



Information pack

To assist voluntary and community groups
to meet the requirements of The Protection
of Children (Scotland) Act 2003,
The Framework for Standards and
to achieve best practice

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Child Safe Shetland

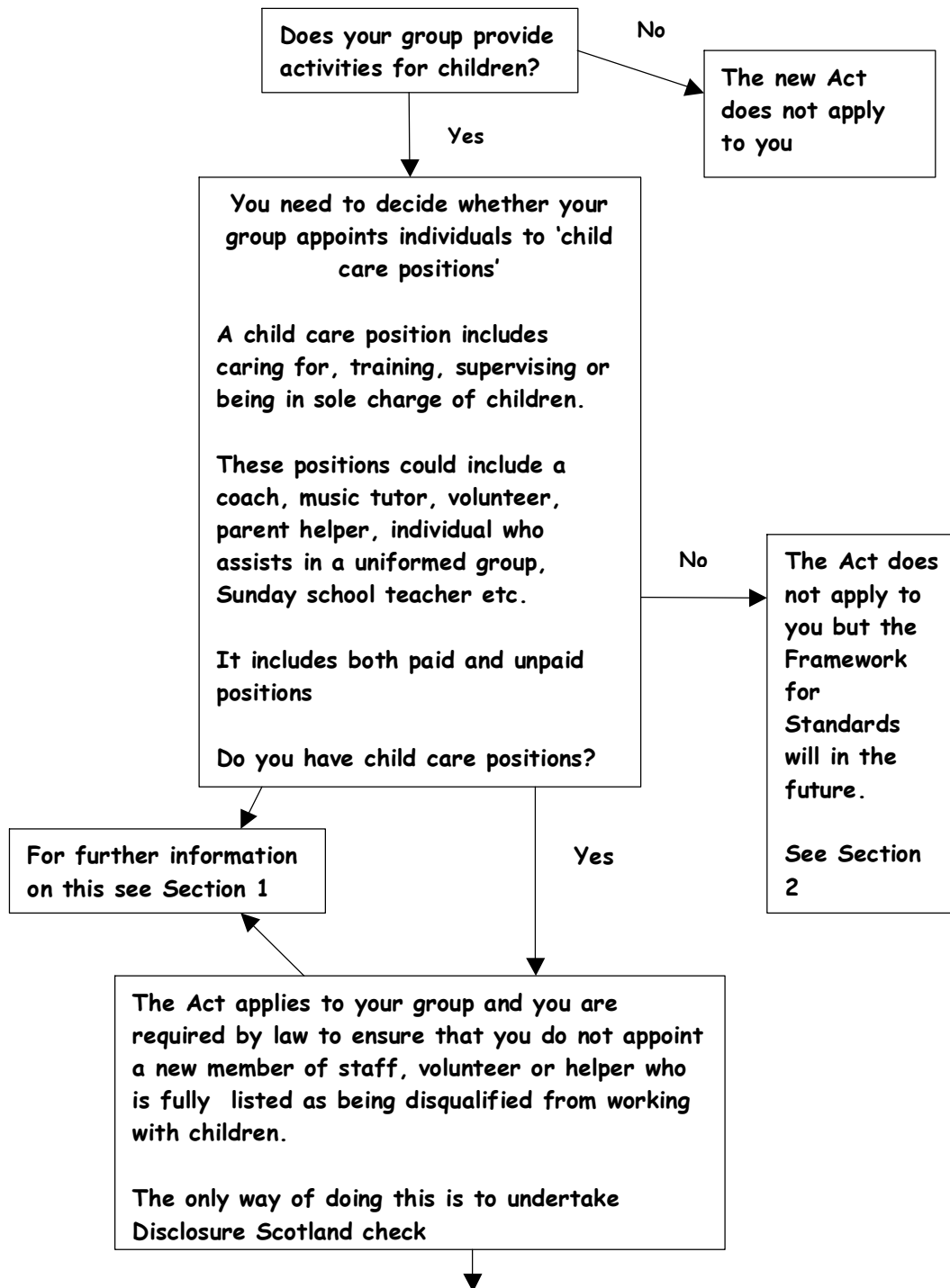
Introduction

It's everyone's responsibility to keep children safe.

- This Pack provides information and sample documents for you to use to help you meet the new Scottish Executive standards and legal requirements for those who provide activities, care for or work with children
- The pack is divided into sections covering the key areas that those who provide activities for children should have in place. The standard documents in the pack can be used to add to any existing information or systems you already have. Please feel free to use the documents in their present format or adapt them to your needs.
- The pack provides guidance on new areas of legislation and recommends action you can take but it is important that you satisfy yourself that what you choose to implement will meet the requirements of the legislation.
- We would like to thank the voluntary groups and organisations who have assisted in developing this pack. In particular
 - All the groups who returned the Child Safe Shetland Questionnaire
 - Firth and Mossbank Family Centre
 - Shetland Association of Pre-school Play
 - Shetland Child Care Partnership
 - Shetland Befriending Scheme
 - Shetland Council of Social Service

Action Flow Chart

This flow chart identifies the decisions you need to take to determine whether the Protection of Children (Scotland) Act 2003 applies to your group and the action you need to take to comply with the act.



Procedures and documents for enrolling / recruiting new staff and volunteers are available on the website



To undertake Disclosure checks you will be required to have

- An equal opportunities policy (including an ex-offenders policy)
- Comply with Disclosure Scotland's Code of Practice
- A policy on the secure storage and destruction of Disclosure information
- A child protection policy



The Act also requires you to notify the Scottish Ministers in certain circumstances where staff, volunteers or helpers harm or put a child at risk of harm

Action that you can take to assist in complying with this includes

- Implementing a code of conduct
- Procedures for dealing with a breach of conduct
- Report format for the Scottish Ministers



Additional safety issues you may wish to consider include

- Travel Safety checklist form
- User / child's enrolment form
- Risk assessment

The Need for Action

- This pack has been developed to support local voluntary and community groups in conjunction with the Scottish Executive's drive to ensure the safety of children in our communities.
- The two key developments that the Scottish Executive have introduced that will effect your group are
 - The Protection of Children (Scotland) Act 2003
 - Protection of Children, The Framework for Standards

1. PROTECTION OF CHILDREN (SCOTLAND) ACT 2003

This places certain legal requirements on voluntary groups who appoint paid and volunteer workers to child care positions.

