



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Children First in Disability Services

- a Guide to Policy Formation and Implementation

Revised July 11th 2013

NOTE: This guide will be amended in line with “*Safeguarding Guidance for Organisations*” outlined in Children First Heads of Bill 2012 to be published by Children and Family Services, HSE.

Adapted from “Interim Guide for the Development of Child Protection and Welfare Policy, Procedures and Practices” (HSE Child and Family Services (CFS) 22/06/2012) and updated information received from HSE CFS 28.2.13

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Children First in Disability Services

- a Guide to Policy Formation and Implementation

Introduction

The revised “Children First: National Guidance for the Protection and Welfare of Children” (DCYA 2011) promotes the welfare of children and their protection from abuse. It states what organisations must do to keep children safe and what everyone should do if they are concerned about a child’s safety or welfare. It sets out specific protocols for HSE social workers, Gardaí and other front line staff in dealing with suspected abuse and neglect. It emphasises the importance of multi-disciplinary, inter-agency working and sharing of information in the best interests of protecting children and highlights procedures and practices essential in organisations working with children to safeguard children from abuse (DCYA).

All statutory, voluntary and community organisations working with and in direct contact with children should have procedures and guidelines for staff and volunteers which are derived from and consistent with;

- *Children First: National Guidance for the Protection and Welfare of Children (DCYA 2011)*
- *Our Duty to Care: The Principles of Good Practice for the Protection of Children and Young People (DOHC 2002).*

This guidance framework has been developed to ensure a consistent approach to and implementation of Children First (CF), 2011 across all statutory and non-statutory HSE funded disability services and to ensure compliance with same. All organisations whose staff may have contact with children through their work are required to implement this policy framework. Whilst this is not specifically referred to in Children First 2011, organisations providing services to adults with disabilities must also implement this guidance framework to ensure their compliance with Children First. Children may visit adult services or staff may observe children at risk on home visits

This is a guidance tool which has been developed to assist organisations to develop and implement standards of good practice in Child Protection and Welfare. It is the responsibility of each organisation to develop their own Policies and Procedures using the guide and in conjunction with all documentation referenced throughout. Organisations should also seek their own legal advice in relation to their child protection policies and procedures.

Where HSE funding arrangements are in place or are about to be approved, a Child Protection & Welfare Policy that is consistent with Children First 2011 must be in place.

Using this guide

It is acknowledged that organisations will be at different levels of maturity in implementing Children First;

Level 1: Developing a robust Child Protection and Welfare Policy, Procedures and Practices for the first time.

Level 2: Child Protection and Welfare Policy Procedures and Practices are implemented, but require review and revision to incorporate the changes in Children First 2011.

Level 3: Child Protection and Welfare Policy Procedures and Practices have been updated in line with Children First 2011, however require a monitoring tool to measure and confirm compliance.

This framework is structured to guide organisations irrespective of what level they are currently at.

Section A: Developing a Child Protection and Welfare Policy, Procedures and Practices

This is a guide on what to include in your organisation's Child Protection and Welfare Policy, Procedures and Practices. This is structured under section headings, which outline the critical areas for inclusion in the Policy Procedures and Practices. These areas are described in detail in Children First (DCYA 2011), Our Duty to Care (DOHC 2002), Child Protection and Welfare Practice Handbook (HSE 2011) and HSE Interim Guide for the Development of Child Protection and Welfare Policy, Procedures and Practices (revised June 2012) and should be consulted throughout.

Section B: Implementation

This includes guidance on the process an organisation needs to go through to develop and implement a Child Protection and Welfare Policy, Procedures and Practices which are compliant with Children First 2011.

Section C: Monitoring and Compliance

This section provides quality assurance checklists for organisations to measure their compliance in developing Child Protection and Welfare Policy, Procedures and Protocols and to monitor compliance with implementation within the organisation. It also details mandatory quarterly reporting of compliance on implementation of Children First to the HSE by voluntary organisations and HSE Disability Services.

Glossary of terms used in this document

The meanings of words used in this document should be read as:

- Child:** Means a person under the age of 18 years other than a person who is or has been married (Sect. 2.1.2, C.F. 2011)
- CP&W Policy:** Child Protection and Welfare Policy
- Organisation:** Includes but is not limited to individuals / groups / agencies that provide services to people.
- Parents:** Refers to all parents, guardians and carers
- Workers:** Refers to staff, volunteers, students, those on clinical / training / work placements, contractors (that have access to children), board of management and management committees.
- SRF:** Standard Report Form; for reporting child protection and/or welfare concerns to the HSE.

Abbreviated references to texts

- ODC:** Our Duty to Care: The Principles of Good Practice for the Protection of Children and Young People, (DOHC 2002)
- C.F.:** Children First: National Guidance for the Protection and Welfare of Children, (DCYA 2011)
- CPWPH:** Child Protection and Welfare Practice Handbook, (HSE 2011).

