

Policy	SDS Safeguarding Policy
Briefing Document	Child Protection Procedure
Purpose	This procedure describes the actions to be taken by SDS employees in the event of a child protection concern. It applies when employees are working directly with children and young people irrespective of directorate, department or team. The purpose is to help safeguard and prevent harm. The procedure helps SDS employees recognise, respond, refer and record a child protection concern
Audience	All SDS staff who have direct contact with customers
Communication Method	Communications Team issuing briefings via weekly update from January 2019. Staff attending training will be issued with copies.
Related Documents <small>(available on Procedures section area of Connect, under "Related Documents")</small>	SDS Safeguarding Policy Vulnerable Adult Procedure
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Briefing Document Details

This **Briefing Document** outlines the background, business rules and approach being used to describe the actions to be taken by SDS employees in the event of a child protection concern. The purpose of this document is to develop a comprehensive understanding around the aforementioned process.

Table of Revisions

Version No.	Detail	Reviewed by	Date
1.0	Original Version	National CIAG	March 2015
2.0	NSPCC recommendations reviewed and included as appropriate. Working Group recommendations reviewed and included as appropriate. OLT group consulted.	National CIAG	January 2019
3.0	New Ishare recording arrangements included	National CIAG	11.7.19
4.0	Additional guidance on deletion of local copies of form added on request of Director (recording form amended also)	National CIAG	12.8.19
4.1	Naming convention for storing completed form added	Greg Hiddleston	14.10.19

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1. Overview

The purpose of these procedures is to provide an outline of the action to be taken by SDS employees where there are concerns regarding the immediate safety of a child (neglect or harm has either occurred, or is threatened, or is suspected) and the action to be taken.

Child Protection sits within the Getting it right for every child ([GIRFEC](#)) national framework. The purpose of GIRFEC is to support wellbeing and improve outcomes for all children and young people. It provides the overarching approach to support delivery of all policies for children, young people and families and is based around the [SHANARRI](#) indicators which states that every child should be – Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible and Included.

The GIRFEC approach includes a **Named Person** for every child from birth until they reach 18. The Named Person is responsible for supporting the wellbeing needs of individuals therefore, if a child protection concern arises, the SDS Nominated Protection Officer (NPO) will contact them as a matter of priority. If the Named Person service is not yet operational in the authority area concerned, the SDS NPO can then contact the local authority duty social work or call NSPCC on their 24 hour helpline for advice. If the matter is an emergency then the police should be contacted. Further details on how to refer are included within this procedure.

2. Information Security

Please be aware of information security. To minimise information security risks, please be conscious of the use of hard copy outputs with customer's names and details.

Where possible you should access customer records and reports via your SDS encrypted laptop.

Please refer to the [Information and Technology Usage Policy](#), the [Information Classification and Handling Policy](#) and the [Data Protection Policy](#).

This Briefing Document has been assessed and evaluated in line with our obligations under the General Data Protection Regulation and has been deemed to be compliant.

3. Definitions

Who is a child?

For the purposes of this procedure the definition of a 'child' or 'young person' is anyone aged under 18 years of age as supported by the Children and Young Person Act (2014). The extension of the use of the term 'child' beyond 16 years of age is to ensure that there is not an abuse of the position of trust that exists in a position of trust relationship. Where a young person aged 16-18 requires protection it must be noted that the Adult Support and Protection (Scotland) Act 2007 legislation may apply.

SDS employees: an employee is a person employed under a contract of employment with SDS, this can include permanent, fixed term, Modern Apprentice and other trainee contracts.