Schedule 2 of the Act defines child care positions in a number of ways including

"A child care position is a position whose normal duties include caring for, training, supervising or being in sole charge of children"

In determining the type of positions that involve "caring for, training, supervising or being in sole charge of children" it is considered that befrienders, care workers, sports coaches, music tutors, life guards, those involved in uniformed groups, volunteer and parent helpers, youth workers and Sunday school teachers are examples of positions that will fall into this definition.

Your group/ organisation will need to decide whether you have child care positions and if you do it is important that you comply with the Act as failure to do so could lead to your group being prosecuted.

The main aspects of the Act are

- It enables the Scottish Ministers to establish and keep the “Disqualified from Working with Children List”
- The List will include individuals who have been referred by statutory and voluntary agencies who are considered by the Scottish Executive to be unsuitable to work with children.
- The List will also include those who have been convicted in the courts of an offence against a child, when the court considers them to be unsuitable to work with children.
- The Act places a legal duty on your organisation, group or club to do three things
 1. Refer an individual to the List where the grounds for referral are met
 2. Not knowingly appoint an individual who is fully listed to a child care position
 3. Remove an individual who is fully listed from a child care position
- An individual working with children, whether paid or unpaid, is to be referred to the list when they have harmed a child or put a child at risk and have been dismissed or moved away from contact with children as a consequence.
- Additionally, a person who harms or put a child at risk of harm and would have been dismissed had they not resigned, retired, been made redundant or left at the end of a temporary contract must also be referred to the Scottish Ministers.
- Your organisation/ group will have a duty to refer people to the list in these circumstances and failure to do so would be an offence.

- Organisations / groups are required to submit a report to the Scottish Ministers detailing the events and reasons for dismissing or moving the person away from contact with children.
- The circumstances will be considered by the Scottish Ministers and the person may then be provisionally placed on the List whilst there are further investigations. The decision will then be taken as to whether the person should be "fully" placed on the List.
- As well as making a referral to the Ministers it may be appropriate for the organisation / group to report the circumstances to the local social work department so that they can follow up any child protection issues.
- There is an appeal process for those who are placed on the List to safeguard their rights.
- It will be a criminal offence for those who are "fully" on the List to apply to or work with children
- It will also be an offence for an organisation / group to knowingly employ a person to work with children if that person is "fully" on the List or to continue to employ them.
- The only way of finding out whether someone is on the "list" is to undertake a Disclosure Scotland check. Organisations / groups will need to ensure that they have procedures in place for ensuring Disclosures are obtained.

The Act came into operation as of the 10 January 2005.

Further information on the Act can be obtained from the Scottish Executive website at www.scotland.gov.uk and www.scotland.gov.uk/library5/education/pcagfo.pdf

If you have any concerns about a member of staff, volunteer or helper and are unsure what action you should take you can discuss these concerns with a Social Worker by contacting 01595 744421

2. PROTECTION OF CHILDREN AND YOUNG PEOPLE THE FRAMEWORK FOR STANDARDS

- These standards have been developed by the Scottish Executive to ensure that organisations establish effective practices in relation to child protection issues.
- Initially it will be statutory agencies that will be inspected to ensure that they have systems in place to meet these standards. However, it is anticipated that all groups no matter how small who receive public funding and provide child care activities will in due course be subject to these standards and to inspection.
- There are 8 standards and these are summarised in Appendix 1.

So what does this mean for your group?

It means that you should have an approach and systems in place that ensure you

1. Build relationships with children that listens and takes account of their views and needs
2. Have staff/volunteers/helpers who are vetted, have relevant training and who operate within a code of conduct
3. Raise awareness about and promote the safety and protection of children within your group
4. Provide information about what you will do to protect and care for children.
5. Respond quickly to any concerns raised a child
6. Recognise and are aware of the signs that a child may need protection

7. Know the steps that should be taken when a concern is identified including the information that should be recorded and how your group links into the Shetland interagency child protection procedures.
8. Store information in a safe and secure location
9. Share information with statutory agencies where a child may be in need of protection
10. Work together with other professionals to assess the needs and risks to the child
11. Enable children and parents to say when they think you are getting things wrong and act on any complaints

Further information on the Framework for Standards is available on the Scottish Executives website at www.scotland.gov.uk/library5/education/pcypfs-14.asp

3. Meeting these requirements

Action:

Voluntary and Community groups can meet the requirements of the new legislation and the Framework for Standards by having the following systems and procedures in place

- Enrolment / Application process for new staff, volunteers and helpers
- Disclosure procedures
- An Equal Opportunity policy
- Code of Conduct & procedures for action to be taken when this is breached
- A Child protection policy and procedure

The following sections in this pack will provide information and sample documents on all of these issues.

4. NEW VOLUNTEERS, HELPERS OR STAFF ENROLMENT / RECRUITMENT PROCESS

- Ensuring the safety of children in your group starts by taking reasonable steps to avoid unsuitable people from working with children by having a recruitment/enrolment process in place

Action:

It is recommended that

1. Groups that employ paid staff and paid volunteers should have a formal recruitment process and follow the approach outlined in 4.1 below
2. Groups that have volunteers or helpers should have an enrolment procedure and follow the approach outlined in 4.2 below
3. All groups should ensure that new members of staff or volunteers understand their role and receive support
4. All recruitment and enrolment procedures should embrace the principles of equal opportunities

4.1 Recruitment of Paid Staff

The following recruitment process should be followed

- Identify someone within the group to take responsibility for co-ordinating the recruitment of staff
- Advertise all posts
- Provide applicants with a job description outlining the roles and responsibilities of the post. The job description should highlight that a Disclosure check will be undertaken for positions involving regular contact with children.
- Provide an application form - (a standard application form is included at the end of this section). Consent to undertake a Disclosure check should be included in the application form
- Identify an interview panel and agree interview format/ questions
- Select candidates for interview and undertake interviews
- Offer position subject to reference and Disclosure checks.
- Ensure Disclosure forms completed - see Section on Disclosure checks for advice on agencies that can provide you with advice and assistance on this matter
- Obtain written references to obtain views on the applicant's suitability for the job.
- If references and Disclosure check suitable, appoint applicant to post.
- If Disclosure check highlights convictions or other non-conviction information consider whether these are relevant to the post and make a decision on whether to appoint in line with your equal opportunities policy and bearing in mind that children's safety should be your priority (a sample equal opportunities policy is contained in section 6)
- Provide a new member of staff with appropriate training and ensure support is provided

Application Form

Organisation

Post Title

Personal Details:

Name: _____

Address: _____

Postcode: _____ Tel: _____

Employment History / Experience

Please provide details of your employment history and any relevant experience

Dates	Employer Name and Address	Duties / Role / Experience

Qualifications /Training

Please provide details of any qualifications or training you feel are relevant to the post.

