



122 Hill Street, Garnethill Glasgow, G3 6UA  
Scottish Charity Number: SC024177

### **CHILD and VULNERABLE ADULT PROTECTION POLICY**

#### **WHAT TO DO IF YOU THINK A CHILD OR VULNERABLE ADULT IS AT RISK OF ABUSE**

- Be supportive to the child or vulnerable adult if appropriate. Listen with care but do not ask any unnecessary questions. Take what the child or vulnerable adult is saying seriously. Advise him or her that you will have to pass the information on.
- Write down the nature of your concern and anything the child or vulnerable adult may have told you using, so far as possible, the words used by the child or vulnerable adult. Remember to sign and date the notes taken.
- Immediately report the grounds of your concern to the appropriate person in the organization who will take steps to pass the information on to the appropriate person or organization who will investigate the concerns. **Do not delay in reporting your concerns. Where possible, advise name of appropriate person in the organization on the same day as the concern arises.**
- If you are unhappy with the response from the named person you should contact the local Social Work Services Office and outline your concerns and the basis for them. (See important contacts)

#### **CONFIDENTIAL**

If a child or vulnerable adult may be at risk of harm this will always override a professional or organizational requirement to keep information confidential. Those employed or involved with the organization have a responsibility to act to make sure that the child or vulnerable adult whose safety or welfare may be at risk is protected from harm. Children and vulnerable adult will always be told this.

#### **ACTION TO BE TAKEN BY THE NAMED PERSON**

- All cases of suspected or alleged abuse must be treated seriously and the local Social Work Services Office should be contacted immediately. The concerns should be clearly stated including the basis for them. When the local office is closed the Emergency Social Work Service should be alerted. (See important contacts)
- If you are unhappy with the response from Social Work services you can contact the local police office to outline your concerns to them. (See important contacts)

## **WHAT HAPPENS NEXT?**

It is the duty of Social Work Services to investigate matters of concern in relation to the protection of the child or vulnerable adult. Where it is alleged a crime has been committed against a child or vulnerable adult the matter is likely to be investigated jointly with the Police.

The investigating Social Work / Police officer may require speaking to the person with whom the concerns originated. You should co-operate fully with any future enquiries.

## **WHAT IF IT SOMEONE WITHIN THE ORGANISATION THAT YOU ARE CONCERNED ABOUT?**

If you have observed a member of the organization acting in a way that has caused you to be concerned and feel the matter needs to be investigated you should contact (name of appropriate person in the organization) outlining your concerns and the basis for them. This may involve the use of the organizations disciplinary procedures and/or a referral to Social Work Services/ Police.

## **SUPPORTING THE CHILD OR VULNERABLE ADULT**

The child or vulnerable adult is likely to continue to be involved with the organization following the reporting of the concerns.

It is important that employees and those involved with the child or adult act in a supportive manner. You should,

- Continue to listen with care
- Reassure the child or vulnerable adult he/she was right to tell, if appropriate.
- Affirm the child or vulnerable adult feelings as expressed by them
- Do not question/interrogate the child or adult
- Do not show disbelief
- Avoid being judgmental
- Do not introduce personal or third party experiences of abuse
- Avoid displaying strong emotions

# Important Contacts

Agency/Organisation	Contact details
Social Work Services-Local Office	See attach list
Social Work Services – out of hours Service	Social Work Stand by Service 35 Church Street Partick Glasgow
	Telephone: 0800-811-505
Police	See attach list
Reporter to the Children’s Panel	SCRA 10/20 Bell Street Glasgow G1 1LG
	East Team: 0141-567-7909 North Team: 0141-567-7928 South Team: 0141-567-7947

## Appendix 1

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The lists below are by no means exhaustive but are designed to give employees and people involved with the organisation some guidance on how to recognize child or adult abuse. Any information has to be seen in the context of the child or adult whole situation and circumstances.

Different types of abuse may overlap or co-exist.

### PHYSICAL ABUSE

Defines as “**actual or attempted physical injury to a child or adult where there is definite knowledge or reasonable suspicious that the injury was inflicted or knowingly not prevented**”.

