



Child and Vulnerable Adult Protection Policy

April 2016

www.peopleknowhow.org

Designated Person For Child Protection:
Glenn Liddall, Head & Founder

Version:	04
Date Approved:	April 2016
Scheduled Review Date:	May 2017



Contents

1. Statement of Policy	4
2. Scope of Policy	5
3. Responsibilities	5
4. Definitions	6
5. Recruitment	7
6. Inductions & Training	9
7. What is Child Abuse?	10
8. Recognising Abuse	12
9. Responding to Concerns	13
10. Protection for Staff Members & Volunteers	16
11. Data Protection & Confidentiality	17
12. Monitoring & Review	17
Appendix A: Role Description Template	18
Appendix B: Application Form	19
Appendix C: Volunteer Application Form	23



Appendix D: Reference Request Template	26
Appendix E: Self-Disclosure Form	28
Appendix F: Acceptance of Position	29
Appendix G: Induction Checklist	30
Appendix H: Reporting Concerns Form	33
Appendix I: Child Protection Referral Form	38



1. Statement of Policy

People Know How is fully committed to promoting the rights of children and vulnerable adults, notably their right to be protected from harm, abuse and exploitation and to be involved in any decisions that directly affect them. People Know How has a duty of care to implement effective policies and procedures for safeguarding the welfare of children, young people and vulnerable adults.

People Know How is committed to:

1. Ensuring that all staff members and volunteers understand their legal and moral obligations to protect children and vulnerable groups from harm, abuse and exploitation.
2. Developing best practice in relation to the recruitment of all staff members and volunteers, ensuring that they are carefully selected, screened, trained and supervised.
3. Providing overviews of the purpose, values, structure and services of People Know How to all newly appointed staff members and volunteers during induction and training.
4. Ensuring that staff members and volunteers understand their responsibility to work to the standards and procedures detailed in all People Know How policies and procedures.
5. Ensuring that staff members and volunteers understand their obligations to report care or protection concerns about a child/vulnerable adult, or a staff member/volunteer's conduct towards a child/vulnerable adult, to People Know How's **Designated Person** for Child Protection.
6. Ensuring that all procedures relating to the conduct of staff members and volunteers are implemented in a consistent and equitable manner.
7. Ensuring that the **Designated Person** for Child Protection understands their responsibility to refer all child protection concerns to statutory child protection agencies (i.e. police and/or social work).
8. Ensuring that People Know How meets all its responsibilities to adhere to the requirements of the Protection of Children (Scotland) Act 2003.
9. Providing opportunities for staff members and volunteers to develop their skills and knowledge, particularly in relation to the care and protection of children, young people and vulnerable adults.
10. Ensuring that children, young people and vulnerable adults are able to express their ideas and views on a wide range of issues and have access to the procedures outlined in People Know How's Complaints Policy.
11. Endeavouring to keep up-to-date with national developments relating to the care and protection of children, young people and vulnerable adults



2. Scope of Policy

This Policy applies to all staff members and volunteers connected to People Know How. This Policy sets out the guidelines and procedures to be followed in relation to child and vulnerable adult protection issues in the operation of all People Know How services and activities.

It is the policy of People Know How to ensure that every child, young person or vulnerable adult should benefit from an enjoyable and safe environment. In addition, they should be protected from neglect, bullying, physical, emotional and sexual abuse.

In addition, the following principles underpin this policy:

- A child or vulnerable adult’s welfare is the paramount concern.
- All children and vulnerable adults have the right to protection from abuse, whatever their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/or sexual identity.
- Child protection is everyone's responsibility.
- All children and young people should feel safe and secure while involved in any People Know How services/activities and/or when in the care of a People Know How staff member or volunteer.
- All suspicions and allegations of abuse will be taken seriously, reacted to appropriately and actioned without delay.
- All personal data will be processed in accordance with the requirements of the Data Protection Act 1998 and People Know How’s Data Protection Policy.
- Staff members and volunteers working with children and vulnerable adults have an understanding of the issues surrounding child and vulnerable adult protection and be aware of good practice.
- Children and vulnerable adults have the right to express views on all matters that affect them, should they wish to do so.
- Organisations shall work in partnership together with families and communities to promote the welfare, health and development of children.

3. Responsibilities

As outlined in Section 5 of the Children (Scotland) Act 1995, a Duty of Care is placed on all those who work with children and young people: *“it shall be the responsibility of a person who is 16 or over and who has care and control of a child under 16, to do what is reasonable to safeguard the child’s health, development and welfare”*. This Policy provides staff members and volunteers with the operational procedures to be followed in the event of abuse being discovered or suspected. All staff members and volunteers are required to implement these procedures and report any concerns to the **Designated Person** for Child Protection.

Designated Person For Child Protection:

Glenn Liddall, Head & Founder



4. Definitions

The following terms used in this policy are outlined below:

Child

Under the Children (Scotland) Act 1995, a child is defined in relation to the powers and duties of the specific local authority, with all those under 16 being classed as a 'child'.

However, the importance of context is critical for those aged between 16 and 18. Those in this age group who are still subject to a supervision requirement by a Children's Hearing can be viewed as a child. Moreover, the United Nations Convention on the Rights of the Child (UNCRC) applies to anyone under the age of 18.