**Section A:
Developing Child Protection and Welfare Policy and Procedures**

1. Develop a Child Protection and Welfare Policy Statement
Outline the basis for having a Child Protection and Welfare policy (C.F. 4.7.1 & 4.7.2)
Explain who your policy is for and the obligation for all to be familiar with and adhere to it
Outline the aim and purpose of the Child Protection and Welfare Policy
Explain the organisation's intention to keep children safe (C.F. 4.7.5, ODC p.7 & Factsheet 3)
Outline that the welfare of the child is paramount (C.F p.4, ODC p.4 & CPWPH 1.2)
Acknowledge the rights of children to be protected, treated with respect, listened to and have their views taken into consideration (C.F. Chapter 1; ODC p.4)
Identify the person who is responsible for the approval and review of the organisation's Child Protection and Welfare Policy as per heads of bill
State that the policy will be reviewed by a named person every two years, or more regularly if required

2. Define the principal types of child abuse and provide guidance on how to recognise such abuse.
The definitions of principal types of child abuse are outlined in CF, Chapter 2. To ensure consistency on definitions, the definitions provided in CF, Chapter 2 should be used and not be changed or adapted in any way.(CF App 8). Additional detail included in CF, Appendix 1, CPWPH p.32 must be included in your policies appendices.
Include guidance for recognising child protection and welfare concerns. (C.F. 2.6 & 2.7)
Recognise and acknowledge that children with disabilities and other children such as those who are homeless, in care or separated from their families may be more vulnerable to neglect or abuse than others. (C.F. 2.8 and 8 inc.)
Provide guidance on the identification of and response to cases of Peer Abuse and Bullying. Provide a statement on bullying (C.F. 9 inc)

<p>3. Reporting Procedures</p> <p>Outline clear reporting procedures for staff / volunteers/ students who are concerned or who may suspect that children are being abused or neglected or at risk of abuse or neglect.</p>
<p>State that it is responsibility of all persons to be alert to the possibility that children may be suffering from abuse or neglect and that they have a duty to report same. (C.F. 3.2.)</p>
<p>Include guidance on dealing with disclosures (C.F. 2.7.3 & 3.6, ODC p.17, CPWPH 2.5)</p>
<p>Give examples of reasonable grounds for concern (ODC p. 20, CPWPH 2.2 and 2.4)</p>
<p>Outline the steps to be followed in relation to reporting child protection and welfare concerns (C.F. Chapter 3, CPWPH 2.9)</p>
<p>When unsure if a formal report should be made, make reference to consulting with the DLP and Duty Social Worker in the HSE Children and Families Services if required (C.F. 3.4.2, CPWPH 2.7)</p>
<p>Include contact details for local HSE Children and Families Services (Duty Social Work) (C.F. Appendix 2, CPWPH 5.1)</p>
<p>Include a statement that it is good practice for parents/guardian to be informed that a report is to be made to the HSE Children and Families Services, unless doing so would put the child at further risk (C.F. 3.2.9, CPWPH 2.12)</p>
<p>State that reports should be made <u>without delay</u> to the HSE Children and Family Services (C.F. 3.2.5)</p>
<p>State that all concerns / disclosures are recorded (C.F. 2.7.6, ODC p.16)</p>
<p>State that potential risks posed by a specific person to <i>unidentifiable</i> children should also be reported to the HSE (C.F. 3.2.4.)</p>
<p>Explain the consequences of failure to report and failure to take steps with regard to child protection and abuse with reference to “Reckless Endangerment of Children”, Section A76, Criminal Justice Act, 2006 and any other relevant legislation (C.F. 3.2.7)</p>
<p>State the actions to be taken by the organisation where the Designated Liaison Person (DLP) decides not to report a concern to the HSE (C.F. 3.8.1)</p>
<p>Outline the provisions for the Protection for Persons Reporting Child Abuse Act, 1998 re protection from:</p> <ul style="list-style-type: none"> ▪ Civil liability ▪ Penalisation by an employer (C.F. 3.10)
<p>Refer to the Standard Report Form [SRF] when making a report to the HSE Principal Social Worker or Duty Social Worker in the HSE Children and Family Services (C.F. 3.4.4 & Appendix 3, CPWPH 2.9)</p>

Make clear that in the event of an emergency, where you think a child is in immediate danger and you cannot get in contact with the HSE, you should contact the Gardaí (C.F. 3.4.3, CPWPH 2.8)
Detail how you will record concerns that may not initially need to be reported to the HSE, e.g. incidents etc. (ODC p.21)
Outline processes to deal with and report retrospective disclosures of child abuse by adults (C.F. 3.6, CPWHB 3.1.16)
Outline your agencies responsibility to report third party concerns to the HSE Children and Family Services (CF 5.15.3, CPWPH 2.11)
Include what to do if you have a concern that a child is missing

4. DESIGNATED LIAISON PERSON (DLP)
Provide a named Designated Liaison Person responsible for dealing with child protection and welfare concerns (may be more than one person in accordance with size of organisation) C.F. 3.3, ODC Section 6 & Factsheet 7 & CPWPH 2.1.2:
Provide a named Deputy Designated Liaison Person
Provide the contact details and job title of the Designated Liaison Person/s and Deputy
Outline the role and responsibilities of the Designated Liaison Person, including: <ul style="list-style-type: none"> ▪ ensuring that the standard reporting procedure is followed ▪ that they are knowledgeable about child protection and undertake any relevant training considered necessary
The organisation needs to establish a system to centrally log, appropriately manage and collate raised child protection issues and queries. The DLP/s will be responsible for managing and reviewing the data to identify trends and any training or operational requirements arising from this.