Possible signs of physical abuse

- Unexplained injuries or burns, particularly if they are recurrent
- Improbable excuses given to explain injuries
- Refusal to discuss injuries
- Untreated injuries or delay in reporting them
- Excessive physical punishment
- Arms and legs kept covered even in hot weather
- Fear of returning home
- Aggression towards others
- Running away

### PHYSICAL NEGLECT

Defined as occurring **“when a child or adult essential needs are not met and this is likely to cause impairment to physical health and development. Such needs include food, clothes cleanliness, Shelter and warmth. A lack of appropriate care results in persistent or severe exposure, through negligence, to circumstances which endanger the child or adult.”**

Signs of possible physical neglect

- Constant hunger or inappropriate/ erratic eating patterns
- Poor personal hygiene
- Constant tiredness
- Lack of adequate clothing
- Failure to seek appropriate/necessary medical attention
- Unhygienic home conditions

## **NON-ORGANIC FAILURE THRIVE**

Defined as **“child or adult who significantly fail to reach normal growth and developmental milestones (i.e. physical growth, weight, motor skills, organic reasons must be medically eliminated and a diagnosis of non-organic failure to thrive has been established.”**

Signs of possible non-organic failure to thrive

- Significant lack of growth
- Weight loss
- Hair loss
- Poor skin or muscle tone
- Circulatory disorders
- Lethargy

## **EMOTIONAL ABUSE**

Defined as **“failure to provide for the child or adult basic emotional needs such as to have a severe effect on the behaviour and development of the child or adult”.**

Possible signs of emotional abuse

- Low self esteem
- Continual self deprecation
- Sudden speech disorder/ refusal to speak
- Fear of carers
- Severe hostility/ aggression towards other children
- Significant decline in concentration span
- Self harm

## **SEXUAL ABUSE**

Defined as **“any child or adult may be deemed to have been sexually abuse when any person(s), by design or neglect exploits the child or adult, directly or indirectly, with any activity intended to lead to sexual arousal or other forms of gratification of that person or any other person(s) including organised networks.”**

Possible signs of sexual abuse

- Sleep disturbances or nightmares
- Complaints of genital itching or pain
- Self harm
- Eating disorder

- Unexplained pregnancy
- Acting in sexually explicit manner
- Anxiety/ depression/ withdrawn
- Fear of undressing e.g. for physical exercise
- Low self esteem
- Inappropriate sexual awareness
- Running away
- Developmental regression
- Lack of trust in adults or over familiarity with adults

## **SOCIAL WORK SERVICES – AREA TEAMS**

### **East**

Newlands Centre  
871 Springfield Road  
Glasgow G31 4HZ

Tel: 0141-565-0100 (Dennistoun/Parkhead)

Tel: 0141-551-5000 (Bridgeton)

### **North East**

Westwood House  
1250 Westernhouse road  
Glasgow G34 9EA

Tel: 0141-781-4000 (Easterhouse)

Tel: 0141-773-0001 (Ballieston)

Tel: 0141-770-8531 (Ruchazie)

### **West**

Mercat Centre  
32 Hecla Square  
Glasgow G14 8NH

Tel: 0141-274-4300 (Drumchapel)

Tel: 0141-959-7457 (Annie'sland)

### **North West**

The Quadrangle  
59 Ruchill Street  
Glasgow G20 9PY

Tel: 0141-287-6300 (Maryhill)

Tel: 0141-338-3311 (Partick)

### **North**

94 Red Road  
Springburn  
Glasgow G21 4PH

Tel: 0141-336-3181 (Possil)

Tel: 0141-5528801 (Royston)

Tel: 0141-558-1285 (Springburn)

**South**

187 Old Rutherglen Road  
South Lanarkshire  
Glasgow G5 0RE

Tel: 0141-420-8000 (Gorbals/Govanhill)

**South East**

10 Arden Craig Place  
South Lanarkshire  
Glasgow G41 9US

Tel: 0141-287-6127 (Castlemilk)

**South West**

1 Merryland Street  
South Lanarkshire  
Glasgow G51 2QG

Tel: 0141-445-3178 (Govan)

**Greater Pollok (Pollok/Pilokshaws/Priesthill)**

130 Langton Road  
Pollok  
Glasgow G53 5DP

Tel: 0141-883-2222 (Pollok)

Tel: 0141-287-1606 (Pollokshaws)

Tel: 0141-880-8034 (Priesthill)

**POLICE****A Division**

50 Stewart Street  
Cowcaddens  
Glasgow

Tel: 0141-532-3000

**C Division**

1380 Maryhill Road  
Glasgow

Tel: 0141-532-3700

**E Division**

851 London Road  
Glasgow

Tel: 0141-532-4600

**G Division**

923 Helen Street

Glasgow

Tel: 0141-532-5400