Vulnerable Adult

Adults, aged 16 and over, who:

- Are unable to safeguard their own well-being, property, rights or other interests
- Are at risk of harm
- Are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected

All three elements of the above definition must be met for action to be taken under the Adult Support and Protection (Scotland) Act 2007.

Abuse

Child Abuse as defined in Scottish Office guidance refers to circumstances where a child's basic needs are not being met in a manner that is appropriate to his/her individual needs and stage of development and the child is, or will be, at risk through avoidable acts of commission or omission.

Abuse has also been defined as the wrongful application of power by someone in dominant position. Whether abuse occurs in institutions or in the home, it involves the elements of a power imbalance, exploitation and the absence of full consent. It also involves acts of omission and commission.

This is the Standard Definition of Abuse adopted nationally in 1993.

Parents and Carers

As defined in the National Guidance for Child Protection in Scotland 2010, a parent is someone who is the genetic or adoptive mother or father of the child.

A carer is someone other than a parent who has rights/responsibilities for looking after a child.



5. Recruitment

People Know How will take all reasonable measures to ensure that all staff members and volunteers are suitable and fit to work with children and vulnerable adults.

During recruitment for all staff and volunteer positions that involve regular contact with children or vulnerable adults, the following procedure will be consistently undertaken. Any individual may have the potential to abuse in some way and it is important that all reasonable steps are taken to ensure that unsuitable people are prevented from working with children and vulnerable adults.

The following steps will be undertaken in all recruitment of staff members and volunteers:

1. All applicants will be asked to complete an Application Form (see Appendix B) or Volunteer Application Form (see Appendix C) as appropriate.
2. All applicants will be asked to complete a Self-Disclosure Form (see Appendix E).
3. All successful applicants will be asked to provide two suitable references. These will then be checked by an appropriate staff member using the Reference Request Template (see Appendix D).
4. All successful applicants will be asked to attend an interview.
5. All successful applicants will be asked to complete a CRBS Disclosure Check and become a member of the PVG Scheme.
6. Any applicant found to be fully listed on the Disqualified from Working with Children List will not be appointed to work with People Know How in any capacity involving children or vulnerable adults.

In addition, the following guidelines will be adhered to during various stages of the recruitment process:

Advertising

Before advertising a role, a Role Description will be completed using the Role Description Template (see Appendix A). The Role Description will include:

- Purpose of the role
- Responsibilities of the role
- Skills and qualities needed
- Support and training provided
- Requirement of commitment to Child and Vulnerable Adult Protection Policy

Application and Volunteer Application Form and Self-Declaration Form

All applicants for staff and volunteer positions will be required to complete an Application Form (for staff positions – see Appendix B) or a Volunteer Application Form (for volunteer positions – see Appendix C) and a Self-Disclosure Form (see Appendix E).



The purpose of both Application Forms (see Appendices B and C) is to obtain relevant details from the applicant. The purpose of the Self-Disclosure Form (see Appendix E) is to collect any information on criminal behaviour that is relevant to the position. This information will be handled in the strictest of confidence and will be managed as per the Equal Opportunities Policy. If the applicant is not appointed to the position, their Self-Disclosure Form should be destroyed.

References

Two references for each applicant will be sought using the Reference Request Template (see Appendix D). Where possible, at least one of the references will be from an organisation where the applicant was required to work with children or vulnerable adults.

If the applicant has no previous experience of working with children or vulnerable adults, specific training will be agreed before they commence the role.

Interviews

For all positions that require regular contact with children and vulnerable adults, interviews will be carried out and will include requests for additional information to support the application.

Interviews should take a standard format across all applicants.

Disclosure Checks and Protecting Vulnerable Groups Scheme

People Know How is registered with the Central Registered Body in Scotland (CRBS). Prior to any appointment for a position involving contact with children and vulnerable adults, a CRBS Disclosure Scotland check should be completed. This will require the applicant to complete and submit an Application to Join the PVG Scheme.

Disclosure Checks are required for individuals with regular contact with children and vulnerable adults as follows:

Standard Disclosure

These will be required for those applying for positions listed in the Rehabilitation of Offenders Act 1974 (ROA) (Exceptions) Order 1975. These categories include occupations with duties that involve regular contact with children, young people and the elderly, sick and handicapped.

Enhanced Disclosure

This will be required for those positions involving a greater degree of contact with children or vulnerable adults, including positions that require the training, supervision or sole charge of children and young people.



The Protecting Vulnerable Groups Scheme (PVG)

It is a legal requirement for all those who work on a regular basis with children and vulnerable adults in Scotland to be members of the PVG Scheme. The Scheme:

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

Offer of Position

Once a decision has been made to appoint, the applicant should be notified in writing and asked whether they wish to accept the position. This offer of position will be accompanied by the following:

- Information about the role and responsibilities
- Information about any special requirements, including expected compliance to all of People Know How's policies and procedures.
- Details of the trial period

In addition, the applicant should be sent copies of the following:

- Code of Confidentiality
- Internet & E-mail Policy
- Complaints Policy
- Expenses Policy
- Children & Vulnerable Adults Protection Policy

Confirmation of the position being accepted will require the applicant to sign, date and return an Acceptance of Position (see Appendix F).