5. Guidance on Confidentiality
Provide a clear statement on the responsibilities of those involved with children, with regard to confidentiality and the exchange of information (CF 3.9)

<p>Include statement - where child protection and welfare concerns arise, information must be shared on a 'need to know' basis in the best interest of the child (C.F. 3.9)</p>
<p>State that no undertaking regarding secrecy can be given and outline how this is reflected in practice. (C.F. 3.9.3)</p>
<p>State that sharing information in this regard is not a breach of confidentiality or data protection (C.F. 3.9.4)</p>
<p>State that parents and children have a right to know if personal information is being shared, unless doing so could put the child at further risk (C.F. 3.2.9 & 5.2.6, ODC p.22)</p>
<p>Outline how records are kept in a safe and confidential manner (C.F. 3.9.3 & 3.11.2, Data Protection Acts)</p>
<p>State the policy / protocol for cooperating with the HSE Children and Family Services on the sharing of your records where a child welfare or protection issue arises. (C.F. 4.7.5.viii)</p>
<p>State the commitment to attend and share information, as required, at formal child protection and welfare meetings as organised by the HSE Children and Family Services i.e. Child Protection Conferences and Strategy Meetings (C.F. p.2)</p>

<p>6.Record Keeping</p>
<p>Outline procedures for keeping records of child protection and welfare concerns allegations or disclosures of child abuse, specifying;</p> <ul style="list-style-type: none"> • Where records are stored • Security of records • Who has access to those records • Confidentiality of records <p>(C.F. 3.11, 4.7.5 (viii) & 5.21)</p>
<p>Include reference to your organisation's Data Protection Policy and Procedures, with particular reference to record retention policy for child protection and welfare records (C.F. 3.9.3 & 3.11.2, Data Protection Acts)</p>
<p>State commitment to cooperate in the sharing of your records with the HSE Children and Family Services where there is a child protection or welfare concern (C.F. 4.7.5 viii)</p>

<p>7. Safe Recruitment Procedures for Workers</p>
<p>Provide a statement on the organisation's recruitment policy and procedures. If you have a specific recruitment policy and procedures – include policy name and document number. C.F. 1.3.1(i), 4.5.5 & ODC Section C</p>
<p>Ensure your recruitment policies and procedures include:</p> <ul style="list-style-type: none"> • Advertising/publicising prospective positions as widely as possible • Worker's job and role description • Information for applicants about the organisation and its activities

- Application Form
- Procedure for Garda vetting and police clearance for other jurisdictions, plus criteria on decision making regarding suitability in the event of disclosures (CF 4.5.3 & 4.5.4)
- Specific factors which would exclude applicants from working in your organisation (ODC 8)
- Declaration Form for all workers (ODC p.8 & Appendix 6)
- Clear Procedures for interviewing, in particular being undertaken by at least two representatives of the organisation using an agreed set of criteria
- A minimum of two recent references to be secured for all staff and three references for persons working directly with children and vulnerable adults, which are;
 - not from family members
 - received in writing
 - verified by telephone, letter or personal visit
- Confirmation of identity, including name and address together with a signature or photograph
- A defined probationary period with regular appraisals
- Contracts agreed by management and workers (including that workers will comply with the organisation's child protection and welfare policy)

8a. Safe Management of Workers – Supervision and Support

Provide a statement on your organisation's policy and procedures on supervision and staff support. If you have a specific policy on Supervision – include policy name and document number.
(C.F. 1.3.1(i) ODC p.10)

Ensure your supervision policies and procedures include:

- Type and frequency of support and supervision (i.e. team meetings, supervision - formal or informal)
- Statement on how the organisation will provide support to individuals who are dealing with / have dealt with a child protection and welfare concern or disclosure
- The expectation that staff disclose any convictions or if they have been given the benefit of the Probation Act [this is a requirement for HSE funded agencies]

8b. Safe Management of Workers - Training & Induction

Provide a statement on your organisation's policies and procedures on Training and Induction. If you have a specific policy on training and induction – include policy name and document number.
(C.F. 1.3, Chapter 10 & ODC p.9)

Ensure your training and induction policies and procedures include:

- All workers receive induction in the organisation's child protection and welfare policy
- A training strategy which will be reviewed annually (C.F. 10.5.7)
- All workers receive child protection and welfare training (i.e. in-house, *Keeping*

Safe and/or on-going additional training)

9. PROCEDURE FOR ALLEGATIONS OF ABUSE AGAINST WORKERS

Provide guidelines on dealing with allegations of abuse against workers
(C.F. Appendix 9, ODC Section 7 & CPWPH 4.4, Trust In Care)

Ensure two named people to deal with the two separate procedures for:

- The child (reporting procedures to HSE Children and Family Services / An Garda Síochána as per Section C of this Guide)
- The worker (HR / organisational disciplinary procedures)

State the principle that the welfare of the child is paramount to ensure that there is no delay in reporting to the HSE Children and Family Services and / or to An Garda Síochána
(C.F. 3.2.5)

Outline obligation on the employer who becomes aware of an allegation of abuse of a child or children by a worker during the execution of that worker's duties, to privately inform the worker of the following:

- (i) the fact that an allegation has been made against him or her
- (ii) the nature of the allegation

The worker should be afforded an opportunity to respond. The employer should note the response and pass on this information if making a formal report to the HSE Children and Family Services.
(C.F. Appendix 9)

All stages of the process should be recorded

Notification to HSE Children and Family Services or An Garda Síochána will take place where there are reasonable grounds for concern
(CF P 3.4, ODC p.20, CPWPH 2.2)

