Protection of Child and Vulnerable Adult Policy

Aim

Our aim is to protect children and vulnerable adults from abuse and exploitation. We will respond appropriately when abuse is identified and ensure that wherever possible all children and vulnerable adults are able to exercise their right to be raised in a warm, stimulating and safe environment. The Nursery aims to work in partnership with other services and parents and carers to achieve this.

Objectives

- To be clear of the roles and the range of responsibilities in child protection of all employees.
- To respond positively and effectively to protect children and vulnerable adults from abuse.
- To co-operate and collaborate with other relevant agencies.
- To continually develop an ethos and a learning programme which promotes the health and welfare of all children.
- To take into consideration the child’s religious beliefs, racial origin and cultural and linguistic background as well as children who require additional support for learning.
- To provide guidance and support when carrying out all responsibilities and procedures for staff, children and their families where possible.

Child Protection Co-ordinator: Claire Gemmell, Nursery Manager.

Implementation

- The Child Protection Coordinator keeps all staff up to date with roles, responsibilities and documentation in relation to child protection through staff training as well as induction of new staff, students and volunteers.
- All employees should undertake both internal and external training provided by North Lanarkshire Council on child protection.
- The Nursery follows North Lanarkshire Council’s Child Protection Procedures and Guidelines. This is kept within a yellow folder within the Nursery Managers Office.
- The Child Protection Coordinator ensures that all staff has access to these guidelines and is issued with a ‘Child Protection Action Guidance’ leaflet and information pack.
- All staff and parents receive a copy of the child protection policy which is updated in lines with national and local guidance. Relevant information is also included within the parent’s handbook.
- Staff plan within the area teams in meeting children’s individual needs and next steps in learning. Careful planning of the experiences and outcomes within Curriculum for Excellence takes account of individual social and personal circumstances and supports development of children’s Health and Wellbeing and Personal Safety.

Duty to Report

Staff have a professional and contractual responsibility to report any suspicions they may have of child abuse. All staff will follow procedures developed by North Lanarkshire Council in reporting any grounds for concern. In following these procedures staff will be fully supported, by the company and the Department Of Education.
Confidential

Staff must not promise to keep secret any allegations or concerns about child abuse, even where a child requests this. They have a professional obligation to pass on information to relevant agencies. Information will be treated with extreme sensitivity and will only be conveyed to those professionals who are in a position to protect and support the child.

Categories of Abuse

1. Child abuse is described under one of five categories on the Child Protection Register.
   - I. Physical Injury
   - II. Sexual Abuse
   - III. Non-organic failure to thrive
   - IV. Emotional Abuse
   - V. Physical Neglect

These categories of abuse have standard definitions and criteria for placing a child’s name on a central register. Local authorities are responsible for maintaining this central register which is known as the Child Protection Register. For purposes of registering on the child protection Register a child is categorised under one of the five categories. The child protection register is a means of identification of children who require protection from future abuse: It is not a measure of actual or past child abuse.

Many children about whom staff may express concerns about may not be placed on the register following inquiries and investigation. Children who are not placed on this will still receive support care and protection from all agencies concerned.

Grounds for Concern

Grounds for concern can arise from a wide range of circumstances and will generally be covered by the following:

- A child states that abuse has taken place or that the child feels unsafe.
- A third party or anonymous allegation is received.
- A child’s appearance, behaviour, play, drawing, or statement(s) causes suspicion of abuse.

Action points for all staff

- **Immediately** report any grounds for concern to the head of establishment or your line manager.
- **Do not** wait to gather evidence. Proof is **NOT** required.
- **Do not** keep information secret.
- **Do not** discuss the matter with others.
- **You must** provide a handwritten record of the incident.
- **You must** date and sign the record of the incident.
- Follow the guidance given by the head of establishment or Child Protection Co-ordinator.

If you don’t share your concerns a child may be harmed!
Supporting the Child
When a child is disclosing abuse a member of staff should respond in the following ways:

- Listen and observe with care.
- Treat the allegation in a serious manner.
- Reassure the child that he/she is right to tell.
- Affirm the child’s feelings as expressed by the child.
- Do not give a guarantee of confidentiality or secrecy.
- Do not ask leading questions.
- Seek clarification using open ended questions only.
- Do not interrogate the child.
- Do not show disbelief.
- Do not introduce personal or third party experiences of abuse.
- Avoid displaying strong emotions.