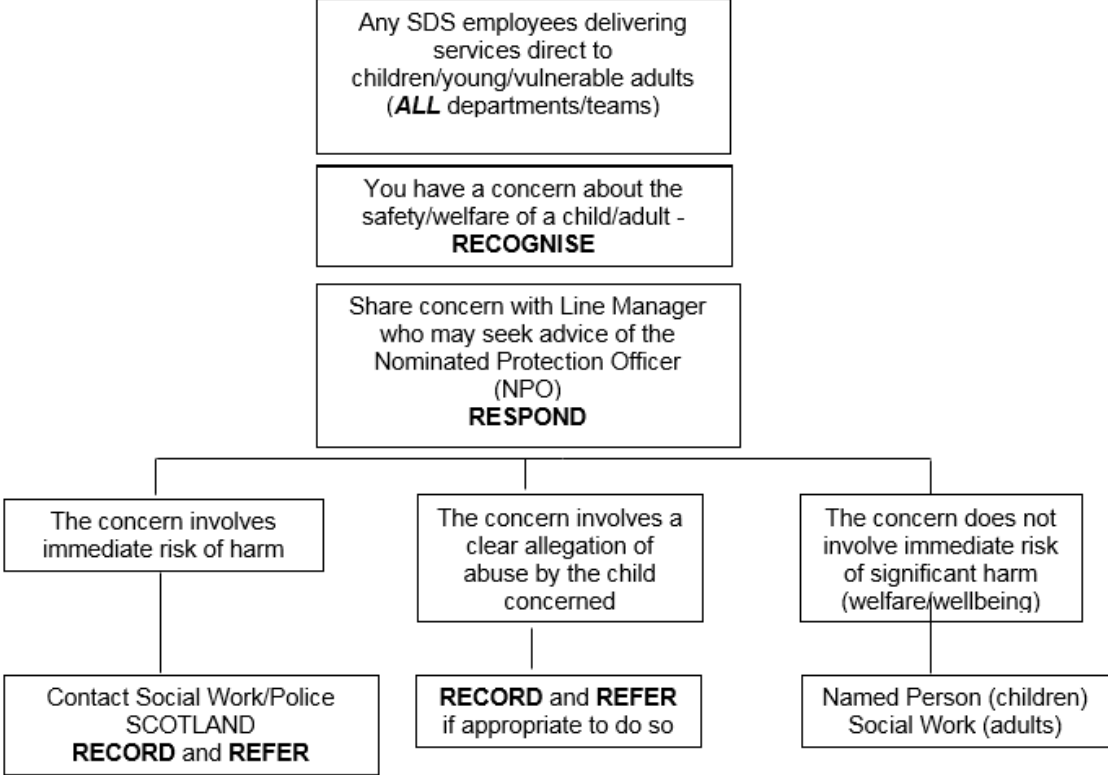
Scope: This procedure applies to all employees within SDS. Everyone involved in SDS business, including individuals who are seconded into SDS from another organisation (or employed through an agency) and voluntary placements (e.g. students and work experience) will be required to comply with this policy and associated procedures.

Nominated Protection Officer (NPO): The NPO is a nominated employee who is responsible for dealing with any concerns about the welfare, wellbeing and protection of children and adults at risk of harm. Within SDS the following NPO structure is in place covering all teams. Appendix B includes the detailed roles and responsibilities as well as contact information:

School: any educational establishment which a child might attend.

Post – 16 learning and training establishments/provision: e.g. training providers/colleges

4. Dealing with a Child Protection concern across different SDS settings – Decision Flowchart



5. **Recognise** a Child Welfare/Wellbeing Protection concern

Abuse and neglect are forms of maltreatment of a child. Someone may abuse or neglect a child by inflicting, or failing to act to prevent, significant harm to the child. Children 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 or is likely to occur.

Child protection means protecting a child from child abuse or neglect. Abuse or neglect need not have taken place; it is sufficient for a risk assessment to have identified a likelihood of significant harm from abuse or neglect.

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.

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.

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.

Neglect - 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. It may involve a parent or carer failing to provide adequate food, shelter and 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."

New and emerging forms of abuse

It is important to note that newer forms of abuse have emerged in recent years which employees should be aware of. As with the areas mentioned previously it is important that employees seek support and advice if they have any concerns.

Child sexual exploitation – sexual abuse where children are sexually exploited for money, power or status and can take place through the use of technology (e.g. being persuaded to post sexual images on the internet/via mobile devices/phones or “sexting”)

Radicalisation – This refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. Employees engaging with the public should understand what radicalisation means and why people may be vulnerable to it. SDS approaches radicalisation within the broader context of harm prevention and safeguarding inherent within child protection.

Forced Marriage – A forced marriage is a marriage that takes place without the full and free consent of both parties. It is against the law and force can mean physical force, emotional pressure, being threatened or being a victim of psychological abuse.