In the event of an emergency, where a child may be in immediate danger and the HSE is not available – provide instruction to contact An Garda Síochána directly.
(CF 3.4.3, ODC p.20)

Protective action should be proportionate to the level of risk to the child i.e. possible options that may include

- Any action taken should be guided by agreed procedures, the applicable employment contract and the rules of natural justice. (C.F. Appendix 9)

Inform parents of actions planned and taken, having regard to the rights of others

State that the employer / manager will liaise closely with investigating bodies (HSE Children and Family Services / An Garda Síochána) to ensure that actions taken by the organisation do not undermine or frustrate any investigations

10. CODE OF BEHAVIOUR BETWEEN WORKERS AND CHILDREN

Outline organisation's Code of Behaviour for it's workers. (ODC p6 and Factsheet 1)
Include positive statements about how workers should behave towards and communicate with children (ODC Fact sheet 1)
State commitment to treat all children equally in line with the Equal Status Acts 2000 - 2004
Provide a clear outline of what is acceptable and not acceptable behaviour towards children
Identify what is considered inappropriate and appropriate touch in relation to the service / activity you provide
Outline what is good practice for safe management of activities (ODC Section 4, Page 11)
State how individual, tailored intimate care procedures for children requiring assistance with tasks of a personal nature should be developed in consultation with the child (where appropriate) and parents
Outline safe practice guidelines for workers working in one to one situations
Provide guidance for workers on contact and boundary issues with service users outside the work environment / organisation's activities
Provide guidance on the appropriate use of technology and electronic communication
Provide guidance on the appropriate use and storage of images
Provide guidance on appropriate relationships with children (ODC Factsheet 1)
Provide clear statements about how workers should report concerns they note about a colleague's behaviour with regards to a child/children
Outline worker's responsibilities to make Protected Disclosures under Section A03 of the Health Act 2007* (CPWPH 4.6)

* Specific to HSE and HSE funded services

11. Parental Involvement / Sharing Information

Outline your principles of good practice
(ODC p.4)

Ensure process is in place to make all parents and children aware of your child protection and welfare policy, including those contacting you for the first time, e.g. via parent meetings, posters, leaflets, booklets, newsletters, websites and / or information evenings

State your policy on sharing information in relation to all aspects of a child's participation in the service with children and their parents e.g. leaflets and electronic information as required etc.

Ensure you have established methods for determining who has guardianship rights to give consent

Provide a consent form for all activities / services as standard practice
(ODC Section 4)

Ensure parents are encouraged to be involved with your service / organisation as appropriate

12. Involving Children/Sharing Information

Outline your principles of good practice.
(ODC p.4 & 5)

Outline the mechanism of how children are informed of the organisation's child protection and welfare policy and complaints procedures, in an age appropriate manner

Outline how children are informed of their rights to be protected, treated with respect, listened to and have their views taken into consideration, in an age appropriate manner and according to their level of understanding

Outline how information about the organisation is shared with children in a way that they can understand

Outline communication tools and resources/supports to be employed with children who have communication difficulties

13. Complaints Procedure For Workers, Parents And Children

Provide a statement on your organisation's policy and procedures on Complaints. If you have a specific policy on Complaints include policy name and document number (C.F. 4.7.5(vii) and ODC p.4 & 7).

Ensure your Complaints policies and procedures include:

- Definition of a complaint in the context of your agency
- How people are informed of the complaints procedure
- Procedures for receiving and managing complaints (verbal and written)
- Provide an identified and named person to receive and respond to complaints
- Ensure a child can approach a worker of their choice to make a complaint
- Identify how children are assisted with the communication of complaints e.g. through the use of communication tools
- Timescale for dealing with complaints
- Feedback to all involved
- Resolving issues at source
- Advice/consultations with HSE and/or others where appropriate
- Provide accessible complaints form, where appropriate

Services receiving funding from the HSE are required to include specific content in their complaints procedure. These services are required to comply with the complaints procedures as included in the Health Act, 2004 and should contact their local HSE Consumer Affairs Department for additional information.

14. Trips Away

Provide a statement on your organisation's policy and procedures on Holidays / Trips Away. If you have a specific policy on holidays / trips away– include document name and number.
(ODC p.11)

Ensure your policies and procedures have clear guidelines on:

- Statement that on trips out/away there should be a discussion and exchange of child protection and welfare policies between your organization and the host venue
- Insurance
- Suitability of accommodation
- Pre-visit to centre
- Staffing issues
- Programme of events
- Transport
- Expectations and roles of leaders, children and parents
- Consent forms including appropriate medical information and allergies
- Health and safety issues
- Accident and emergency procedures
- Risk Assessments

15. ACCIDENTS / INCIDENTS PROCEDURE
Provide a statement on your organisation's Health and Safety Management System, with particular reference to your procedures for responding to accidents / incidents. (C.F. 4.7.5(vii) and ODC p.11)
Ensure your policies and procedures have clear guidelines on: <ul style="list-style-type: none"> • Displaying emergency numbers • Designated person(s) trained in First Aid on-site at all times or contingency arrangements for the provision of First Aid • First Aid box • Accident book / incident book and reporting system • Adequate insurance cover • Up to date contact numbers for parents and workers • Guidance on how and when parents will be informed of accidents