Dates	Qualification / Training	Subjects Studied	Provider

Referees

Please provide names of two people who can provide information about your ability to undertake this post and your suitability to work with children. Referees should not be related to you.

Referee 1 Name: _____ Address _____ _____ Tel: _____

Referee 2 Name: _____ Address _____ _____ Tel: _____

Declaration: I confirm that the information I have provided in this application form is accurate.

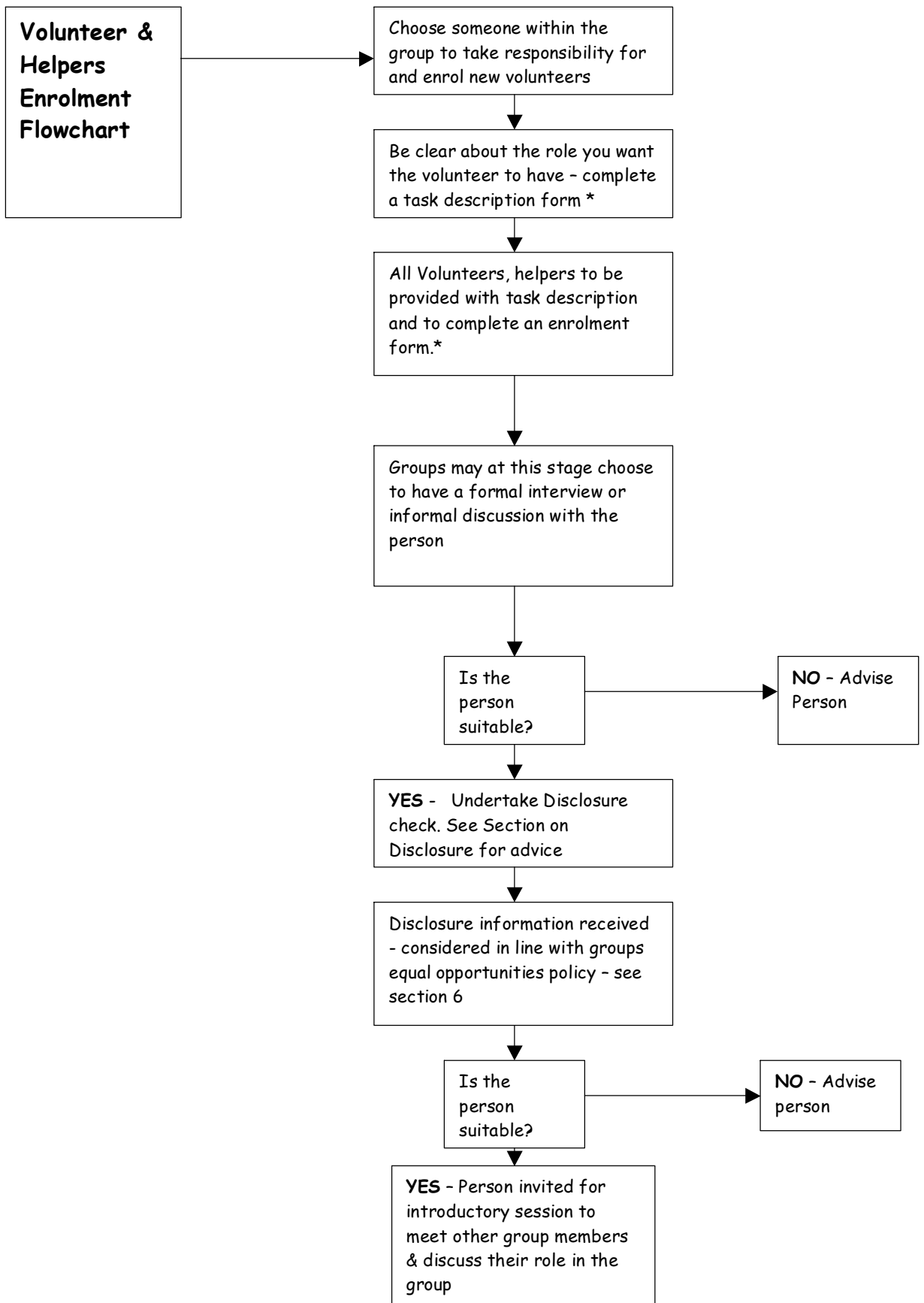
I understand that this post involves regular contact with children and that appointment to this post will be subject to a Disclosure check and that I agree to such a check being undertaken.

Signed: _____

Date: _____

4.2 Enrolment of Volunteers & Helpers

- The approach outlined in section 4.1 above can be followed and it is seen to be best practice in relation to the recruitment of staff and volunteers. However, you may feel that this is too formal given that in many cases you may ask people to become volunteers and already know them well.
- It is important that you have a system of enrolling volunteers as under the legislation all reasonable steps must be taken to ensure that unsuitable people are prevented from working with children.
- Unfortunately, not everyone has the best interests of children in mind and statistics reveal that in many cases children are abused by a person they know well.
- To safeguard yourself against allegations that you failed to take reasonable steps to protect the children who attend your group it is suggested that you follow the approach detailed below.
- It is important to plan ahead to identify the volunteers you may need in the future as the steps in the enrolment process will take some time to implement. It may be advantageous to have a pool of volunteers that you can call on as and when you need them or in an emergency and arrange to have them enrolled in your group now.



* Standard forms are attached at the end of this section for your use

Volunteer / Helper Enrolment Form

Name

Address

Telephone Number

**Who should we contact if you
have an accident**

Name:
Tel:

**Please provide details of any work or experience you have had with
working with children.**

Referees

Please provide names of two people who can provide information about your abilities and your suitability to work with children. Referees should not be related to you.

<p>Referee 1</p> <p>Name: _____</p> <p>Address _____</p> <p>_____</p> <p>Tel: _____</p>
--

<p>Referee 2</p> <p>Name: _____</p> <p>Address _____</p> <p>_____</p> <p>Tel: _____</p>
--

I understand that as a volunteer / helper I will have regular contact with children and my involvement in the group will be subject to a Disclosure check. I agree to such a check being undertaken.

