed as suffering from "non-organic failure to thrive", where they have significantly failed to reach normal weight and growth or development milestones and where physical and genetic reasons have been medically eliminated. In its extreme form, children can be at serious risk from the effects of malnutrition, lack of nurturing and stimulation. This can lead to serious long-term effects such as greater susceptibility to serious childhood illnesses and reduction in potential stature. With young children in particular, the consequences may be life-threatening within a relatively short period of time. 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

Emotional Abuse

Emotional abuse is persistent emotional neglect or ill treatment that has severe and persistent adverse effects on a child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may involve the imposition of age- or developmentally-inappropriate expectations on a child. It may involve causing children to feel frightened or in danger, or exploiting or corrupting children. Some level of emotional abuse is present in all types of ill treatment of a child; it can also occur independently of other forms of abuse. 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

Sexual abuse is any act that involves the child in any activity for the sexual gratification of another person, whether or not it is claimed that the child either consented or assented. Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or in watching sexual activities, using sexual language towards a child or encouraging children to behave in sexually inappropriate ways. 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

Other areas to be aware of:

Bullying

Although Bullying is not on its own a category of abuse it is important that staff and volunteers are alert to the impact that bullying can have and this includes online cyber bullying and may be offensive, intimidating, malicious or insulting behaviour. Bullying is an unacceptable form of behaviour through which a child/young person or Adult at Risk of Harm feels threatened, abused or undermined by another individual or group. Bullying is behaviour that can be defined as a repeated attack of a physical, psychological, social or verbal nature by those who are able to exert influence over others. Bullying can take many forms. It may include physical aggression, intimidation, threatening, extorting, pressurising, name-calling or teasing and can be online cyber bullying. Less obvious examples such as ignoring or excluding someone are also regarded as bullying and their possible effects should not be minimised. Bullying can cause stress and can affect a child's health. Further information can be found at: <http://www.respectme.org.uk/>

Child Sexual Exploitation

Child sexual exploitation is a form of child sexual abuse in which a person(s), of any age takes advantage of a power imbalance to force or entice a child into engaging in sexual activity in return for something received by the child and/or those perpetrating or facilitating the abuse. As with other forms of child sexual abuse, the presence of perceived consent does not undermine the abusive nature of the act. Further information can be found at the Scottish Government website: <http://www.csethesigns.scot/>

Domestic Abuse

Domestic Abuse takes the form of actions that can result in physical, sexual and psychological harm and suffering for women and children. It is widely unreported and it is crucial that staff are aware of the signs of domestic abuse. Further information can be found at Police Scotland: <http://www.scotland.police.uk/keep-safe/advice-for-victims-of-crime/domestic-abuse/>

Forced marriage

Forced Marriage is not condoned in Scotland, and is an abuse of human rights. Children who are forced or subjected to emotional, physical or sexual abuse as a result are protected by the Forced Marriage etc. (Protection and Jurisdiction) (Scotland) Act 2011. Further information can be found by calling the forced marriage Helpline on 0800 027 1234, which is open 24 hours or by visiting: <http://www.scotland.gov.uk/Topics/Justice/crimes/forced-marriage>

Female Genital Mutilation (FGM) - It is an offence in Scotland to carry out this procedure or to carry it out (or arrange to carry it out) abroad, even in countries where it is legal. Further information on FGM can be found at:

http://www.nspcc.org.uk/inform/resourcesforprofessionals/minorityethnic/female-genital-mutilation_wda96841.html

A 24 hour FGM advice line is available through the NSPCC by calling: 0800 028 3550

Radicalisation

Radicalisation is a non-specific word and may mean different things to different people. In the Scottish Government's published Revised Prevent Duty guidance: for Scotland (2015), radicalisation refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. Staff and volunteers should understand what radicalisation means and why people may be vulnerable to it.

Further information can be found at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/445978/3799_Revised_Prevent_Duty_Guidance__Scotland_V2.pdf

Child Trafficking

Child trafficking and modern slavery are child abuse. Children are recruited, moved or transported and then exploited, forced to work, or sold. Children are trafficked for:

- child sexual exploitation
- benefit fraud
- forced marriage
- domestic servitude such as cleaning, childcare, cooking
- forced labour in factories or agriculture
- criminal activity such as pickpocketing, begging, transporting drugs, working on cannabis farms, selling pirated DVDs and bag theft.

Many children are trafficked into the UK from abroad, but children can also be trafficked from one part of the UK to another.

Further information can be found at:

<https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/child-trafficking/>

Neglect or acts of omissions

Included in this are ignoring medical or physical care needs, withholding of medication or adequate nutrition and failure to provide access to appropriate health, social care or educational services.

Discriminatory Abuse

In the form of racist, sexist and other forms of harassment.

Significant Harm

Significant harm can result from a specific incident, a series of incidents or an accumulation of concerns over a period of time. It is essential that when considering the presence or likelihood of significant harm that the impact (or potential impact) on the child takes priority and not simply the alleged abusive behaviour. To understand and identify significant harm, it is necessary to consider:

- The nature of harm, either through an act of commission or omission;
- The impact on the child's health and development, taking into account their age and stage of the child's development within the context of their family and wider environment;
- The context in which a harmful incident or behaviour occurred
- Any particular needs, such as a medical condition, communication impairment or disability, that may affect the child's development, make them more vulnerable to harm or influence the level and type of care provided by the family;
- The capacity of parents or carers to meet adequately the child's needs; and
- The wider and environmental family context

APPENDIX 2: CHILD PROTECTION REFERRAL GUIDANCE NOTES

CPC Shared Referral Form to Social Work Services (electronic form located in the 'Policy' folder in the shared Google Drive)

Introduction

The CPC shared referral form, with minor alterations, is used by all Council Departments and other agencies (Health, Police, Voluntary Organisations) which operate under Glasgow 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 (CPC) 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 the 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 the form/make the referral:

The form should be completed by the staff member reporting the issue of concern or the designated Protection Officer, whoever is best placed to make an immediate and comprehensive report. An electronic blank copy of the form is located in the 'Policy' folder in the shared Google Drive.

2. Providing 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 Daisy Martinez (Protection Officer) via the email address daisy@archipelagofolkschool.org and a 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: Daisy Martinez, Stable Flat Auchenlarich, Gartocharn, Alexandria, West Dunbartonshire, G838RR (marked Private and Confidential) and to Social Work.

Section 4: What happens next

During the referral phone call, discussion will take place about the nature of the staff member's 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 form. On receipt of the referral form (whether electronic or hard copy), Social Work will complete and return an acknowledgement 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