16. Appendices that can be placed in a Child Protection and Welfare Policy
Sample content areas that may be included as appendices:
Glossary of Terms
Detailed signs and symptoms of neglect and abuse (as per Children First) (C.F. Appendix 1, P.70. CPWPH Cp. 1)
Organisation's internal report form
Copy of the Standard Report Form [SRF] (C.F. Appendix 3, also available from your local HSE Children and Families Services Social Work Office and www.hse.ie/go/childrenfirst)
A written description outlining the nature and type of your service
Reference to key legislation in relation to child protection and welfare (C.F. Appendix 7, CPWPH Appendix 1)
Best practice principles in relation to child protection and welfare. (C.F. Chapter 1, CPWPH 1.2)
Organisation's Designated Liaison Persons – Name and contact details.
Duty Social Work Numbers – HSE Children and Family Services (C.F. Appendix 2, CPWPH 5.1 and www.hse.ie/go/socialworkers)

Local Garda Telephone Numbers
National Counselling Service Number (C.F. 3.6.3)
Reference to the Protections for Persons Reporting Child Abuse Act, 1998
References

Section B: Developing and Implementing a Child Protection and Welfare Policy, Procedures and Practices.

This includes guidance on the process an organisation needs to go through to develop and implement Child Protection and Welfare Policy, Procedures and Practices which are compliant with Children First 2011

1. Develop / review your organisation's Child Protection and Welfare Policy, Procedures and Practices as per guide in Section A
2. Access support from your Designated Liaison Person to quality assure your organisation's Child Protection Policy, Procedures and Practises
3. Identify and develop other policies and procedures as required by Children First including;
 - Record Keeping
 - Data Protection
 - Recruitment
 - Supervision
 - Induction
 - Training Strategy
 - Managing allegations of abuse against a worker
 - Code of behaviour between a worker and children
 - Behaviours that challenge
 - Restricted Practises
 - Complaints
 - Holidays / Trips away
 - Health and Safety / Accident Incidents Procedures
 - Anti Bullying
 - Personal/Intimate Care

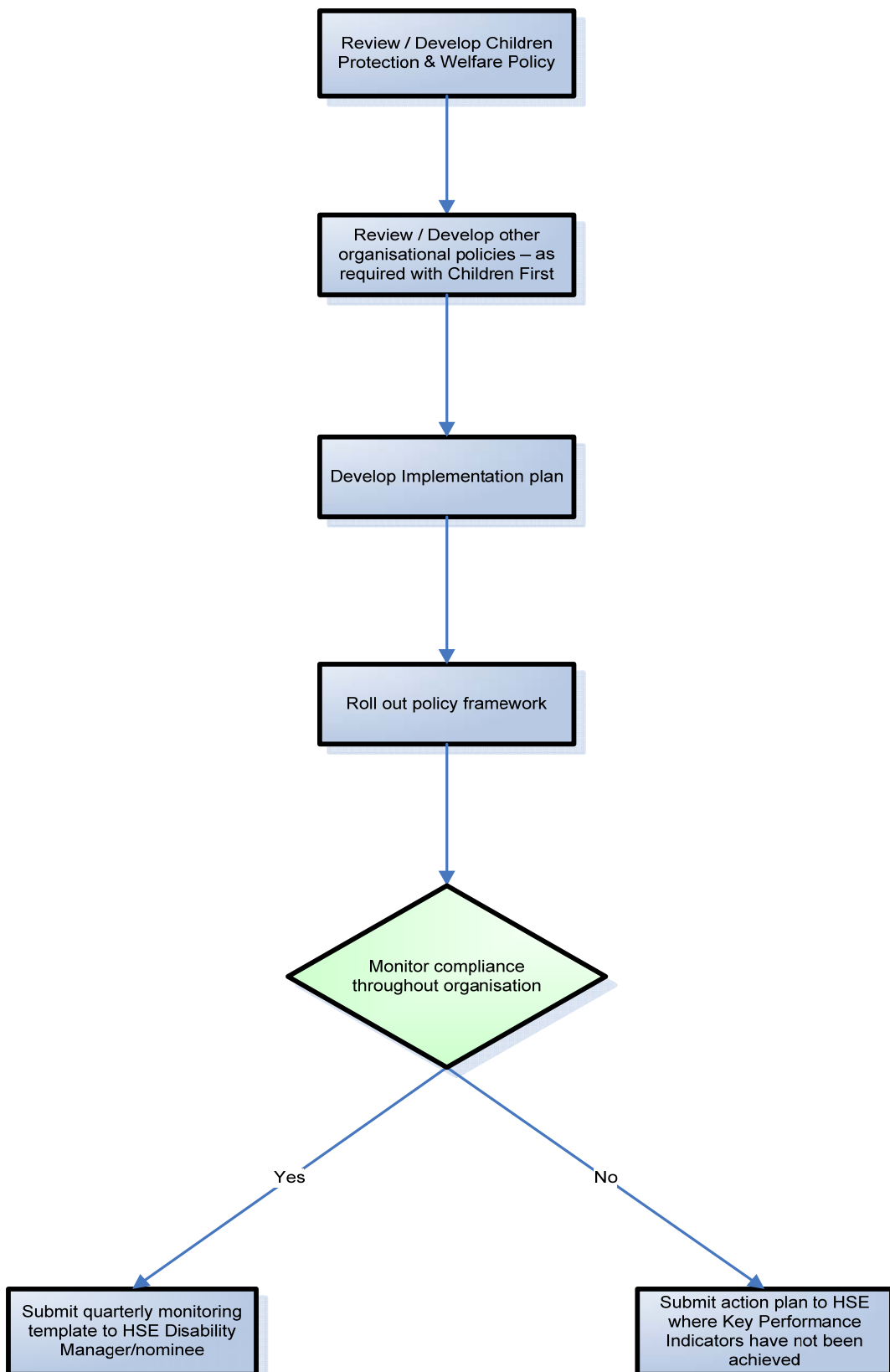
This list is not exhaustive and other policies and procedures will be required as per legislation, compliance with HIQA standards and contractual arrangements.