6. Inductions & Training

To implement the commitments of this Policy, People Know How will ensure that:

- All newly appointed staff members and volunteers will complete a 4 week trial period
- Details of the structure of People Know How will be provided to all appointed staff members and volunteers
- Details of People Know How's aims and objectives will be provided to all appointed staff members and volunteers
- An assessment of training and development requirements will be made for all appointed staff members and volunteers
- Clear details of the expectations, roles and responsibilities of all newly appointed staff members and volunteers will be provided
- All appointed staff members and volunteers must agree to this Child and Vulnerable Adult Protection Policy



- A Code of Conduct is created for all roles involving contact with children and vulnerable adults and that this is sent to all newly appointed staff members and volunteers
- Contact details of People Know How’s **Designated Person** for Child Protection will be provided to all appointed staff members and volunteers

All staff members and volunteers will be given induction and training appropriate to the specific role and tasks to be undertaken. This will be delivered by a relevant staff member and will always include:

- Details of their role
- A list of staff members and volunteers
- A list of Management Committee members
- Contact information for the **Designated Person** for Child Protection
- Copies of all relevant policies including this Child and Vulnerable Adult Protection Policy, Confidentiality, Health and Safety, Equal Opportunities, Complaints Policy and Volunteering Policy.
- Any details of ongoing training
- Information about the relevant Code of Conduct
- Other information as appropriate

All staff members and volunteers will also complete training around the following within their 4 week trial period:

- Protecting Children and Vulnerable Adults (covering the definition of abuse, signs and symptoms, how to report, how to deal with disclosures).
- Working effectively with children and vulnerable adults.
- Any other training needs identified and agreed upon by People Know How and the appointed staff member or volunteer.

An Induction Checklist (see Appendix G) will be completed for all newly appointed members of staff and all volunteers.

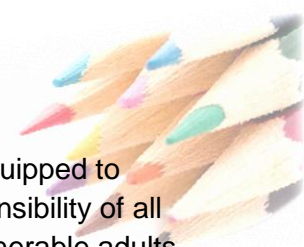
7. What is Child Abuse?

Children and – where relevant – vulnerable adults can be harmed in a variety of ways. This Policy aims to ensure a safe and comfortable environment for children, young people and vulnerable adults in any involvement with People Know How.

In most – but certainly not all – cases, an adult who is usually known to and trusted by the child, is the perpetrator of child abuse. This Policy will cover the four main categories of child abuse as laid out in the National Guidance for Child Protection in Scotland 2010 (33-36).

However, it should be remembered that children can also abuse other children. Staff members and volunteers must remain alert to these issues and also ensure that bullying and name-calling are always challenged.

Abuse can occur in any situation in which children and vulnerable adults are involved. It is the responsibility of People Know How to ensure that all staff members and volunteers have received



adequate training in child and vulnerable adult protection procedures and are properly equipped to provide safe and enjoyable experiences for children and vulnerable adults. It is the responsibility of all People Know How staff members and volunteers to ensure the safety of children and vulnerable adults by following the procedures outlined within this Policy at all times.

Categories of Child Abuse

There are four types of child abuse, as defined in the National Guidance for Child Protection in Scotland 2010 (33-36). These are:

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.

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, but it can also occur independently of other forms of abuse.

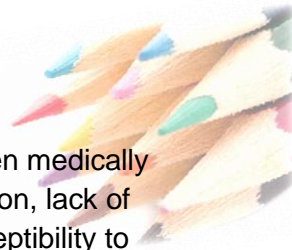
Sexual Abuse

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.

In addition the four forms of child abuse detailed above, the National Guidance for Child Protection in Scotland 2010 also outlines the following:

Bullying

Although not classed as an independent form of child abuse, bullying can have a detrimental impact on the well being of a child or young person, leaving them feeling helpless, frightened, anxious, depressed and humiliated. Bullying can also have a lasting and lifelong impact.

According to the National Guidance for Child Protection in Scotland 2010 (574-577), bullying behaviour can include:

- Name-calling, teasing, putting down or threatening;
- Ignoring, leaving out or spreading rumours;
- Physical assault;
- Stealing and damaging belongings;
- Sending abusive text, email or instant messages;
- Making people feel like they are being bullied or fearful of being bullied;
- Targeting someone because of who they are or are perceived to be.

Bullying is also increasingly associated with the use of the Internet and mobile phones, especially via social networking sites such as Facebook. Bullying behaviour may also be related to perceived or actual differences and can be encouraged by prejudices relating to race, gender, disability and sexual orientation and may compound other difficulties in a child or young person's life – already vulnerable children may be particularly at risk.

Bullying will not be tolerated within services and activities facilitated by People Know How.

8. Recognising Abuse

It must be kept in mind that dealing with abuse is complex. It is not easy to recognise situations where abuse may occur, or where it has already taken place. Staff members and volunteers are not expected to be experts in this area. However, any concerns with respect to the welfare of a child or vulnerable adult should be reported immediately to the **Designated Person** for Child Protection

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



The signs and indicators of abuse can be physical or behavioural. The table below details some possible indicators of abuse. It should be remembered that some of these indicators can occur in other non-abusive situations and that the list is not exhaustive.