Domestic abuse – is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It can be physical violence and also emotional, sexual, financial or psychological abuse. Domestic abuse can seriously harm children and young people and witnessing it is child abuse.

Child/Human trafficking – where children or adults are recruited, moved or transported and then exploited, forced to work or sold. They are often subject to multiple forms of exploitation such as sexual exploitation, benefit fraud, forced marriage, domestic servitude, forced labour and criminal activity

Self-harm – can take many physical forms including cutting, burning, bruising, scratching, hair-pulling, poisoning and overdosing

6. **Respond** to a Welfare/Wellbeing Child Protection concern

Grounds for concern:

The focus of this procedure is on supporting child wellbeing by helping employees be better able to recognise significant harm and respond. When considering the immediate needs of a child or young person once a concern about their possible safety is raised, it is essential that employees consider the following GIRFEC questions:

- What is getting in the way of this child's or young person's wellbeing?
- Do I have all the information I need to help this child or young person?
- What can I do now to help this child or young person?
- What can my agency do to help this child or young person?
- What additional help, if any, may be needed from others?

SDS employees who work with children and young people are required to be familiar with their responsibility in applying these procedures in situations where there is a clear child welfare, wellbeing/protection issue and to act without delay.

It is important to note that not all concerns about a child will require a response under child protection processes. Where an SDS employee has an ongoing support role with a child, they may become concerned about their welfare/wellbeing over a period of time and not as a result of a one-off incident. It is crucial that if the SDS employee is concerned about a child's welfare/wellbeing that they seek advice firstly from their line manager/NPO as soon as possible and where appropriate NSPCC Helpline or Local Authority Duty Social Work teams who are key immediate contacts for advice. It is key that SDS NPOs are familiar with their local procedures to report a concern as this varies across each local authority area.

Relationships of trust are often formed between SDS employees and children/young people. Children may raise personal safety or wellbeing issues with an SDS employee. It is important that these will be dealt with sensitively and may require SDS employees clarifying with the child or young person their responsibilities if a serious concern is raised and what action(s) may subsequently happen.

If a child states or indicates to an SDS employee that they wish to discuss a personal wellbeing matter in confidence, before he or she discloses the information, the child or young person must be advised that concerns for the wellbeing of that child or the wellbeing of any other child, may have to be passed on to the child's Named Person or other services (e.g. Social Work/Police).

Handling disclosure of a child wellbeing/protection concern

How SDS employees deal with disclosure of a child wellbeing/protection concern is very important. The child or young person, may have chosen the SDS employee for some reason of his or her own; either they realise that they can help them, will believe them, or because they trust them.

It is important that employees understand their own feelings, experiences, understanding and personal values, which will influence how they may handle the situation.

The following is a guide to help SDS employees when faced with a child protection concern

- Stay calm and try not to transmit your own feelings, which could be anger, shock or embarrassment. Remaining calm will lessen the effect of the trauma. It will also help the child or young person to know they are in control.
- Listen to the child and take their concerns taken seriously. Children or young people rarely lie about neglect or harm, especially sexual abuse. Clarification may be sought but not beyond the point where the child feels uncomfortable talking.
- Facilitate the discussion in a supportive manner while maintaining appropriate client-adviser boundaries. Children or young people or adults at risk of harm may feel very guilty about, or actual responsibility for, the neglect or harm. It is important, therefore, that you remind them that it is not their fault.
- You must not promise to keep it a secret, and it is wrong to deceive the child or young person. Explain as simply as possible what and whom you will have to tell. The child's consent is not required to share information. This will be a frightening time for the child and he/she may beg you not to say anything because they are frightened but it is likely that they would not have said anything unless they wanted to stop the neglect or harm.
- You must then report the incident and, if they feel able, remain with the child or young person to support them through the discussion/formal interview. SDS employees are required to use the recording form described in section 8 to record the facts disclosed as they are described.
- After the investigation, you may require someone to talk with in order to unburden yourself and come to terms with the emotions and feelings you have been experiencing.

In summary, key things to remember:

Do:

- Be accessible and receptive;
- Listen carefully;
- Take it seriously;
- Reassure the child that they are right to tell;
- Say what will happen next (e.g. I need to tell someone);
- Seek advice from an appropriate person;
- Make a careful record of what was said.

