

## 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 Julie Phillips (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