The Nursery Manager will respond to all allegations of child abuse in the following way:

- Act promptly.
- Treat the grounds of concern as a priority action.
- Consider the immediate needs of all children involved.
- Gather information and if appropriate seek clarification (not proof).
- Ask staff to record all relevant information.
- Immediately report the grounds for concern to the duty senior social worker at the local area office.
- Immediately report a medical emergency to the medical services and administer first aid if required.
- If appropriate, contact the police.
- Alleged involvement of staff in child abuse should be reported to the Director of Education or the appropriate Head of Service.
- Record (on the same day) the grounds for concern and action taken using the Child Protection Recording Form.
- Send the report and four copies as detailed on the form.
- Co-operate fully with all statutory agencies who may become involved.
- Support the child or children involved as necessary and appropriate.

Recording
All recording should be vital, accurate, signed and dated as this may become a legal document. The information contained should have a clear chronology of events, factual information and a summary of your response and any agreements reached. This must also be signed and dated as stated above. All forms can be found in the appendix section of North Lanarkshire Council Child Protection Procedures and Guidelines document for the purpose of recording. All records will be kept within the Managers office within a locked individual child’s file.
Collaborative Working
During an investigation of child abuse staff may be required to work in partnership with a number of services and agencies. This may include Social Work Department, Police / Family Protection Unit, Health Visitors, Reporters, Procurator Fiscal and appropriate medical personnel.

It is the responsibility of the Social Services Department to enquire into all allegations of Child abuse.

Staff
The Board of Directors of Amcol Scotland Ltd consider that all staff has a professional, ethical and legal duty to:

a) Assist the Social Services in identifying cases of Child abuse.
b) Attend case conferences as required.
c) Assist in monitoring of Children who are on the Child Protection Register.
d) Assist medical authorities as required.
e) Assist the Police in their enquiries.

Any member of staff giving details or making statements to Social Services or the Police MUST do so in the presence of the Nursery Manager or Managing Director.

Any member of Staff attending case conferences, courts or other official meetings should be accompanied by the Child Protection Co-ordinator.

It is responsibility of the Child Protection Co-ordinator to discuss the contents of this document with all members of nursery staff at least once per year and it is particularly important that procedures are discussed and reviewed as appropriate.

This document will be made known to all newly appointed nursery staff, students and volunteers during the Induction Process.

Help for Staff
It is recognised that, to report concerns or suspicions related to child abuse can sometimes be stressful for staff involved in dealing with such cases. It should be remembered that Staff are NOT being asked to make allegations or carry out investigations, but are being asked to react to their suspicions or concerns for the well-being of children in good faith and in terms of this policy. In these circumstances, staff can rely on the full support of the Nursery Manager, Managing Director and the Board of Directors. Support can also be accessed through North Lanarkshire Council Education Officer for Support for Learning or Development officer for Child Protection.

Child Absence
Once a child is placed in our care, we have a responsibility to cater for the safety, security and welfare of that child. We ensure that we extend that responsibility of knowing where our children are when they attend Nursery as well as where they are when they are absent.

All parents and carers should always notify the Nursery of any absences. They should Contact the Nursery before 9.30 am, on first day of absence and state the length of time of reason for absence.
Non Attendance Procedures

- When a child is known to social work and there is a cause for concern, staff will contact social work on the same day if a child is absent. Staff will contact the family before social work to find out why the child is absent.

- Staff will phone parents/carers if a child with whom they have no concerns fails to attend the nursery without any notification. The health visitor will be contacted if staff are unable to track the child after a few days or are concerned with the response from the parent/carer when they speak with them.

- Should staff have concerns over erratic attendance/patterns of absence with regard to a child’s welfare then the senior nursery nurse within the area should contact the child’s Health Visitor who can contact the family or arrange a home visit.

- When children are absent due to lengthy periods of ill health staff will keep in regular contact with the family as well as the Child's health visitor.

- If the child’s whereabouts remain unknown after four weeks a report would be submitted to the education officer for support for learning using an appendix form included in local authority procedure and guidelines.