Don't:

- React strongly (e.g. saying "how disgusting!");
- Jump to conclusions especially about the abuser;
- Speculate or accuse anybody;
- Tell the child you will keep their secret;
- Make promises you cannot keep;
- Stop a child who is speaking freely.

Allegations against SDS Employees

SDS employee recruitment and selection

All applicants to SDS go through a formal application and interview process. If applicants will be working with children or young people they will be required to complete a PVG application in line with the Protection of Vulnerable Groups (Scotland) Act 2007. Full details can be found in the Protecting Vulnerable Groups and Disclosure Policy on Connect.

Under the terms of the SDS Employee Contract, new starts are required to confirm that there are no unspent criminal convictions which they may have failed to disclose to SDS at the time of application, and that they undertake to inform their line manager immediately if prosecuted for any criminal offence whilst employed by SDS.

Child wellbeing/protection concerns - allegations made against SDS employees

If you have a concern about a member of staff you should discuss this with your line manager or NPO. It is important that SDS staff are supported when allegations are made and that these will be taken seriously.

Any allegations made against SDS employees in relation to mistreatment of a child/young person or vulnerable adult will be investigated fairly and in line with SDS Disciplinary policy and procedure.

7. How to **Refer** a Child Protection concern

It is important to note that the SDS Child Protection procedures **apply to all children irrespective of the context**. For example, a concern could be raised by the child being interviewed or it could be about another child unknown to the employee and raised by a third party.

Recognising that a large part of SDS activity takes place within schools it is essential that if a concern arises in a school context then the employee should immediately discuss the concern with their line manager/NPO. Following this the concern must then be passed to the school Named Person/Child Protection Lead, as a matter of priority, **ensuring there are no delays**. The school's Child Protection Procedure will then be managed by the school Child Protection Lead. Although the school's process will then be operating, it is essential that the SDS employee also records the concerns using the SDS reporting system as described in section 8. Details of each school Child Protection Lead are contained within the School Partnership Agreements.

If the context is outwith the school setting, they must again immediately inform their line manager/NPO who will advise on next steps. If there are any doubts, or further support is needed the NSPCC Helpline can be called then follow their advice for recording their concern including reporting/passing on details to the local Social Work department or Police Scotland if it is an emergency.

Employees must support the child during a disclosure and co-operate with any subsequent actions to investigate the grounds for concern. **There must not be any delay in taking action and if the local line manager is not available then the NPO must be contacted. If the local NPO is not available then the next available NPO should be contacted.**

It is not necessary, or indeed safe for a child, that an SDS employee waits for proof or actively gathers evidence of neglect or harm before reporting concerns.

It is **not appropriate** that SDS conducts an investigation into allegations of neglect or harm. That is the responsibility of the local Social Work teams and/or Police Scotland.

Information-sharing for child protection: general principles¹

The wellbeing of a child is of central importance when making decisions to lawfully share information with or about them.

- The wellbeing of a child is of central importance when making decisions to lawfully share information with or about them;
- Children have a right to express their views and have them taken into account when decisions are made about what should happen to them;

¹ Adapted from the National Guidance on Child Protection Scotland (2014) Scottish Government.

- The reasons why information needs to be shared and particular actions taken should be communicated openly and honestly with children and, where appropriate, their families;
- In general, information will normally only be shared with the consent of the child (depending on age and maturity). However, where there is a risk to a child's wellbeing, consent should not be sought and relevant information should be shared with other individuals or agencies as appropriate. Note - under GDPR this is legally justified as processing this data is in connection with their 'vital interests';
- At all times, information shared should be relevant, necessary and proportionate to the circumstances of the child, and limited to those who need to know;
- When information is shared, a record should be made of when it was shared, with whom, for what purpose, in what form and whether it was disclosed with or without informed consent. Similarly, any decision **not** to share information and the rationale should also be recorded. A decision **not** to share should be communicated with the Data Protection Officer at DPO@sds.co.uk who can provide clear guidance for practitioners on sharing information.
- It is not necessary to seek consent when there is a legislative requirement to share information; for example, when making a referral to the Children's Reporter, or the
- prevention and detection of crime.