Sign: _____

Date: _____

Task Description Form

Name of Group:	
Title of Position	
Tasks to be undertaken <ul style="list-style-type: none">• Detail the role you want the person to have• What duties and tasks will they be expected to undertake• What activities will they be involved in	
Location of activities / Time Commitment <ul style="list-style-type: none">• Where will they be based• Location of activities• How often and for how long will they involved with the group	
Group Structure & Support <ul style="list-style-type: none">• Explain the structure of your group• Who should they go to if they have a concern or problem	

5.0 Support for new staff, volunteers and helpers

Ensure new staff, volunteers or helpers receive support when they start and are aware of how your group functions. You can achieve this through discussion but also ensuring they

- Have a copy of your code of conduct
- Have read your equal opportunities policy
- Understand your child protection procedures
- Are aware of any relevant health and safety procedures they should follow
- Know who in your group/ organisation they should contact if they have any concerns about issues relating to the group/ organisation

6.0 Equal Opportunities Policy

- All organisations and groups that employ paid staff or have volunteer workers should have an equal opportunities policy in place and it is good practice for this to include an ex-offenders policy.
- Organisations that employ paid workers have a legal obligation to abide by a range of legislation including the Disability Discrimination Act 1995, Sex Discrimination Act 1975, Race Relations Act 1976, Employment Equality (Religion or Belief) Regulations 2003 and the Employment Equality (Sexual Orientation) Regulations 2003.
- A policy should set out your commitment to promote equality of opportunity for staff, volunteers, helpers, members and users.
- "The fact that a person has a conviction should not necessarily make him or her unsuitable to work with children or vulnerable adults. The person's suitability should be looked at as a whole in light of all the information available. Employers (and voluntary groups) receiving Disclosure information should consider the relevance of the information in relation to the position being considered".

1

The section below provides a standard equal opportunities policy that you can use or adapt for your own group.

¹ The Protection of Children (Scotland) Act 2003, A guide and Training Pack for the Voluntary Sector, Sue Wheatley

Equal Opportunities Policy Including Recruitment of Offenders

It is the policy of our group to operate within the principles of equal opportunity in all aspects of our work. This includes staff employment, volunteer appointments and activities with our users.

We aim to ensure that no member of staff, volunteer or user receives less favourable treatment on the grounds of sex, age, disability, race, nationality, ethnicity, marital status, and sexual orientation, and class, political or religious belief.

We will ensure all those involved in our group

- Promote equality and do not participate in negative discrimination.
- Do not incite or attempt to incite others to practice direct or indirect discrimination
- Draw attention to any suspected discrimination or practices within the group to enable these to be dealt with appropriately

We undertake to treat all applicants for positions paid or unpaid within our group fairly and not to discriminate against them unfairly on the basis of conviction or other information revealed.

We will request an Enhanced Disclosure check where it is necessary and relevant to the position sought. Where a position requires such a Disclosure check we will make this clear in the application / enrolment form.

In considering information about convictions received through the Disclosure process, we will take the following into account when deciding whether to appoint the individual:-

- ❑ Whether the conviction or information is relevant to the position being offered
- ❑ The seriousness of the offence or information revealed
- ❑ The length of time since any particular offence or alleged incident took place
- ❑ Whether the applicant has a pattern of offending or other unsuitable behaviour
- ❑ Whether the applicant's circumstances have changed since offending took place

No individual fully listed as unsuitable to work with children under the terms of the Protection of Children (Scotland) Act 2003 will be appointed

We will ensure that all those involved in the recruitment process are aware of this policy.

We will monitor the success and impact of this policy to ensure that those in our group practice and promote equal opportunities.

This was adopted as the Equal Opportunities policy of

"" "

at a Committee meeting on

and is certified as a true copy.

Name
(print)

Name
(print)

Signature

Signature

Committee
position

Committee
position

Date

Date

7.0 DISCLOSURE SCOTLAND

- This section outlines the process of Disclosure checks and identifies organisations that can assist you with these.

Action

- Undertake Disclosure Scotland checks when appointing staff, volunteers or helpers to ensure that the individual is suitable to work with children
- Under the Protection of Children (Scotland) Act 2003 groups must
 - Not knowingly appoint an individual who is fully listed as being unsuitable to work with children
 - The only way of knowing whether someone has been fully listed is to undertake a Standard or Enhanced Disclosure check
- All checks for those working in a 'childcare' position should be at an Enhanced Disclosure level. This will then show whether someone is listed.
- Disclosure checks provided for one group/ organisation are not suitable for use by another group. Each group has to undertake their own Disclosure checks.

Disclosure Checks

- Disclosure checks are undertaken by Disclosure Scotland who issue Disclosure certificates. These certificates detail information about a person's spent (and in the case of standard and enhanced Disclosures unspent convictions) and whether an individual has been provisionally or fully listed as being disqualified from working with children.
- There are three types of Disclosure check

Basic Disclosures - These are issued to individuals on request, subject to confirmation of identity. It is **not appropriate** for your group to use this type of disclosure as they will not detail whether an individual has been listed.

Standard Disclosures - These disclosures will contain details of both spent and unspent convictions held on central records (and any cautions in England and Wales) or highlight that no such records exist. For 'childcare' positions, Enhanced Disclosure information will be provided on Standard Disclosures, so we recommend application for an Enhanced check.

Enhanced Disclosures - These disclosures will contain details of both spent and unspent convictions held on central records (and any cautions in England and Wales) or highlight that no such records exist. In addition it will show any information from local police records considered by the Chief Constable to be relevant to the position being sought and which can be disclosed without harming the interests of the prevention or detection of crime.²

An Enhanced Disclosure is recommended for anyone who has either regular general contact with, or who is regularly caring for, training, supervising or being in sole charge of, children and young people under the age of 18.