4.1 Prepare a Project Plan for development and implementation of Policies and Procedures, including key tasks, timeframes and persons responsible for delivery. Areas to consider include policy development, communication, policy dissemination, worker training, system changes etc. (See Appendix 2 for suggested template to assist with project planning)

4.2 Determine a monitoring and review process

Pathway for Development of Children First Policy, Procedures and Practices

Children First - Implementation



Section C:

Monitoring and Compliance

It is the responsibility of each organisation's Board of Directors or management to ensure that the Child Protection and Welfare and other associated policies are in place and operating effectively (CF 4.7.5)

Appendix 3 is a "Child Protection Policy Compliance" checklist for organisations to measure and quality assure their compliance in relation to implementing Child Protection and Welfare Policy, Procedures and protocols consistent with Children First 2011.

Reporting on Compliance to the HSE

Each organisation will also be required to complete and submit the "Children First - Monitoring Compliance in Disability 2013" template (appendix 4) each quarter to their local HSE Disability Manager or nominee for review and for onward submission to the HSE Corporate Planning and Corporate Performance (CPCP). CPCP will collate the returns for the National Disability Children First Implementation Steering Group who will monitor progress, trends and obstacles to Children First implementation at a regional and national level and report to the National Disability Governance Group on a quarterly basis.

Individual organisation's Children First Compliance progress will be monitored by Disability Services via the Key Performance Indicators contained in the Service Arrangement 2013 process

Appendix 1: Standard Report Form

FORM NUMBER: CC01:01:00

STANDARD REPORT FORM

(For reporting CP&W Concerns to HSE)



A. To Principal Social Worker/Designate: _____

1. Date of Report

2. Details of Child

Name:		Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
Address:	DOB		Age		
	School				
Alias	Correspondence address (if different)				

3. Details of Persons Reporting Concern(s)

Name:		Telephone No.	
Address:	Occupation:		
	Relationship to client:		
Reporter wishes to remain anonymous	<input type="checkbox"/>	Reporter discussed with parents/guardians	<input type="checkbox"/>

4. Parents Aware of Report

Are the child's parents/carers aware that this concern is being reported to the HSE? Yes No

5. Details of Report

(Details of concern(s), allegation(s) or incident(s) dates, times, who was present, description of any observed injuries, parent's view(s), child's view(s) if known.)

STANDARD REPORT FORM*(For reporting CP&W Concerns to HSE)*
 Feidhmeannacht na Seirbhíse Sláim
 Health Service Executive
6. Relationships

Details of Mother		Details of Father	
Name:		Name:	
Address: (if different to child)		Address: (if different to child)	
Telephone Nos.		Telephone Nos.	

7. Household composition

Name	Relationship	DOB	Additional information, e.g. school/occupation/other

8. Name and Address of other personnel or agencies involved with this child:

	Name	Address
Social Worker		
PHN		
GP		
Hospital		
School		
Gardaí		
Pre-School/Crèche/YG		
Other (<i>specify</i>):		

9. Details of person(s) allegedly causing concern in relation to the child

Relationship to child:		Age		Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
Name:		Occupation:					
Address:							

10. Details of person completing form

Name:		Occupation:	
Signed		Date:	

 National Child Care Information System Project – Phase 3

 Writeable MS Word version available at www.hse.ie/go/childrenfirst

Guidance Notes

The HSE has a statutory responsibility under the Child Care Act 1991 to promote the protection and welfare of children. The HSE therefore has an obligation to receive information about any child who is not receiving adequate care and/or protection.

This Report Form is for use by:

- Any professional, individual or group involved in services to children, including HSE personnel, who becomes aware of a child protection or welfare concern, or to whom a child protection or child welfare concern is reported.
- Professionals and individuals in the provision of child care services in the community who have service contracts with the HSE.
- Designated persons in a voluntary or community agency.

Please fill in as much information and detail as is known to you. This will assist the Social Work Department in assessing the level of risk to the child or the support services required. If the information requested is not known to you, please indicate this by putting a line through the question. It is likely that a social worker will contact you to discuss your report.

The HSE aims to work in partnership with parents. If you are making this report in confidence, you should note that the HSE cannot guarantee absolute confidentiality for the following reasons:

- A Court could order that information be disclosed.
- Under the Freedom of Information Act 1997, the Freedom of Information Commissioner may order that information be disclosed.

You should also note that in making a 'bona fide report', you are protected under the Protections for Persons Reporting Child Abuse Act 1998.

If you are unsure if you should report your concerns, please telephone the HSE duty social worker and discuss your concerns with them (*see Appendix 2 for a full list of HSE offices nationwide*).