Physical Indicators

- Unexplained bruising in soft tissue areas
- Repeated injury
- Black eye(s)
- Injuries to mouth
- Torn or bloodstained clothing
- Burns and scalds
- Bites
- Fractures
- Marks from implements
- Poor appearance

Behavioural Indicators

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

The protection of children is about more than recognising and combating child abuse. Children should be able to participate in activities free from concerns for their personal safety and in comfort. To this end, staff members and volunteers are required to consider all issues which would make young people uncomfortable and take steps to combat bullying, name-calling and any other forms of harassment that might limit a child, young person, or vulnerable adult's involvement.

9. Responding to Concerns

The decision to respond to allegations or suspicions about abuse can be very difficult. It is not the responsibility of staff member and volunteers to investigate any concerns they might have, but simply to report these concerns to the agencies charged with responsibility to conduct investigations. Staff members and volunteers should be aware of their responsibility to report any concerns they might have



about the immediate safety of a child or vulnerable adult to the statutory and child protection agencies in their local area.

Should a situation arise where an immediate place of safety is required, such as a child fearing to return home because of the risk of further abuse, or if staff members or volunteers suspect that further abuse would occur, it may be appropriate to contact the police. Under these circumstances a Child Protection Referral Form (see Appendix I) should be later completed and copied to the police by the **Designated Person** for Child Protection, alongside the relevant completed Reporting Concerns Form (see Appendix H). A copy of both forms should be kept for records.

Information received about or from a child or vulnerable adult will fall into one of two categories:

- 1) Concerns that a child/vulnerable adult may be experiencing abuse by an individual out with People Know How.
- 2) Concerns that a child/vulnerable adult may be experiencing abuse by an individual within People Know How.

In both situations, concerns may come to light because (for example):

- A child/vulnerable adult has alleged that they are being abused
- OR**
- People Know How has received a third party report that a child/vulnerable adult is being abused
- OR**
- There are signs and indicators which point to abuse

For both types of concerns, the following procedures for response should be followed:

Dealing with Disclosure and Concerns

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

- Stay calm and not rush into any inappropriate action.
- If a child is disclosing, reassure the child that they are not to blame and that they have done the right thing by telling.
- Listen to what the child/vulnerable adult has to say and show them that you take them seriously.
- Keep questions to an absolute minimum. The child/vulnerable adult should be allowed to speak freely without any undue interruption or questioning. However, the staff member or volunteer should attempt to get as clear an account as possible.
- Reassure the child, but not make promises of confidentiality. Complete confidentiality might not be possible, given that a report may have to be prepared.
- Make a full written record of what was said, heard and/or seen as soon as possible.
- Record full details of the allegation and any additional concerns they may have.
- Complete a Reporting Concerns Form (see Appendix H) accurately and fully to be given to the **Designated Person** for Child Protection within 24hours.



- If a Reporting Concerns Form (see Appendix H) is not immediately available, all details should be written on plain paper and transferred to a Reporting Concerns Form (see Appendix H) by the **Designated Person** for Child Protection at a later time. The original record should be retained.

Reporting to the Designated Person

Any information regarding abuse of a child or vulnerable adult by a member of the public, staff member or a volunteer should be reported to the **Designated Person** for Child Protection.

For staff members and volunteers working at premises other than the People Know How offices, e.g. at an event, an activity, at a school, or at another organisation, the first point of contact will be the person in charge of the service, event or activity. If they are a People Know How staff member or volunteer, they will have a responsibility to forward information to the **Designated Person** for Child Protection. If they are not a People Know How, staff member or volunteer, the staff member or volunteer who received the information will have a responsibility to notify the **Designated Person** for Child Protection.

If the **Designated Person** for Child Protection or individual in charge of the event or activity is the subject of the report or under suspicion, the report must be made to the Management Committee. This also applies if the **Designated Person** for Child Protection or individual in charge of the event or activity is unavailable.

If the **Designated Person** for Child Protection, individual in charge of the event or activity and all members of the Management Committee are unavailable, then information must be passed on to the local Social Work office (where the child or vulnerable adult lives) or the out-of-hours Social Work Team.

If this occurs, a Reporting Concerns Form (see Appendix H) will still need to be completed detailing all action taken and handed to the **Designated Person** for Child Protection as soon as possible.

Information related to child abuse should only be discussed with the **Designated Person** for Child Protection, individual in charge of the event or activity, or the Management Committee, if applicable.

Child Protection Referral Form

After a disclosure or incident, a comprehensive report of everything that was said, heard and/or seen should be recorded as soon as possible on a Child Protection Referral Form (see Appendix I).

Except in exceptional circumstances or when the safety of a child or vulnerable adult is deemed at risk, this should always be completed by the **Designated Person** for Child Protection. All written records and a completed Reporting Concerns Form (see Appendix H) will assist in this and should be forwarded to the relevant statutory authority alongside the Child Protection Referral Form (see Appendix I). A copy of all records should be kept by the **Designated Person** for Child Protection.



Next Steps

The **Designated Person** for Child Protection will take a decision. Details of decisions will be recorded on the Reporting Concerns Form (see Appendix H) and the staff member or volunteer involved will be notified of the decision.

If the **Designated Person** for Child Protection decides to refer the allegation to the Social Work Team in the area where the child or vulnerable adult lives, a copy of the completed Child Protection Referral Form (see Appendix I) should be forwarded to Social Work along with the Reporting Concerns Form (see Appendix H).