² Adapted from The Protection of Children (Scotland) Act 2003, A guide and Training Pack for the Voluntary Sector, Sue Wheatley

DISCLOSURE SCOTLAND CODE OF PRACTICE

Groups or individuals who are registered with or recipients of Disclosure information must comply with a code of practice. A copy of this is available on Disclosure Scotland's website at www.disclosurescotland.co.uk

Some key elements of the Code of Practice requirements include

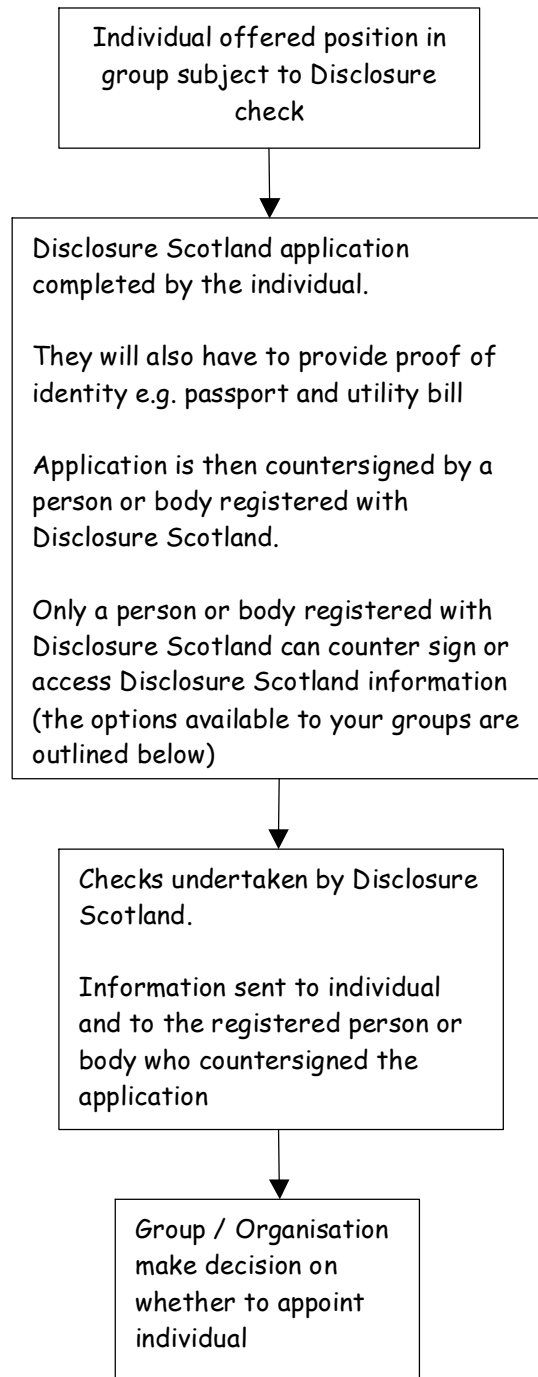
- Disclosure information will only be provided to those entitled to the information under the Exceptions Orders to the Rehabilitation of Offenders Act 1974, namely that they work with children and/or vulnerable adults
- Disclosure information will only be used for the purpose for which it has been provided
- Not to unfairly discriminate against an individual on the basis of any conviction or other detail revealed
- Must not disclose to the individual applicant any Disclosure information supplied by Disclosure Scotland to the group or organisation that has not been disclosed to the individual
- Must securely store Disclosures only making them available to those who need access to them to undertake their duties
- Must not retain the Disclosure information for any longer than is required, and generally no longer than 6 months
- Must dispose of Disclosure information in a secure manner e.g. shredding
- Must have a written policy on handling, holding and destroying Disclosure information³ (a standard policy is available below)

Other requirements in relation to Disclosure Scotland include

- A child protection policy (see section 8)
- A policy on the recruitment of ex-offenders (sample policy included in section 6 in the equal opportunities policy)

³ Adapted from Disclosure Scotland, Code of Practice

PROCESS FOR OBTAINING DISCLOSURES CHECKS FOR VOLUNTARY GROUPS



ACCESSING DISCLOSURE SCOTLAND INFORMATION: OPTIONS AVAILABLE

These include:

- To register directly with the Central Registered Body in Scotland (CRBS) who provide free Disclosures for volunteers in the voluntary sector. (From 1st April 2006, the fee for a Disclosure check for paid staff will be £20.00.) As a group you would then co-ordinate the completion of all appropriate forms / documents.

For more information on this option contact CBRS on 01786 849777 or visit their website on www.crbs.org.uk

- Obtain Disclosure checks through your umbrella organisation. Some voluntary groups are affiliated to national associations or bodies who may be able to undertake Disclosure checks on your behalf.
- To become a member of the Shetland Council of Social Services (SCSS) who is a registered body with Disclosure Scotland. They will then assist you in completing Disclosure forms and meeting the requirements placed on groups applying for Disclosures including providing secure storage for disclosure certificates if required.

An annual membership fee of £25 is charged and an administration charge of £10.00 is made for each disclosure application for a volunteer, £30.00 is charged for paid members of staff.

For more information or assistance contact SCSS at Market House, 14 Market Street, Lerwick on 01595 743902

POLICY ON SECURE STORAGE AND HANDLING, USE AND DESTRUCTION OF DISCLOSURE INFORMATION

In accordance with the Scottish Executive Code of Practice for registered persons and other recipients of Disclosure Information, we will ensure the following practice.

Disclosures will only be requested for appropriate positions within our group and the information provided on a disclosure certificate will only be used for recruitment purposes.

We will ensure that an individual's consent is given before seeking a disclosure, and will seek their consent before using disclosure information for any purpose other than recruitment.

Disclosure information will only be shared with those authorised to see it in the course of their duties.

Where additional disclosure information is provided but is not provided to the disclosure applicant, we will not disclose this information to the applicant, but we will inform them of the fact that additional information has been provided, should this information affect the recruitment decision.

Disclosure information will be stored in a locked non-portable cabinet/ cupboard, for a maximum of 6 months. Only those authorised to see this information in the course of their duties would have access to this cabinet.

Disclosure information will be destroyed by shredding.

No image or photocopy of the disclosure information will be made, however the following details will be retained: -

Date of issue of disclosure

Name of subject

Disclosure type

Position and organisation for which disclosure was requested

Unique reference number of disclosure

Recruitment decision taken.

We will ensure that all those with access to disclosure information are aware of this policy.

We undertake to make a copy of this policy to anyone you may request it.