Making a Child Protection referral

The NPO will have the responsibility to make a Child Protection referral, employees should consider the following:

- Do you have sufficient information about the child if a referral is to be made?
- What other information do you need to make an informed decision and how should you go about obtaining it?
- Is there reason to have concerns about the child's immediate safety?
- Are there issues of consent and/or confidentiality in respect of sharing information (Human Rights Act 1998, GDPR 2016)?
- Who else should you share the information with, and when and how should this be done? The member of staff should consult with the NPO if in any doubt
- Have you and/or other staff written a report of the concerns, ensuring this accurately reflects anything a child has said and distinguishes clearly between fact and opinion?
- Have you taken account of the child's right to know what action, if any, will be taken? Have you ascertained their wishes and feelings?

- Have you provided for the child's immediate support needs?
- Have you considered any support needs of the person reporting the concerns?

It is important that Child Protection concerns are handled sensitively and only shared with others on a need to know basis. Once the concern is shared with the NPO they may seek advice from Social Work, the Named Person or the NSPCC Helpline as to whether a referral is necessary to protect the child.

8. **Record** a Child Welfare/Wellbeing Protection concern

To record a child welfare/wellbeing protection concern, staff must use the recording form (see appendix B). Recording the concern ensures that all relevant information is captured and stored securely and is ready to be passed to the relevant statutory authorities as required. Once the SDS staff member records the details on the form it must be emailed to the NPO using the SDS email system. The NPO will save the form within the relevant secure folder on IShare. All forms must be saved using the same naming convention:

First Name Last Name CSS Number

Staff should read through and acknowledge the data security and GDPR requirements when recording and storing the forms. Details are included on the recording form cover sheet.

General advice about recording concerns

- Records should be made as soon as possible after the event/concern is raised;
- They should contain the date, time, people present, anything said (verbatim if possible) and any action taken;
- Physical appearance or behaviour of a child should be recorded as factually and as accurately as possible
- Any observations of parents and carers and details of family circumstances should be included where possible;
- Professional opinion should be set apart from factual observations and labelled as such. Judgmental language should be avoided;
- Discussion should take place between the person with the concern and the NPO where possible to reduce the chances of something being missed and /or misinterpreted. Employees should share their observations, concerns and any action already taken and what action they think should be taken next.

The NPO is often the first point of contact for employees should they be concerned about a child at risk. It is their role (sometimes after discussing the situation confidentially with other agencies) to decide whether a referral is necessary to protect the child. They may ask you for further information to provide to the child's Named Person or monitor the child to help them make this decision.

Supporting employees after a child protection disclosure

Dealing with a child protection concern can be an emotive and stressful situation for the individuals concerned. Under its ongoing duty of care, SDS is committed to supporting employees and recognises that this will involve different approaches

depending on the scenario and how the employee themselves feel. In all cases employees should receive the appropriate level of support from their line manager as required and note that the Employee Assistance Programme is available should this be required.

Appendix A. Nominated Protection Officer (NPO) role and responsibilities (including contact details)

SDS has established the role of NPO to assist teams handle child protection concerns. The following sections contain an outline of the role and responsibilities of the NPO and a contact list for each region.

The role of the NPO is to:

- Have a working knowledge of GIRFEC, the Named Person, Child Protection Case Conferences as per National Guidance for Child Protection Scotland 2014, Adult Protection process;
- Manage and refer all cases of suspected abuse to the appropriate agency, either Named Person, Social Work or Police Scotland;
- Act as a source of support, advice and expertise to staff on matters of child/adult wellbeing, child/adult welfare and protection when deciding whether to make a referral;
- Ensure that SDS Child Protection procedures are implemented and followed and to inform the child's Named Person of relevant concerns about individual children;
- Manage referrals and ensure that appropriate information is available at the time of referral and that the referral is confirmed in writing, under confidential cover as quickly as possible (e.g. within 1 working day);
- Liaise with the child's Named Person, Social Work and other agencies, as appropriate;
- Ensure that Child Protection Recording Form is completed including any action taken by SDS, the liaison with other agencies and the outcome;
- Support the development of Child Protection training.