In this situation, Social Work may involve the Police. This will result in a Social Work inquiry and a separate police inquiry to investigate any allegations. People Know How will ensure that all possible assistance will be given to Social Work and Police Officers investigating the allegations.

If applicable, the parents/carers of the child be contacted as soon as possible, but only following advice from Social Work and/or the Police.

After receiving a Child Protection Referral Form (see Appendix I), Social Work Services will acknowledge receipt and indicate potential outcomes.

In addition, where there are grounds for a referral under the Protection of Children (Scotland) Act 2003 legislation, where a People Know How staff member or volunteer has harmed a child or placed a child at risk of harm and has been removed from a childcare position, People Know How has a responsibility to forward the referral to Scottish Ministers to consider whether the staff member or volunteer concerned should become Fully Listed on the Disqualified from Working with Children List.

10. Protection for Staff Members & Volunteers

All staff members and volunteers should be assured that Scottish Law protects them from actions by any individuals who have been implicated in reported abuse, harm and/or neglect of a child or vulnerable adult as long as the staff member or volunteer's report was not malicious or vexatious.

Staff members and volunteers should carry out their responsibilities to the safety of children and vulnerable adults without the fear of repercussions when they report genuine concerns about the safety of a child or vulnerable adult to the **Designated Person** for Child Protection or the relevant statutory agencies.



11. Data Protection & Confidentiality

Any information disclosed to staff member and volunteers is regarded as being information given in confidence and therefore, shall not be divulged to any person, organisation or agency, including other People Know How staff members and volunteers (other than those whose province it is to know the information or with the proper authority) without the express permission of the disclosing individual, except in certain exceptional circumstances.

Confidentiality applies to all service users. Confidentiality also applies to all staff member and volunteers. Personal details of any staff member or volunteer will not be disclosed without their express consent.

12. Monitoring & Review

The effectiveness of this Child and Vulnerable Adult Protection Policy will be reviewed annually and action taken as necessary, with specific attention paid to:

- Any changes in legislation and guidance on the protection of children and vulnerable adults or any changes within People Know How.
- Any issues or concerns raised about the protection of children or vulnerable adults within People Know How.

People Know How will monitor the policy by:

- Keeping records of cases brought and their outcomes.
- Accepting comments from staff members and volunteers on the ease of implementation and effects of the policy.
- Carrying out regular internal reviews.

This Policy will be reviewed in 2017.



Appendix A: Role Description Template

This Form should be completed for each role. A similar template has been developed specifically for voluntary roles and can be found in Appendix A of the Volunteering Policy.

Role:

Line Manager	
Role Purpose	
Specific Tasks	
Skills and Qualities Needed	<p>Essential skills and qualities for this role are:</p> <p>Desired skills and qualities are:</p>
Contract	<p>This role is part-time / full-time / on a sessional basis. [<i>DELETE as appropriate</i>]</p> <p>Average number of working hours per week will be:</p>
Support and Training	<p>The appointed applicant will be given regular one-to-one guidance and support. During this support any relevant training that may be required will be identified and the appointed applicant will be offered suitable training to meet their needs.</p> <p>They will also receive the following training:</p>
Expectations of Staff Members	<ul style="list-style-type: none"> • Willingness to abide by People Know How’s Policies, including Child and Vulnerable Adult Protection Policy • Commitment to attend ongoing training • <i>Include any other expectations specific to role.</i>
Location	



Appendix B: Application Form

This Form should be completed by all applicants, particularly those applying for roles involving contact with children and vulnerable adults.

Your Details

Title:	
First Name:	
Surname or Last Name:	
Any previous names by which you have been known:	
Address:	
Postcode:	Email (if available):
How long have you lived at the above address?	
If less than 12 months, please give your previous address (including postcode):	
How long did you live there?	

Your present or most recent employment/voluntary work (If necessary use a separate sheet)

Name of Organisation:
Address of Organisation:



Summary of Your Role and Responsibilities:
What was your reason for leaving?

Please give details of any previous experience working with children or vulnerable adults.

--

Please give details of any relevant qualifications, training and/or personal qualities that you feel equip you to work with children or vulnerable adults (If necessary use a separate sheet).

--



Your References – Please give the name and contact details of two suitable referees. At least one of these should have knowledge of previous work you may have undertaken with children.

Name:	Name:
Organisation (where applicable):	Organisation (where applicable):
Address (including postcode):	Address (including postcode):
Email (if available):	Email (if available):
Telephone No:	Telephone No:
In what capacity do you know this person (friend, colleague, etc.)?	In what capacity do you know this person (friend, colleague, etc.)?

Vetting Procedures

This post will require completion of a **Self-Disclosure Form** and may require a **CRBS Disclosure Check**. Disclosure Checks will only be requested for appointed applicants.

- i. **Self-Disclosure Form:** Please confirm that you have completed the Self-Declaration form and returned it to us. **Please Tick**
- ii. **Disclosure Check:** If this role is considered to be a childcare position, please confirm that you agree to a CRBS Disclosure Check should we wish to appoint you. **Please Tick**

Declaration	
I confirm that the information I have given in this form is accurate and truthful.	
Signed:	Date:

Thank you for completing this Application Form. Please return it to:

*Applications at People Know How
Kirkloan Hall
18 Kirk Loan
Corstorphine
Edinburgh, EH12 7H*

Or email to: *glenn.peopleknowhow@gmail.com*



CONFIDENTIAL

Equal Opportunities Monitoring Form

To help us monitor the effectiveness of our Equal Opportunities Policy we would like you to fill in this Form. If you choose to complete it, any information given is treated in the strictest confidence.