Organisation

Adopted by

Date

8. CODE OF CONDUCT

Action

- All groups should have a code of conduct for staff, volunteers and helpers that identifies clearly what is acceptable and unacceptable behaviour in relation to children (a sample code is provided below)
- Groups with paid staff and volunteers should have a formal procedure for dealing with breaches in this code of conduct. A procedure regarding inappropriate conduct is detailed below
- Groups with volunteers or helpers should have a process in place for dealing with individuals that harm or put children at risk so that the group can comply with the requirements of the Protection of Children (Scotland) Act 2003. A flow chart of action is detailed below

CODE OF CONDUCT

This Code of Conduct details the type of practice we require all adults working in our group to follow when in contact with children. This code of conduct will assist in ensuring the safety of the children who participate in our group, promote good practice and reduce the likelihood of false allegations.

When working with children:

- Treat all children equally, and with respect and dignity
- Always put the care, welfare and safety needs of a child first
- Always work in an open environment, avoiding unobserved situations
- Be a good role model, avoiding smoking, drinking or use of bad language in front of children
- Give enthusiastic and constructive feedback rather than negative criticism
- Ensure that if any form of manual or physical contact is required during an activity that the child is informed of what is required and their consent is obtained
- If children have to be supervised in changing rooms ensure you work in pairs
- Ensure that if mixed groups of children are taken on trips that they are accompanied by a male and female members of staff/volunteer/helper
- Ensure that when on trips away from home you do not share a room with a child, other than your own. Adults should not enter a child's room on their own, except in an emergency. A child/children who require/s additional support or supervision may be accompanied by a designated carer, who can provide agreed one-to-one support.
- Ensure that you do not invite children to come to your home
- Obtain written parental consent if you are required to transport a child in your car
- Never engage in rough, physical or sexually provocative games, including horseplay

- Never allow or engage in any form of inappropriate touching
- Never make sexually suggestive comments to a child, even in fun
- Never allow allegations made by a child to go unrecorded or not acted upon
- Report immediately any suspicion that a child could be at risk of harm or abuse
- Never do things of a personal nature for a child, that they can do themselves
- Never form inappropriate emotional or physical relationships with children⁴

In line with the Protection of Children (Scotland) Act 2003 individuals who harm a child or place a child at risk of harm and are asked to leave or are moved away from working with children will be referred to the Scottish Ministers to determine whether they should be placed on the disqualified from working with children list.

This was adopted as the Code of Conduct of

"" "

at a Committee meeting on

and is certified as a true copy.

Name
(print)

Name
(print)

Signature

Signature

Committee
position

Committee
position

Date

Date

⁴ Adapted from A Guide and Training Pack for the Voluntary Sector, Scottish Executive written by Sue Wheatley

INAPPROPRIATE CONDUCT PROCEDURE

This procedure outlines the approach we will take should a member of staff/volunteer breach the code of conduct.

We will aim to ensure that workers within the group are supported and are clear about appropriate and inappropriate conduct. When minor breaches of conduct occur we will discuss these with the individual and monitor the situation to ensure the behaviour does not continue.

However, in the event that this behavior continues or in the event that there is an act of gross misconduct the procedure below will be followed

GROSS MISCONDUCT

Any of the following would constitute gross misconduct:

- Theft from any worker/volunteer /helper or child in the group
- Physical or verbal violence or abusive behaviour towards any worker /volunteer/ helper or child in the group
- Misappropriation of funds, including falsification of expense claims
- Harassment of any worker/volunteer / helper or child in the group
- Serious incapability through alcohol or being under the influence of illegal drugs
- Serious negligence which causes inappropriate risk, unacceptable loss, damage or injury

If a member of staff/ volunteer is thought to have committed serious misconduct we reserve the right to suspend them from continuing working with the group, while the case is investigated.

In the event that this behaviour has harmed a child or put a child at risk and, as a result a decision is taken to permanently dismiss or moved the individual away from contact with children we will report the individual to the Scottish Ministers to be considered for inclusion on the list of people

disqualified from working with children in line with our legal requirements under The Protection of Children (Scotland) Act 2003.

In addition we will refer the situation to Shetland Islands Council, through the Duty Social Worker.

THE PROCEDURE

Stage One

Every effort will be made through discussion with the individual to ensure that the breach of conduct is rectified. However, should the inappropriate behaviour continue stage 2 of this procedure will be implemented.

Stage Two

Written Warning

If there are still grounds for dissatisfaction, the Committee/ management team will hold a formal interview with the member of staff/volunteer.

The member of staff / volunteer will be given written notice of this interview, stating the grounds for dissatisfaction, and he/she has the right to bring a non-legal representative to this interview.

Following the interview the member of staff/ volunteer and their representative will withdraw whilst a decision is made.

If the grounds for dissatisfaction are upheld at this interview, a formal written warning will be issued. This warning will detail what action the volunteer will must take to improve their conduct and performance.

If sufficient progress has been made no further action will be needed.

Stage Three

Dismissing a member of staff/ volunteer

If conduct or performance is still unsatisfactory and the member of staff/ volunteer still fails to reach the standards required, dismissal will normally result. Only the Committee members/ management team can take the decision to dismiss. The member of staff/ volunteer will be provided, as soon as reasonably practicable, with written reasons for their dismissal, the date on which their contract will finish (if applicable) and the right of appeal.

APPEALS

At every stage in the procedure the member of staff / volunteer will be advised of the nature of the complaint against him/her and will be given the opportunity to state his or her case before any decision is made.

If the member of staff/ volunteer wishes to appeal against any decision, they must appeal in writing to a member of the Committee / management team.

The Committee members / management team will consider the appeal and make a decision on the matter, that decision will be final.⁵