Procedures for the collection of children

- At the time of the child’s initial enrolment, parents/guardians will be required to state the name(s) of those person(s) authorised to collect the child, including the name of 2 persons we can contact in the event of an emergency.

- If an occasion should arise where some other person is to collect the child, the parent/guardian must give advance notification to a staff member responsible for the child and the Nursery reception.

- In the event of an unknown or unauthorised person requesting to collect a child, he/she will not be released until we have contacted the parent/guardian or the emergency contact to establish the person’s identity and the circumstances surrounding the alternative arrangements.

- If we suspect that a parent/guardian or other person collecting a child is under the influence of alcohol or drugs and we consider that the safety of the child may be compromised, in particular if that person is planning to drive, we have a legal obligation to take action under the Child Protection Act. Under these circumstances the member of staff who first notices the condition will alert a senior member of staff or the Nursery Manager who will suggest the person leaves the child in our care until alternative arrangements are made for collection. If this is unsuccessful we will contact the appropriate authorities immediately. This will include Social Services Department and the Police if the person is driving.
• Parents/carers must make sure that their children are collected by 6pm. Any collection after 6pm will be charged a minimum of an extra hour of the current fee, plus £10 administration charges. In cases where children are left beyond the Nursery closing time the person in charge at that time will contact the child’s parent / carer. If this is unsuccessful then all emergency contacts will be tried. Should no contact be made after one hour then the police, will be contacted and social work department if required.

• Swipe cards are provided for parents and carers to use at the Nursery Reception. This is an important tool for monitoring and recording the movements of people in the nursery building. To comply with statutory regulation, including those concerned with fire, health and safety, persons collecting their children must swipe out at the reception desk after they have uplifted their children from the playroom and are leaving the building. Swiping out on way in, before the child is uplifted will not be permitted as it may give the false impression that the child has left the building. This can have serious implications in the event of a fire or other emergency. Parents and carers are also required to sign in and out in the child’s area for invoicing purposes.

Procedures for Parent Participation and Visitors

It is the responsibility of the Nursery Manager to ensure that those who come into contact with children are suitably vetted. This includes Staff, Parents, Carers, Students, Work Experience and volunteers, photographer, maintenance and curriculum support visitors.

• All details are held in a locked Personnel file.
• An induction is carried out before entering the playrooms and persons are provided with relevant policies. Parent helpers are provided with Child Protection Policy and behaviour management policy before working with the children.
• Parents, students and visitors are shadowed at all times and are never left alone with the children.
• Any one arriving at our establishment will be asked their name and business via a glass panel, identification will asked to be produced before being buzzed in. All known visitors to Firtrees will be buzzed in to our establishment by the receptionist using our secure door entry system.
• Visitors will be issued with a visitors badge as a means of identification.
• All other visitors are escorted during tours of the building and will be issued a visitors badge. A visitor’s book is completed at reception and signed out when all visitors leave.

Code of Conduct for Staff, Students & Volunteers

Amcol Scotland has produced the following Code of Conduct for all staff, students and volunteers as a guide to the standard of behaviour expected of adults involved with our establishment.

All staff, students and volunteers should make themselves familiar with the Code and put it into practice. In their day-to-day work, all staff, students and volunteers will:-
Promote the six principles underpinning the National Care Standards, namely:

1. Dignity
2. Privacy
3. Choice
4. Safety
5. Realising potential
6. Equality and Diversity

Promote practice that adheres to the SSSC’s Code of Practice, namely that you will:

I. Protect the rights and promote the interests of children and young people
II. Strive to establish and maintain the trust and confidence of children and young people
III. Promote the independence of children and young people while protecting them as far as possible from danger or harm
IV. Respect the rights of children and young people whilst seeking to ensure that their behaviour does not harm themselves or other people
V. Uphold public trust and confidence in social care services
VI. Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills

Be familiar with the company policies and procedures
- Policies and procedures must be adhered to at all times.
- Pay particular attention to Child Protection and Health & Safety Policies and Procedures.