Please tick the appropriate boxes.

Gender:

<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Other
-------------------------------	---------------------------------	--------------------------------

Age Band:

<input type="checkbox"/> Under 18	<input type="checkbox"/> 18-30	<input type="checkbox"/> 31-40	<input type="checkbox"/> 41-50
<input type="checkbox"/> 51-60	<input type="checkbox"/> 61-65	<input type="checkbox"/> Over 65	

Disability:

<input type="checkbox"/> Not disabled	<input type="checkbox"/> Disabled	<input type="checkbox"/> Previously disabled
---------------------------------------	-----------------------------------	--

If you consider yourself to be disabled and wish to give details of your disability, please enter these in the box below:

Economic status:

<input type="checkbox"/> Welfare Benefits	<input type="checkbox"/> Work part-time	<input type="checkbox"/> Work full-time	<input type="checkbox"/> Pensioner
<input type="checkbox"/> Student	<input type="checkbox"/> Other	Please specify:	

Ethnic/Cultural Origin:

<p><i>White</i></p> <input type="checkbox"/> Scottish <input type="checkbox"/> Other British <input type="checkbox"/> Irish <input type="checkbox"/> Any other White background	<p><i>Asian, Asian Scottish/British</i></p> <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian background	<p><i>Black, Black Scottish/British</i></p> <input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Any other Black background
<p><i>Mixed</i></p> <input type="checkbox"/> Any mixed background	<p><i>Other</i></p> <input type="checkbox"/> Other Ethnic Background Please specify:	<p><i>Undisclosed</i></p> <input type="checkbox"/> Prefer not to answer



Appendix C: Volunteer Application Form

This Form is used to record important information about our volunteers. If you have any concerns with any of the questions please discuss this with a staff member. All information will be kept confidential.

Your Details	
Full Name:	
Address:	
	Postcode:
Home phone:	
Mobile phone:	
Email:	

What voluntary role are you interested in at People Know How?	
Role:	Other areas of interest:
Why are you interested in volunteering with People Know How?	
Why are you interested in this specific role?	

In the event of an emergency, who should we contact on your behalf?	
Name:	
Phone number:	
Relationship:	



CONFIDENTIAL

Equal Opportunities Monitoring Form

To help us monitor the effectiveness of our Equal Opportunities Policy we would like you to fill in this Form. If you choose to complete it, any information given is treated in the strictest confidence.

Please tick the appropriate boxes.

Gender:

<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Other
-------------------------------	---------------------------------	--------------------------------

Age Band:

<input type="checkbox"/> Under 18	<input type="checkbox"/> 18-30	<input type="checkbox"/> 31-40	<input type="checkbox"/> 41-50
<input type="checkbox"/> 51-60	<input type="checkbox"/> 61-65	<input type="checkbox"/> Over 65	

Disability:

<input type="checkbox"/> Not disabled	<input type="checkbox"/> Disabled	<input type="checkbox"/> Previously disabled
---------------------------------------	-----------------------------------	--

If you consider yourself to be disabled and wish to give details of your disability, please enter these in the box below:

--

Economic status:

<input type="checkbox"/> Welfare Benefits	<input type="checkbox"/> Work part-time	<input type="checkbox"/> Work full-time	<input type="checkbox"/> Pensioner
<input type="checkbox"/> Student	<input type="checkbox"/> Other	Please specify:	

Ethnic/Cultural Origin:

<p><i>White</i></p> <input type="checkbox"/> Scottish <input type="checkbox"/> Other British <input type="checkbox"/> Irish <input type="checkbox"/> Any other White background	<p><i>Asian, Asian Scottish/British</i></p> <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian background	<p><i>Black, Black Scottish/British</i></p> <input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Any other Black background
<p><i>Mixed</i></p> <input type="checkbox"/> Any mixed background	<p><i>Other</i></p> <input type="checkbox"/> Other Ethnic Background Please specify:	<p><i>Undisclosed</i></p> <input type="checkbox"/> Prefer not to answer



Appendix D: Reference Request Template

The following should be used as a template to follow up references. A similar template has been developed specifically for voluntary roles and can be found in Appendix C of the Volunteering Policy.

People Know How Office
Ocean Terminal,
Ocean Dr,
Edinburgh
EH6 6JJ
[INSERT DATE]

Dear [INSERT REFEREE NAME]

RE: [INSERT NAME AND ADDRESS OF VOLUNTEER]

[INSERT NAME] has applied to a [INSERT ROLE] position at People Know How. She/He [DELETE AS APPROPRIATE] has given your name as a referee. As part of our procedures, to ensure a good and safe service to our clients, we do not appoint applicants unless we have received two positive references.

Please complete the attached Reference Form. I also enclose a copy of the **Role Description** for the [INSERT ROLE] post along with an envelope for return. Alternatively, you are welcome to e-mail the reference to glenn.peopleknowhow@gmail.com [EDIT AS APPROPRIATE] if this is more convenient.