Child Protection Policy Compliance Checklist

Applicable to all Disability Services

Name of Service	<input type="text"/>
Address & Contact Details of Service	<input type="text"/>
Section A - HR Service Manager to confirm compliance with the following within service or seek, from HR, confirmation of compliance for each staff member.	
1.1 All staff and volunteers are Garda vetted.	<input type="text"/>
1.2 Three references have been secured for all staff and volunteers.	<input type="text"/>
1.3 All staff have a job and role description.	<input type="text"/>
1.4 A process is in place to identify and manage specific factors, identified through Garda vetting and applicant disclosure, which would exclude applicants from a specific job role or function.	<input type="text"/>
1.5 All volunteers have a written agreement outlining their roles and responsibilities	<input type="text"/>
Section A Please describe measures taken to achieve compliance. Please reference any supporting evidence that can be verified.	
<input type="text"/>	

Section B - Organisational Management Team to confirm compliance with the following

2.1 Policies and Procedure have been developed in line with Children First National Guidance for the protection and welfare of children.

2.2 The organisation/service's Child Protection Policy, Procedures and Practises has been quality assured by the Designated Liaison Person

2.3 A training strategy has been developed and is reviewed annually.

2.4 The organisation has a system in place to centrally log, confidentially appropriately manage and collate raised child protection issues and queries and periodically review in order to identify additional training needs.

Section B

Please describe measures taken to achieve compliance. Please reference any supporting evidence that can be verified.

Section C - Service Manager to confirm compliance with the following

3.1 All staff and volunteers have read and signed that they understand the protection policies as part of their induction (if new) or when policies are revised or updated.

3.2 All staff and volunteers have read and signed that they understand and comply with the codes of practice laid out in the child protection policies.

3.3 All staff and volunteers have been made aware of their responsibilities to report child protection concerns.

3.4 All staff and volunteers have received abuse awareness and protection awareness training, which is up to date.

3.5 All staff and volunteers are aware of their responsibilities to report health & safety incidents as per safety statement.

3.6 Protection policies and procedures are readily available in an accessible format to Service Users and their parents.	<input type="checkbox"/>
3.7 Complaints policies and procedures are readily available in an accessible format to Service Users and their parents.	<input type="checkbox"/>
3.8 Risk assessments, cognisant of child protection issues, are carried out prior to excursions and trips away from service.	<input type="checkbox"/>
3.9 In situations where contractors and other external personnel are not Garda vetted, process and practice will ensure that they are not unaccompanied with children in our care.	<input type="checkbox"/>
3.10 Where records are kept locally relating to child protection issues, they are kept in a safe and confidential manner, compliant with data protection policy.	<input type="checkbox"/>
3.11 Supervision of staff and volunteers is performed in compliance with policy.	<input type="checkbox"/>
3.12 Relevant child protection telephone numbers are available and displayed within the service	<input type="checkbox"/>
<p>Section C Please describe measures taken to achieve compliance. Please reference any supporting evidence that can be verified.</p> <div data-bbox="434 1108 1380 1294" style="border: 1px solid black; height: 80px; width: 100%;"></div>	
Identified issue	
Action Plan	
Signature	
Date	

Adapted from RehabCare, Policy Compliance Checklist

Appendix 4: Children First - Monitoring Compliance in Disability Services 2013

Children First - Monitoring Compliance in Disability Services 2013 – Q2 KPIs				
Each organisation must provide ONE return on the Q2 KPIs below from a <u>national organisation perspective</u> and not individual service responses				
ORGANISATION NAME: ADDRESS: COMPLETED BY: TITLE: CONTACT PHONE NUMBER:				
Q2	Key Performance Indicators (KPIs)	Yes/No	If no, target date for completion	Comments/Barriers to achievement
1	The organisation's Policies / procedures are updated in line with the "Children First in Disability Services – a Guide to Policy Formation and Implementation"			
2	The organisation has reviewed its Child Protection Policy Compliance Checklist contained in the 'Children First in Disability Services – a Guide to Policy Formation and Implementation' and identified actions with timelines where required			
3	Does the organisation have a Children First Training Plan in action?			
4	Staff / Volunteer Training	Number		
	Total number of staff / volunteers within the organisation who work directly with children , have never been trained in Children First and require Children First Foundation training			
	Total number of staff / volunteers within the organisation who work directly with children , have not been trained since July 2010 and require Children First Refresher training			
	Total number of staff / volunteers within the organisation who may come in contact with children indirectly (e.g. administration, caretakers, adult services) and require Children First Briefing			
	Total number of Designated Liaison Persons who require DLP Training			

Children First - Monitoring Compliance in Disability Services 2013 – Q4 KPIs

Each organisation must provide ONE return on the Q2 KPIs below from a national organisation perspective and not individual service responses

ORGANISATION NAME:
 ADDRESS:
 COMPLETED BY:
 TITLE:
 CONTACT PHONE NUMBER:

Q4	Key Performance Indicators (KPIs)	Yes/No	If no, target date for completion
1	Has the CEO and all Designated Liaison Persons completed the 2 day Keeping Safe Training Programme or equivalent? This will be revised as recommended by Children and Family Services, pending roll out of their revised Children First Training Modules.		
2	Has the organisation reviewed its Children First Implementation Project Plan and progress on actions to meet compliance monitored? Action plan with assigned responsibility and target dates must be available for IMR meetings with HSE.		