Organisation

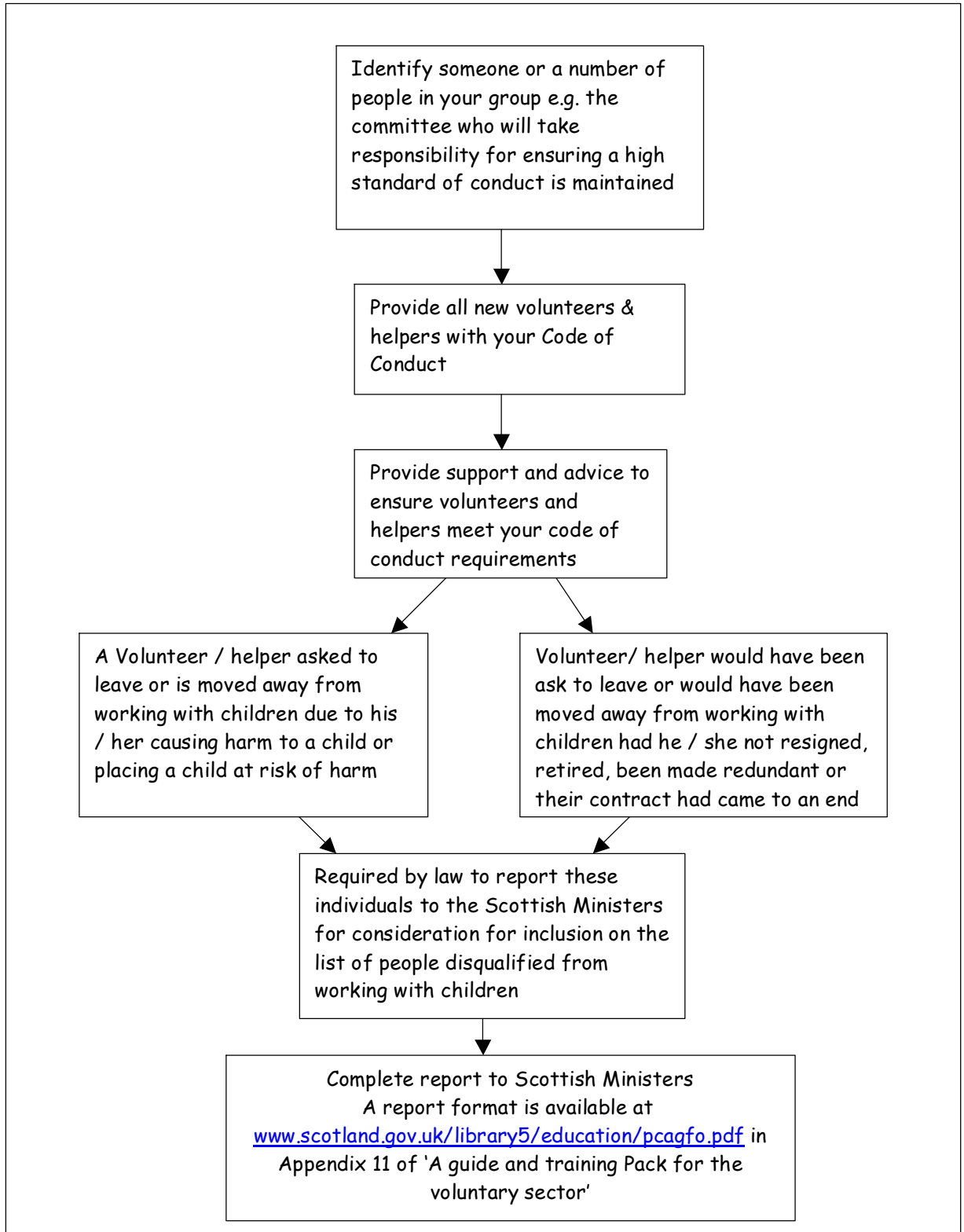
Adopted by

Date

⁵ Adapted from the Shetland Befriending Scheme procedures.

Code of Conduct

Action Flowchart



9. Child Protection

Action

- All groups should have a child protection policy and procedure
- A sample policy and procedure are provided below

Further information about the definition of abuse, recognising abuse and the procedures followed by the statutory sector on receiving a referral or identifying a child protection concern are detailed in the Shetland Inter-Agency Child Protection Procedures.

A copy is available on the Council's website at www.shetland.gov.uk

Child Protection Policy statement

We are committed to safeguarding the welfare of all children and young people. All reasonable steps will be taken to promote safe practices and to protect children from harm, abuse and exploitation.

We will

1. Implement our recruitment / enrolment procedures for appointing staff, volunteers and helpers to ensure that reasonable steps are taken not to appoint a person who is unsuitable to work with children or who is disqualified from working with children
2. Ensure that all staff, volunteers and helpers in our group are aware of their responsibility to protect children and young people. A child will be considered to be anyone under the age of 18.
3. Promote the rights of a child to be listened to and to be taken seriously so that the child is able to express their views, thoughts and concerns.
4. Ensure that staff, volunteers and helpers are aware of and adhere to our code of conduct and child protection policy and procedures, a copy of which are attached.
5. Ensure that all staff, volunteers and helpers understand the need to report child protection concerns about a child or a worker's conduct towards a child.
6. Ensure that staff, volunteers and helpers understand their responsibility to refer any child protection concerns to the Shetland Island Council, Duty Social Worker, inline with our child protection procedures.

7. Make referrals in line with the Shetland Inter-Agency Child Protection Procedures which we approve and adopt.
8. Ensure that staff, volunteers and helpers are provided with support and the opportunities to develop their skills and knowledge in relation to child protection issues

This was adopted as the Child Protection policy of

"" "

at a Committee meeting on

and is certified as a true copy.

Name
(print)

Name
(print)

Signature

Signature

Committee
position

Committee
position

Date

Date

Child Protection Procedure

The following action will be taken in the event that a member of staff, volunteer or helper receives information or suspects that a child may have been or is being abused in any way.

1. Listen and reassure the child

- In the event that a child approaches you to disclose that abuse has or is taking place
- Show that you take the child seriously and listen to what they are saying, reassure them that they can trust you, that they are safe and that you will pass on this information to people who will be able to support them. Do not promise to keep the situation secret as information relating to child protection cases must be referred to the Duty Social Worker. However, the information provided by the child should only be shared with those who need to know.
- Do not ask the child questions to obtain more information or investigate the concerns. Only ask the child questions to clarify what the child has said.

2. Record

Record what the child has said or your concerns detailing the following information

- The child's name, address and date of birth
- Date and time of information received / concern identified
- The child's account of what has happened or in the case where it is you that suspects abuse, detail your concerns
- Sign and date the record

3. Refer

- Immediately inform _____ (this person could be the line manager, group leader or a designated person within your group who deals with child protection issues).
- They should make contact with the Shetland Islands Council, Social Work, Duty Social Worker to advise them of your concerns or the child's disclosure, or help you to do so.
- In the event that the person detailed above is not available you should make contact with Social Work.
- As well as telephone contact, it is best practice to put your concerns in writing, using a copy of the form in the Shetland inter-agency Child Protection Procedures.