Be aware that the following behaviours are regarded as matters of gross misconduct that will usually result in dismissal.
- Physical assault
- Bullying
- Failure to notify of convictions
- Serious breach of data protection rules
- Discrimination against, children, young people, their parents and colleagues on the basis of race, sex, marital status, sexuality or disability
- Providing false information during the recruitment process.
- Access, download or retransmit material of an offensive/inappropriate/pornographic nature from the internet.
- Harming children or placing children at risk of harm (this includes carelessness, neglect, bullying, harassment, inappropriate restraint and failure to attend to essential health and safety matters)

(This list is not exhaustive taken from company disciplinary policy)
To achieve this, staff/volunteers must
- Always ensure that the care, welfare and safety of children and young people is their paramount concern
- Be aware of and sensitive to the vulnerabilities for some children
- Immediately raise any concerns about a child or young person with your line manager
- Never underestimate the impact that you can have on a child’s development and always set an example by your own behaviour for others to follow

The following behaviours are unacceptable:
- Any physical contact which does not involve protecting the child from harm
- Engaging in sexually provocative games, including horseplay
- Allowing others or yourself to engage in touching a child or young person in a sexually provocative way
- Engaging in rough physical contact with a child or young person unless it is permitted within the rules of the game being played
- Forming intimate physical or emotional relationships with children
- Making derogatory remarks, gestures or use inappropriate language in front of children and young people
- Discussing personal issues about a child or their family with others
- Inviting or allowing children to visit or stay with you at home within the context of your role within the organisation

Whistle-Blowing Policy
Any staff, students and volunteers who witness colleagues behaving contrary to this Code of Conduct or who have concerns about potential behaviour have a duty to raise these concerns with their line manager as set out in the Whistle-Blowing Policy. The policy offers advice if the concerns are about the line manager.

Photographing, Videoing and Filming of Children and Vulnerable Adults
The following procedures have been developed to protect children and vulnerable adults and must be adhered to during all activities or events:
- Where appropriate all materials promoting Amcol Scotland Ltd nursery events or activities shall state that accredited photographers will be present.
- Consent from the parent/guardian for photographing, videoing and/or filming of a child must be obtained prior to the event or activity.
- Where possible anyone wishing to use photographic/film/video equipment at a venue must obtain permission before they do so.
• An activity or event specific identification badge/sticker must be provided to and clearly displayed at all times by accredited photographers, film and video operators on the day of the activity or event.

• No unsupervised access or one-to-one sessions are to be permitted.

• The requirements above are publicly promoted to ensure all people present at the event or activity understand the procedure and are aware of whom to contact if concerned.

Amcol Scotland Ltd reserves the right at all times to prohibit the use of photography, film or video at any event or activity with which it is associated.

Concerns about Photographers, Video or Film Operators
Any concerns with photographers or video or film operators are to be reported to the child protection coordinator and where relevant, the Police.

Consent Form for the Use of Photographs, Film or Video Recordings of Children or Vulnerable Adults
• Amcol Scotland Ltd is committed to the protection of children and vulnerable adults. In accordance with our Policies and procedures, we will not permit photographs, film, video or other images of children or vulnerable adults to be taken or used without the consent of the their parents/guardians or carers. A consent form will be completed for this purpose. The child application from covers consent of Photography and filming for both Nursery use and for the use of publicity.

• Amcol Scotland Ltd will take all reasonable measures to ensure that any images are used solely for the purposes for which they are intended. If employees become aware that these images are being used inappropriately, they will inform the Nursery Manager who will take appropriate action.

Application Form to Photograph, Film or Video an Event or Activity Involving Children or Vulnerable Adults
The purpose of this application form is to ensure that anyone wishing to photograph, film or video event or activity where children or vulnerable adults are participating:

• Secures the permission of the Company in advance of the event/activity.

• Commits the applicant to comply with Amcol Scotland’s guidance on the use of photographic, film, video or other images of children.

• Allows children/vulnerable adults and their parents/guardians or carers to provide informed consent

Children or Vulnerable Adults in Publications and on the Internet
Websites and publications provide excellent opportunities to broadcast achievements of individuals to the world and to provide a showcase for the activities of young people or vulnerable adults. In some cases, however, displaying certain information about children and vulnerable adults could place them at risk.
The following procedure must be followed to ensure all publications and information on the Internet do not place children and vulnerable adults at risk.

- Publications or information on an Internet site must never include any personal information that could identify a child. Any contact information must be directed to the company.