APPENDIX 5: CHILDREN FIRST INFORMATION AND ADVICE OFFICERS CONTACT DETAILS

Name	Area	Contact Address	Contact Numbers
Jan Perrin Edwina Flavin	HSE Dublin Mid-Leinster Dublin South City, Dublin South West, Dublin West Kildare, West Wicklow	Children and Families, Training and Development Unit, Brickfield House, Brickfield Drive, Crumlin, Dublin 12	Phone: (01) 4156961 Fax No: (01) 4156919 edwina.flavin@hse.ie jan.perrin@hse.ie
Lorraine Egan	HSE Dublin Mid-Leinster Dublin South (Dún Laoghaire); Dublin South East; Wicklow	Block B, Civic Centre Main St. Bray, Co Wicklow	Phone: (01) 2744273 Fax No: (01) 2744287 lorraine.egan@hse.ie
Charney Weitzman	HSE Dublin Mid-Leinster Longford/Westmeath & Laois/Offaly	Top Floor, Primary Care Unit, St. Loman's Campus, Springfield, Mullingar, Co. Westmeath.	Phone: (044) 9395510 Fax No: (057) 9357846 charney.weitzman@hse.ie
Vacant	HSE Dublin North East Dublin North West; Dublin North Central; Dublin North	-----	-----
Vacant	HSE DNE Louth		
Deirdre Horan-Martin	HSE Dublin North East Cavan/Monaghan	Primary & Community Care Child & Family Services HSE Cavan and Monaghan Support Services Building Rooskey, Co. Monaghan	Phone: (047) 39051 deirdrem.horanmartin@hse.ie
Kathryn Morris	HSE Dublin North East Meath	Child Care Services Enterprise Centre Trim Rd Navan, Co Meath	Phone: (046) 9097846 Fax No: (046) 9097900 kathryn.morris@hse.ie
Anne Purcell	HSE South Carlow, Kilkenny. Wexford, Waterford, South Tipperary	Community Care, Athy Road, Carlow	Phone:(059)9136546 ann.purcell@hse.ie

Margaret Fitzgerald	HSE South North Lee, North Cork, Kerry	Children First Department Block 36 St. Finbar's Hospital Douglas Rd. Cork.	Phone: (021) 492-3220 Fax: Margareta.fitzgerald1@hse.ie
Maureen Crowley	South Lee, North Lee West Cork, Kerry		maureen.crowley@hse.ie
Bríd Burke	HSE West Galway	Community Care Services The Anex, Western Area, Health Service Executive, Seamus Quirke Road, Galway	Phone: (091) 548440 Fax No: (091) 524226 brid.burke@.hse.ie
Sandra Claxton	HSE West Roscommon, Mayo	Primary, Community & Continuing Care, 2 nd Floor, St Mary's Headquarters, Castlebar, Co. Mayo	Phone: (094) 90 42579 Fax No: (094) 90 20452 sandra.claxton@hse.ie
Noreen Herron	HSE West Sligo, Leitrim, Donegal, Cavan	Markievicz House, Barrack Street, Sligo	Phone: (071) 9155181 Fax No: (071) 9155131 noreen.herron@hse.ie
Jan Godfrey	HSE West Clare	River House, Gort Road, Ennis, Co Clare	Phone: (065) 6863919 Fax No: (065) 6863983 jan.godfrey@hse.ie
Anne Murray	HSE West Limerick	Community Development, HSE Offices, Ballycummin Avenue, Raheen Industrial, Estate, Raheen, Limerick.	Phone : (061) 483520 Fax No: (061) 468902 annem.murray@hse.ie
Laura Nee	HSE West Tipperary North	HSE, Civic Offices, Limerick Road, Nenagh, Co. Tipperary	Phone: (067) 46652 Fax No: (067) 46693 laura.nee@hse.ie

References

Department of Children and Youth Affairs (2011) *Children First: National Guidance for the Protection and Welfare of Children*. Dublin: Stationery Office.

Available at: http://www.dcy.gov.ie/documents/child_welfare_protection/ChildrenFirst.pdf

Department of Health and Children (2002) *Our Duty to Care - The Principles of Good Practice for the Protection of Children and Young People*. Dublin: Stationery Office.

Available at: http://www.dcy.gov.ie/documents/publications/ODTC_Full_Eng.pdf.

Fact sheets available at:

http://www.dcy.gov.ie/documents/publications/ODTC_FactSheets_Eng.pdf

Health Service Executive (2011) *Child Protection and Welfare Practice Handbook*. Dublin: Stationery Office. Available at:

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Health Services Executive (2012) *Interim Guide for the Development of Child Protection and Welfare, Policy, Procedures and Practices*.

Health Services Executive (2005) *Trust In Care*.

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http://www.hse.ie/eng/staff/Resources/HR/Trust_in_Care.pdf

Government of Ireland (2000) *The National Children's Strategy: Our Children - Their Lives*. Stationery Office, 2000.

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Volunteer Now / DHSSPS – N.I. (2009) *Getting it Right – Standards of practice for the protection of Children and young people*, (3rd Edition). Available at:

<http://www.volunteernow.co.uk/fs/doc/publications/getting-it-right-standards-of-practice-for-protection-of-cyp.pdf>

The SRF is available to download at: www.hse.ie/go/childrenfirst

Further information available at: www.hse.ie/go/childrenfirst