4. Local Contact Details

**Shetland Islands Council,
Education & Social Care Department
Duty Social Worker,
St Olaf Street,
Lerwick**

**Tel: 01595 744421
Out of hours: 01595 695611**

Travel Checklist

Details of trip

Dates of Trip: leave_____ return_____

Transport arrangements

Insurance cover arranged YES / NO

Name & Address of Insurers _____

Policy number _____

Accommodation to be used:

Tel: _____

Consent forms completed YES / NO

Members of group with special needs or medical conditions and arrangements for dealing with these

First Aid arrangements

--

Itinerary

--

Contact details of adults accompanying group

Name	Mobile Number

- Photocopy this form and leave a copy with a member of your group not travelling so that they have information available should an emergency occur and contact is required.

Risk Assessments

- Risk assessments should be undertaken by your group to identify any hazards that may pose a risk to you, the children and any volunteers or helpers in your group. Action should be taken to remove the risk or where this is not possible to minimise that risk.
- There may be numerous hazards associated with the types of activities or facilities you use including equipment, fire, heating, lighting etc
- It is good practice to identify these hazards and to identify who is at risk, what existing measures you are taking to minimise these and any additional precautions that can be taken. It is important that staff, volunteers and helpers are aware of this assessment and that as a group you continue to identify any further risks that may arise.
- The form below can be completed to record the action you have taken.

Identified hazard	Persons at risk	Existing measures	Additional Precautions

Identified hazard	Persons at risk	Existing measures	Additional Precautions

Completed by

Date

User Enrolment Form

Child's Name	
Date of Birth	
Address	
Parents / Carers Names	
Emergency contact details	
Relevant Medical Information	Doctor Name Tel:
	Dentist Name Tel:
Any Allergies	Yes / No Details:
Is there any other information regarding your child e.g. their health that you feel is relevant for us to know given the types of activities our group provides?	Please detail:
Signature	
Relationship to Child	
Date	

The information held in this enrolment form will only be shared with the volunteers and helpers who require to know this information to ensure the safety of your child.

The enrolment form will be kept in a safe and secure location.⁶

⁶ Adapted from the Firth and Mossbank Family Centre enrolment form

Local Organisations & training providers

Detailed below are a number of organisations who may be able to assist you in the activities and work that you undertake with children

Organisation	Support / advice provided
<p>Shetland Council of Social Service Market House 14 Market Street Lerwick Shetland ZE1 OJP 01595 743900</p>	<p>Range of support & advice provided to voluntary groups in Shetland including assistance with Disclosure Scotland checks.</p> <p>Assistance with other administrative needs e.g. photocopying etc</p>
<p>Shetland Pre-school play Ltd Market House 14 Market Street Lerwick Shetland ZE1 OJP 01595 743900</p>	<p>Provides support & advice to Parent and Toddler groups and to those providing pre-school provision.</p> <p>Toy library available for the hire of toys, games and equipment</p>
<p>Shetland Childcare Partnership Bruce Family Centre Lerwick 01595 697460</p>	<p>Provides support, advice and a range of training opportunities to those providing activities and services for children.</p>
<p>Shetland Islands Council Sport & Leisure Service Hayfield House, Lerwick 01595 744006</p>	<p>Provides advice and support to voluntary, community and sporting groups, including the provision of grant assistance.</p>
<p>Shetland Islands Council Community work office Lerwick / Bressay 01595 744043</p>	<p>Support and advice for community groups including access to training.</p>
<p>Shetland Islands Council Community work office North Isles 01957 702040</p>	<p>Support and advice for community groups including access to training.</p>
<p>Shetland Islands Council</p>	<p>Support and advice for community</p>

Community work office North Mainland 01806 522417	groups including access to training.
Shetland Islands Council Community work office South Mainland 01950 431439	Support and advice for community groups including access to training.
Shetland Islands Council Community work office West Mainland 01595 880440	Support and advice for community groups including access to training.

Training Providers

A number of local organisations provide training that may be useful to your group. Below are details of the organisations and the type of training they provide. These organisations are happy for you to make contact with them to discuss any training needs you may have. A number of the organisations provide training free of charge or at a reduced rate for voluntary and community groups.

Organisation	Type of training
<p>Volunteer Centre Shetland</p> <p>Market House 14 Market Street Lerwick Shetland ZE1 0JP</p> <p>01595 743900</p>	<p>VCS runs a variety of courses throughout the year. This training is available to all community and voluntary groups for their staff, volunteers and helpers.</p> <p>Examples of the training sessions provided includes, basic first aid, manual handling, Autism awareness, children's rights, effective recruitment of volunteers, etc. The training provided is usually free of charge.</p> <p>VCS advertise courses in the Shetland Times but please contact them if you wish to discuss your training needs.</p>
<p>Train Shetland</p> <p>North Gremista Industrial Estate, Lerwick Shetland ZE1 0PX</p> <p>Tel: 01595 744744</p>	<p>Train Shetland provides a whole range of training including first aid, recruitment and interviewing skills, health and safety, food hygiene, and risk assessment training.</p> <p>There is a charge for the training but discounts can be provided for groups who wish to send a number of staff, volunteers or helpers on a training session.</p> <p>To discuss the costs associated and to obtain further information about the wide range of training they undertake please contact Jackie Watt, Short Course Manager.</p>
<p>Shetland Child Care Partnership</p> <p>Bruce Family Centre, Gressy Loan Lerwick Tel: 01959 697460</p>	<p>The Child Care Partnership provides a range of training throughout the year including First aid courses, health and safety, food hygiene and child protection awareness.</p> <p>Priority for training will be given to those providing child care but please contact the family centre to discuss your groups needs, as they will be happy to assist if they can.</p>
<p>Child Protection Training</p>	<p>For the latest information on the availability of child protection training please contact Helen Watkins, Shetland Child Protection Committee Co-ordinator, on 01595 744435</p>

Appendix 1

The Protection of Children and Young People The Framework for Standards

Detailed below is a summary of the 8 standards contained within the Framework for Standards, a complete copy of the requirements can be obtained from the Scottish Executive website at www.scotland.gov.uk

- **Standard 1 - Children get the help they need when they need it**
- **Standard 2 - Timely and effective action is taken to protect children**
- **Standard 3 - Children are listened to and respected**
- **Standard 4 - Information about children is shared where this is necessary to protect them**
- **Standard 5 - Agencies and professionals work together to assess needs and risks and develop effective plans**
- **Standard 6 - People who work directly with children are competent and confident**
- **Standard 7 - Work in partnership with members of the community to protect children**
- **Standard 8 - Agencies, individually and collectively, demonstrate leadership and accountability for their work and its effectiveness**