- The content of photographs or videos must not depict a child or vulnerable adult in a provocative pose or in a state of partial undress. Children and vulnerable adults must never be portrayed in a demeaning or tasteless manner.

- All published events involving children must be reviewed to ensure the information will not put children or vulnerable adults at risk.

- Particular care must be taken in publishing photographs, film or videos of children who are considered particularly vulnerable e.g. the subject of a child protection issue or a custody dispute.

- Particular care is to be taken in publishing photographs, films or videos of children with physical, learning and/or communication or language disabilities, as they could be particularly vulnerable to abuse (Morgan, 1979; Watson, 1984).

Use of Internet

Internet Induction Programme
The safe and secure use of the internet and education intranet requires all staff and pupils to be aware of the potential and dangers associated with the online access. All users must behave in a responsible manner at all times. To meet these requirements, appropriate training must be undertaken before access permission is granted.

Internet Induction Procedures for Staff

1. Information about roles, responsibilities and procedures.
2. An introduction to the network.
4. An explanation of the Motherwell College acceptable use policy and its implications.
5. Procedures for managing incidents of inappropriate use.
6. The allocation of user name and passwords.
7. Log in and log out procedures.
8. Email procedures.

Internet Usage

- Everyone is involved in security; this is simply responsible citizenship. Children must ask a member of staff for permission to access the internet.

- Children will be able to access the internet when a member of staff has logged them on to the computer.

- There will be staff supervision whilst children are accessing the internet.

- Children and staff will not access social networking sites eg. Facebook, Youtube, Bebo etc.

- All users will be informed that network and Internet use will be monitored.

Procedures for dealing with inappropriate use
Although internet communication will be filtered by the ISP, access to unsuitable material may still be possible. Where this happens accidentally the following action to reduce the risk of repetition must be implemented:

1. The staff involved must record details of the circumstances and inform the Manager.
2. The Manager must review local filtering and inform the ISP Provider to request appropriate adjustment to filter policy.
3. If unsuitable material appears on the computer children must inform a member of staff immediately. Close or minimise the image or window immediately. Don't try to navigate away. The incident should be logged and recorded by a senior member of staff and reported to the manager. Parents will be notified.

Where deliberate and malicious inappropriate use of the internet or intranet is suspected the matter must be reported immediately to the Manager. The Manager must maintain a record of all instances of significant misuse of the internet.

Network Etiquette
All users should be expected to adhere to the generally accepted rules of network etiquette (netiquette). These include but are not limited to the following:

- Be polite.
- Use appropriate language.
- Do not use abusive language in your messages to others.
- Do not reveal the address, phone number or other personal details of yourself or other users.
- Do not use the network in such a way that would disrupt the use of the network by other users.
- Know that illegal activities are strictly forbidden and may be reported to the authorities.
- Note that email is not guaranteed to be private.
- Know that system administrators monitor and have access to all email.
- Never share passwords with others.

Email
Email is an essential means of communication for both staff and pupils. Directed email use can bring significant educational benefits and interesting projects between schools in the local community and global.

- Pupils may only use approved email accounts.
- Pupils must immediately tell the staff if they receive offensive email.
- Pupils must not reveal personal details of themselves or others in email communication, or arrange to meet anyone.
- Access in the company to external personal email accounts may be blocked.
- Excessive social email use can interfere with learning and will be restricted.
Email sent to external organisations should be written carefully and authorised before sending, in the same way as a letter written on company headed paper.
- The forwarding of chain messages is not permitted.
- Staff should only use company email accounts to communicate with pupils as approved by the Senior

**Staff and the Internet.**
All staff must understand that the rules for information systems misuse for Amcol Scotland employees are specific and instances resulting in disciplinary procedures and dismissal may occur. If a member of staff is concerned about any aspect of their ICT use in the company, they should discuss this with their line manager to avoid any possible misunderstanding.

**Parents and the Internet**
Internet use in pupils’ homes is increasing rapidly. Unless parents are aware of the dangers, pupils may have unrestricted and unsupervised access to the Internet in the home. The company may be able to help parents plan appropriate supervised use of the Internet at home and educate them on the risks.
Parents’ attention will be drawn to the Company Internet Policy in newsletters and the Parent Information Boards. A partnership approach with parents will be encouraged. Parents will be requested to sign an internet agreement

**Bullying**

**Identifying and Managing Bullying**
The lives of many people are made miserable by bullying. Victims of bullying can feel lonely, isolated and deeply unhappy. It can have a devastating effect on a child or vulnerable adult’s self-esteem and destroy their self-confidence and concentration. They may become withdrawn and insecure, more cautious and less willing to take any sort of risk. They may feel it is somehow their fault or that there is something wrong with them and at worst cause depression and/or feelings of worthlessness that lead to suicide.