The responsibilities of the NPO:

- To act as the first point of contact for SDS employees concerned about the safety and welfare of a child/adult;
- To be responsible for contacting Social Work and or/Police Scotland in cases where a child/adult is at risk or harm;
- To be familiar with local child/adult protection procedures within Local Authorities;
- To be familiar with the SDS Child Protection procedure;
- To ensure that all employees know where they can find the Child Protection procedure;

- To advise and provide guidance to staff concerned about a child/adult protection issue;
- To support SDS employees after they have shared their concerns;
- To communicate to SDS staff any changes in policy and procedures;
- To support accurate record keeping relating to concerns about children/adults;
- To liaise with appropriate local agencies for support and advice and keep a list of local contacts;
- To help support the review and updates to the SDS Child Protection procedures;
- To contribute to the evaluation of the effectiveness of child protection procedures;
- To promote the importance of the child/adult protection agenda across their team/area within SDS;

SDS Team/Region	NPO	Contact details
North	Dave McCallum (Elgin)	07917041999
	Frances Webster (Campbeltown)	07765894944
	Roddy Bailey (Fort William)	07765896350
	George Junor (Inverness)	07900 248722
North East	Evonne Boyd (Dundee)	07917068292
	Heather Tytler (Dunfermline)	07766087075
	Jill Hunter (Perth)	07736791982
	Nicola Graham (Aberdeen)	07770 543429
South East	Andrea Hall (Musselburgh)	07770 703983
	Julie Coyle (Edinburgh)	07833 480508
	Val Ormiston (Stirling)	07736364500
	Shirley Davison	07775 020495
South West	Brian Cameron (Hamilton)	07881 501497
	Claire Tooze (Kilmarnock)	07785531004
	Judith Thomas (Dumfries)	07342076420
	Robert Gemmell (Airdrie)	0781 081455
West	Shona Mitchell (Glasgow)	07798572074
	Laura McCormack (Glasgow)	07786126683
	Mary Carson (Dunbartonshire/Inverclyde)	07789481374
	Maurice Gilligan (Paisley)	07778 748775
	Claire Johnston (Glasgow)	07900 248720
National CIAG	Greg Hiddleston (Paisley)	07814117841
	Karen McGuire (Glasgow)	07812590117

	Pauline Stratford (Glasgow)	0141 468 7697
National Training Programmes (NTP)	Marie Donnelly (Glasgow) Lou Donnelly (Glasgow)	077969 37473 07984034053
Foundation/Graduate Apprenticeships	Jacqueline Kerr	07342076388

Appendix B. Child Welfare/Protection Recording Form

Child Welfare/Protection Recording Form

Before completing this form, staff **MUST** read and acknowledge the following guidance which details how the information must be processed.

Storing the form:

- A dedicated, secure IShare area has been set up to enable NPOs to save/retrieve the form once completed. To ensure confidentiality NPOs are only able to view their own local authority files, and NPOs working for non-CIAG departments likewise can only see their relevant folders.

Storing, copying, printing or working on a hardcopy of the form in the office:

- **Only** NPOs are permitted to print the form in response to a request from the relevant external statutory agencies. NPOs should follow the steps below in these circumstances
- Ensure hardcopy is cleared away when not in use.
- When printing ensure that the form is picked up from the printer promptly. Secure printer function must be enabled/used.
- Out of hours – secure in a locked drawer or filing system.

Carrying a hardcopy of the form outside of an SDS office:

- This is **forbidden**

Carrying an electronic version of the form out of the office on a laptop/tablet/smartphone or memory stick:

- Only use SDS provided device. Do not let unauthorised people use your device.
- When using in a public place be aware of being overlooked.
- Ensure that information is only on the device for the minimum time necessary and that updated or new data is backed up onto **the specific secure protection folder** for NPOs on IShare when you return to the office. Note previous advice on “need to know access” setting – relevant staff only.
- If device is lost or stolen report immediately to EIS Service Desk - 0300 013 2111.

Sharing or sending the form and its contents to an NPO:

- Use the SDS email system.
- ****Check the email address is correct before sending****
- Use Outlook Message options to set sensitivity level to “**highly confidential**”.

NPO sharing/sending the form with the appropriate statutory agency outside of SDS:

- Share only with the statutory agencies involved in Child Protection investigations – Social Work/Police Scotland.
- Share the form with the statutory agencies only if requested. If the information is requested, the NPO must clarify the secure means by which the statutory agency would wish to receive the information.
- If asked to send hard copy, no security marking (e.g. private and confidential) should appear on the outer envelope. Double envelopes are required. Courier/registered mail is the recommended option
- Send SDS Confidential content as **WinZip AES 256 encrypted** attachments. Set a strong, complex encryption password. Communicate password verbally after confirming receipt of encrypted files. Do not use a previous password
- Ensure that the external recipient knows the classification level and is aware of the protection requirements.
- SDS email should be the default, however if faxing or scanning is the only option you must ensure the recipient is at the receiving end at the time of transmission.

UNDER ABSOLUTELY NO CIRCUMSTANCES SHOULD INFORMATION BE POSTED ON SOCIAL NETWORKING OR PRACTITIONER COLLABORATION WEBSITES E.G. YAMMER – THIS WOULD BE REGARDED AS A SERIOUS BREACH OF DATA/CONFIDENTIALITY

Discussing the concern, line manager, NPO and agreed statutory agency (Social Work/Police Scotland). (face-to-face / phone call / conference call):

- Ensure that the conversation cannot be overheard by those with no “need to know”.
- Do not leave confidential information on voicemail systems

Retention period for the form and how do I dispose of it:

- The form is recorded on IShare and is retained for 7 years and then is automatically deleted by the system.
- If hard copy has been generated, it must be disposed of by shredding or via confidential waste bins

Child Welfare/Protection Recording Form

SDS - Child Protection Recording Form - Confidential	
This form should be completed by the SDS employee who has grounds for concern about a child. Before completing the form you must have spoken to your team leader/people manager for advice. They in turn will consult with the NPO for further guidance. The NPO is required to document actions taken in the space provided below	
Child's Name:	DOB
Address:	School attended:
Named Person (if in place)	
Gender	CSS number
Names of any other children known at the above address:	
Name and Address of Parents or Carers:	
The Contact details of Parent/Carers:	
How regularly have you engaged with this child prior to the date of this concern? (e.g. began working with them January 2019 and have engaged monthly since then) Why were you seeing them today?	
Date when you spoke to child if appropriate (note - if the child is a 3 rd party you will not have spoken to them directly. For example, if a concern is shared about a sibling who is a baby):	
<p>THE GROUNDS FOR CONCERN:</p> <p>The nature of the incident/concern – this should include the date and time it occurred and who was involved. Where there is a concern for a child's wellbeing arising over a period of time and after many interactions please provide details.</p>	
Who have you spoken with? Manager/NPO/NSPCC. Please provide the name of the line manager and NPO:	
<p>Actions/decisions taken:</p> <p>Chronology of actions (to be completed by the NPO):</p> <p>Outcome of concern being shared (to be completed by the NPO):</p>	
Name of SDS employee:	Signature:
Designation:	Date:
<p>Next steps:</p> <ul style="list-style-type: none"> • Copy to be passed to the NPO by email using only the SDS email system. The NPO will advise which external agencies should receive any copies • Data retention - This form must be retained securely on the dedicated space (NPO access only) for seven years from the date of the disclosure. IShare is set up to delete the form automatically after 7 years. 	

Appendix C. Training, further sources of advice and support

SDS requires employees to keep their knowledge of child protection and safeguarding up to date. All customer-facing CIAG teams will be provided with a half day training – Introduction to Child and Vulnerable Adult Protection delivered by NSPCC and this includes new staff as part of the induction programme. In addition, it is a requirement that employees maintain their knowledge and readiness to respond by regularly reviewing this procedure and associated policies/procedures.

Similar to other contexts immediate support should be through the employee's line manager. The NPO for each area/business unit should then be engaged for support concerning the disclosure and agreement on next steps. The NPO will advise on referrals and recording. For further advice on the NPO role please refer to appendix B.

Advice can also be sought from the NSPCC helpline:

0808 800 5000

Appendix D. Key legislation

A full overview of the legislation relating to child protection can be found within the [National Guidance for Child Protection in Scotland](#).

End of Document