Your comments as to the suitability of [INSERT NAME] to undertake this role will help us to make a more informed decision. Please let us know in particular if there are any reasons you feel [INSERT NAME] should not be involved in this type of work.

Thank you for your help and I look forward to hearing from you shortly.

Yours sincerely

[INSERT NAME]
[INSERT JOB TITLE]

People Know How
Web: www.peopleknowhow.org

People Know How is a not-for-profit organisation based in Scotland. We work to enhance the people's lives by providing the support and help they need to grow to reach their full potential. To find out more about our mission, work and services, please visit www.peopleknowhow.org.

Registered Scottish Charity Number: SC043871



Reference Form

Please tell us how long you have known [INSERT NAME]	
Please tell us in what capacity you know [INSERT NAME]	
Please look at the Role Description and tell us which tasks you feel [INSERT NAME] will meet	
Please tell us about any qualities, attributes and skills you think [INSERT NAME] can you bring to People Know How	

Signed:

Date:



Appendix E: Self-Disclosure Form

We ask all applicants to give us information of previous convictions. Having a previous conviction does not automatically bar you from working with us but it will help us, in discussion with you, decide if the opportunity you have applied for is the most suitable. All of the information given on this Form will only be accessed by authorised members of staff.

Under the terms of the Rehabilitation of Offenders Act 1974, you are entitled to withhold information about any convictions against you that are now 'spent'. You may only withhold information on 'spent' convictions.

Please ask us if you need any help completing this Form and we will be happy to assist you.

Your Details Full Name:	
Conviction	When Occurred?
Criminal Convictions Pending	

I declare that, to the best of my knowledge, the above information is correct. I understand that if I take up an opportunity and it is found that I have deliberately given false information or withheld relevant information then the opportunity may be withdrawn.

Signed:

Date:



Appendix F: Acceptance of Position

The following should be used as a template for all appointed applicants to officially confirm their acceptance of their position. A similar template – a Volunteer Agreement – has been developed specifically for voluntary roles and can be found in Appendix E of the Volunteering Policy.

Name of Appointed Applicant:

Role:

Name of Line Manager:

This Acceptance of Position should be read alongside the Role Description for this role.

Please note that this Acceptance of Position does not constitute a contract of employment.

The following has been agreed between People Know How and the appointed applicant named above.

Main Responsibilities:

The main responsibility of the appointed applicant is to take on the role of _____ in accordance with the relevant Role Description. The appointed applicant agrees to carry out their role to the best of their ability and within the aims and values of People Know How.

Trial Period

All roles are subject to an initial trial period. For this role there will be a trial period of 4 weeks.

I agree with the conditions set out above and wish to confirm my acceptance of the aforementioned role.

Signed (Appointed Applicant):

Date:



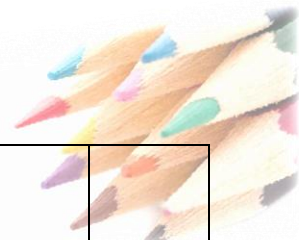
Appendix G: Induction Checklist

This Checklist should be used when inducting a new staff members or volunteer into People Know How. When the process is complete please include this Checklist in the staff member's/volunteer's file. A copy should also be given to the staff member/volunteer.

People Know How	
Tour of office	
Introduction to other staff members	
Explanation of services and projects	
People Know How Policies	
Volunteering Policy	
Confidentiality Policy	
Health and Safety Policy	
Equal Opportunities Policy	
Complaints Policy	
Child and Vulnerable Adult Protection Policy	
Systems and Processes (if applicable to role)	
Introduction to database	
Hard-copy folders and files	
Introduction to and use of website	



Personal Development	
Introduction to Staff/Volunteer Support	
Role-specific training needs assessed	
Identify appropriate courses/access to training	
Personnel Resources	
Role Risk Assessment (please see use template included in Health and Safety Policy)	
Protocol for days/periods off	
Sickness	
Expenses claims (if applicable)	
Insurance	
Office Procedures (if applicable to role) This list is helpful for staff members/volunteers who will be office-based.	
Premises	
Kitchen	
First Aid and Fire Procedures	
Information on building and other tenants	
Office (if applicable to role)	
E-mail account	



Photocopier	
What kept where (stationery etc.)	
Telephone system	
Safety protocols	
Phone/post	
Computer Procedures	
Internet & E-mail Policy	
Use of network documents	

Signed (Staff Member / Volunteer):

Signed (Line Manager / Volunteer Contact Person):



Appendix H: Reporting Concerns Form

Reporting Concerns Guidance

As a staff member or volunteer with concerns about a child or vulnerable adult or receiving a disclosure from a child, vulnerable adult or another person, you should note down all details as soon as possible.

It is vital that you make clear and concise notes soon after the disclosure in order to complete a more detailed record on the Reporting Concerns Form. Use the child or other person's own words wherever possible. The term 'subject' refers to the subject of the reported abuse.

The Reporting Concerns Form should:

- Include the date and time of the disclosure
- Include the place and context of disclosure
- Include important facts provided, e.g. any names mentioned.
- Be written in ink and be signed by the recorder
- Be passed to the Designated Person immediately (certainly within 24 hrs)
- Be factual/state exactly what was said
- Include details of any additional observations

Clearly identify any interpretations, opinions and observations you include and be prepared to have their validity questioned if the matter goes to court.