To ensure staff of Amcol Scotland Ltd create an atmosphere where bullying of children and vulnerable adults is unacceptable and to help members manage bullying issues, guidelines for identifying and managing bullying have been developed.

Any suspicions or allegations of bullying of a child or vulnerable adult against a staff member will be dealt with through the company Disciplinary Procedures and/or Responding to a Suspicions or Allegation of Abuse against a member of staff.

**Guidelines for Identifying and Managing Bullying of Children and Vulnerable Adults**
In some cases of abuse it may not be an adult abusing a young person. Children and young people may also be responsible for abuse, for example in the case of bullying. This may be seen as particularly hurtful behaviour, usually repeated over a period of time where it is difficult for those bullied to defend themselves. Bullying can take many forms including:

- Physical e.g. hitting, kicking, theft.
- Verbal including teasing, racist remarks, spreading rumours, threats or name-calling.
- Emotional e.g. isolating a child or vulnerable adult from the activities or social acceptance of a peer group.
- Harassment e.g. using abusive or insulting behaviour in a manner intended to cause alarm or distress.

Children and vulnerable adults may be bullied by adults, their peers and in some cases by their families.

**Identifying Bullying**

Bullying can be difficult to pick up because it often happens away from others and victims do not tend to tell. However you can watch for signs that may indicate the presence of bullying. The following lists common bully victim behaviour. If a child or vulnerable adult:

- Hesitates to come to training/programme/session.
- Is often the last one picked for a team or group activity for no apparent reason, or gets picked on when they think your back is turned.
- Is reluctant to go to certain places or work with a certain individual.
- Has clothing or personal possessions go missing or are damaged.
- Has bruising or some other injury.
- Keeps losing their pocket money.
- Is quite nervous, withdraws from everybody else and becomes quiet and shy, especially in the case of those who are normally noisy and loud.
- A usually quiet person becomes suddenly prone to lashing out at people, either physically or verbally.

**Action to Help the Victim(s) and Prevent Bullying:**

- Take all signs of bullying very seriously.
- Encourage all children to speak and share their concerns. Help the victim(s) to speak out and tell the person in charge or someone in authority. Create an open environment.
- Take all allegations seriously and take action to ensure the victim(s) is safe. Speak with the victim and the bully(ies) separately.
- Reassure the victim(s) that you can be trusted and will help them, although you cannot promise to tell no-one else.
- Keep records of what is said i.e. what happened, by whom and when.
- Report any concerns to the person in charge at the organisation where the bullying is occurring.

**Action towards a Bully or Bullies):**

Talk with them, explain the situation and try to get them to understand the consequences of their behaviour.

- Seek an apology from them to the victim.
- Inform their parents/guardians.
• If appropriate, insist on the return of 'borrowed' items and that they compensate the victim.
• Impose sanctions as necessary.
• Encourage and support them to change behaviour
• Keep a written record of action taken.

Public Information
The nursery has a selection of booklets and information about child protection on display which is available for all service users. Procedures for Child protection can also be found within the parents handbook, which parents and carers are provided with prior to their child’s admission to the Nursery.

SOCIAL WORK AREA TEAMS.

Airdrie 01236 757000
Bellshill 01236 346666
Coatbridge 01236 622100
Cumbernauld 01236 638700
Motherwell 01698 332100
Wishaw 01698 348200
Shotts 01501 824700

EMERGENCY & OUT OF HOURS

West Of Scotland
Social Work Stand By Service

0800 811 505

POLICE (ALL AREAS)

Family Protection Unit.

01698 483095/96

CHILD PROTECTION LINE

0800 022 3222

WELFARE PRINCIPAL
All action should be taken in the best interests of the child or children. Good practice which protects children requires the careful exercise of professional knowledge, judgement and skill.

To be reviewed: January 2012