Whenever necessary, the above details will be used to complete a Child Protection Referral Form. The **Designated Person** for Child Protection should complete all Child Protection Referral Forms, except in cases of immediate urgency.

If you are concerned about the immediate safety of a child, young person or vulnerable adult, do not hesitate to contact the police or social services.



Reporting Concerns Form

This form is to be used by all staff members and volunteers to report any concerns they may have about a child or vulnerable adult to the **Designated Person** for Child Protection within People Know How.

In some instances you may already know details that may be helpful (particularly for the investigative agencies). However, if you do not have this information then you should NOT probe for it. If you do have this information, it may be extremely useful and should be included as part of any subsequent referral, so please complete this form as fully as you are able.

Before completing this form, please also refer to the Reporting Concerns Guidance in Appendix H of the Child and Vulnerable Adult Protection Policy.

1. Subject's First Name:		Subject's Surname:	
Other name/s known by:			
Date of Birth:	Gender:	Religion:	First Language:
Age:			Any language needs?
Name of Parents/Carers (if applicable):			
Home Address:		Any other relevant addresses:	
Post Code:		Post Code:	
Telephone Number/s:			
Ethnic Origin:			

2. Other Significant Family Members / Adults		
Name	Relationship	Contact Details



3. Other Contact Information: *[Please add others you think may be relevant]*

Agency <i>(If applicable)</i>	Name	Address	Telephone

4. Does the subject have any physical or learning impairments or difficulties that you know of? Do they have any specialist health needs? If yes, please give details.

5. Do you have any other relevant information regarding the behaviour and abilities of the subject? Please include any details regarding linguistic ability, level of sex knowledge/education, range of behaviours/emotional states, development, etc.

6. Why are you concerned about the subject? If you have been disclosed to by a child, vulnerable adult, or another person, include details of the time, location and any details from the disclosure – use the individual's own words wherever possible. Please identify your specific concerns and comment on what you think the child/vulnerable adult needs from support services. State how long you have known the child/vulnerable adult and in what capacity.

If you have continued on a separate sheet of A4, please tick the box on the right.

Please also sign, date and attach sheet to this form.



7. Do you know of any co-existing abuse concerns relating to this child/vulnerable adult or to their parents/ carers and wider family? *Please include any details regarding offending behaviour, substance abuse, alcohol abuse, domestic abuse, history of abuse with a sibling, etc.*

--

8. What information do you know about the subject’s wider family: *Include relationships, friendships, behaviour, support, stability, safety, who lives at the home address, who visits and when, etc.*

--

9. Do you know of any environmental factors that might affect the subject? *Consider housing issues, who has employment in the household, financial situation, community involvement, contemporaneous life events, etc.*

--

10. Any other relevant information:

--

11. Have you taken any action regarding your concerns about this subject prior to completing this form? *Please include details of any you have people spoken to (including parents/carers), times, dates, locations, any other actions taken, etc.*

--



12. Staff Member / Volunteer:

I understand that the information in this form may be passed to investigative agencies.

Name and Role [Please Print]:	
Please provide Contact Number:	
Signature:	Date:

13. Designated Person for Child Protection:

Name [Please Print]:	
Date Received:	
Signature:	Date:

14. Action to be taken:

Decision by Designated Person:
Details of any referrals made:
Signature of Designated Person: Date: I have been informed of the action taken subsequent to my reporting concerns to the Designated Person for Child Protection. Signature of Staff Member / Volunteer: Date:



Appendix I: Child Protection Referral Form

The **Designated Person** for Child Protection should complete this Form when referring a child protection issue to a relevant local statutory authority. This Form should be sent to the relevant statutory authority along with a completed Reporting Concerns Form. A copy of both should be kept for records.

Subject's First Name:		Subject's Surname:	
Other name/s known by:			
Date of Birth:	Gender:	Religion:	First Language:
Age:			Any language needs?
Name of Parents/Carers (if applicable):			
Home Address:		Any other relevant addresses:	
Post Code:		Post Code:	
Telephone Number/s:			
Ethnic Origin:			

Referring to:

Police <input type="checkbox"/>	Social Work <input type="checkbox"/>
Name of Contact at Statutory Agency (if applicable):	
Address:	
Post Code:	
Telephone Number/s:	



Other Agencies: Please indicate if any of the following are currently working with the subject and provide any contact information you have.

G.P. _____ Tel _____ Health Visitor _____ Tel _____
 Nursery _____ Tel _____ E.W.O. _____ Tel _____
 School _____ Tel _____ Police _____ Tel _____
 Y.O.T. _____ Tel _____ Dentist _____ Tel _____
 C.M.H. _____ Tel _____ Pediatrician _____ Tel _____
 School Nurse _____ Tel _____ Social Worker _____ Tel _____
 Other _____ Tel _____

Please circle as appropriate.

Has permission been given by subject to share with other agencies? Yes No
What form did permission take? Written Verbal
Do you know if any family members aware of the referral? Yes No

If yes, please provide details:

Name	Relationship	Contact Details

Form of suspected abuse: Please tick relevant box.

Physical
 Sexual
 Emotional
 Neglect

What actions have been taken?

Name of Referrer and Role [Please Print]:	
Please provide Contact Number:	
Signature:	Date: