

Child Safeguarding: A Guide for Policy, Procedure and Practice

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Children
First

TúsLA

An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency



Table of Contents

Glossary	3
Introduction	5
Best Practice Theme 1: Guiding principles	10
Introduction	11
1.1 Beliefs, values and codes of your organisation	12
1.2 Commitment to compliance with national legislation and policy	12
1.3 Who are your guiding principles for?	12
1.4 Sample declaration of guiding principles	13
1.5 Review checklist	15
Best Practice Theme 2: Key roles in safeguarding	16
Introduction	17
2.1 Named persons	17
2.2 Designated Liaison Persons	18
2.3 Mandated persons	19
2.4 Other roles	20
2.5 Review checklist	21
Best Practice Theme 3: Responding to and reporting child protection or welfare concerns	22
Introduction	23
3.1 Procedures for reporting child protection or welfare concerns	24
3.2 Responding to allegations of abuse made against workers/volunteers	37
3.3 Review checklist	40
Best Practice Theme 4: Working safely with children and young people	42
Introduction	43
4.1 Safe recruitment and selection	45
4.2 Developing a child safeguarding training strategy	47
4.3 Safe management of activities	48
4.4 Managing workers and volunteers	54
4.5 Dealing with a concern about another worker/volunteer	58
4.6 Disciplinary procedures	59

4.7 Review checklist	61
Best Practice Theme 5: Procedures for sharing your guiding principles and child safeguarding procedures and involving parents, guardians, families, children and young people	63
Introduction	64
5.1 Sharing your guiding principles and safeguarding procedures	64
5.2 Empowering children and young people to claim their rights	64
5.3 Anti-bullying policy	66
5.4 Guidelines for working in partnership with parents and children	66
5.5 Complaints procedure	70
5.6 Review checklist	72
Best Practice Theme 6: Implementing, monitoring and reviewing your guiding principles and child safeguarding procedures	73
Introduction	74
6.1 Step 1 – Explore/review, plan and resource	75
6.2 Step 2 – Implement and operate	76
6.3 Step 3 – Review and evaluate	76
6.4 Review checklist	78
Appendix 1 – Schedule of relevant services under the Children First Act 2015	79
Appendix 2 – Review checklist of guiding principles and safeguarding procedures	81
Appendix 3 – Learning from inquiries	85
Appendix 4 – Child safeguarding: relevant legislation	89
Appendix 5 – Schedule of mandated persons under the Children First Act 2015	90
Appendix 6 - Guidance notes on developing a child safeguarding training strategy, training strategy template, training needs analysis template	92
Appendix 7 – Organisations working in partnership	100
Appendix 8 –Technology, internet and social media: safe use for children and young people	102
Appendix 9 – Cyberbullying	108

Glossary

Child Safeguarding – ensuring safe practice and appropriate responses by staff and volunteers to concerns about the safety or welfare of children, should these arise. Child safeguarding is about protecting the child from harm, promoting their welfare and in doing so creating an environment which enables children and young people to grow, develop and achieve their full potential.

Child Safeguarding Statement – defined in the Children First Act 2015, this is a statement which includes a written assessment of risk of harm to children and the measures that will be taken to manage any identified risks.

Guiding principles and child safeguarding procedures – previously referred to as child protection and welfare policy and procedures, the procedures an organisation has in place to safeguard children from harm and reduce the risks to children of being harmed.

Child or young person – a person under the age of 18 years, who is not or has not been married.

Child Protection and Welfare Report Form – form for use in reporting suspected or alleged abuse or welfare concerns to Tusla (available at www.tusla.ie).

Child Safeguarding Guide – this document, Child Safeguarding: A guide for policy, procedure and practice.

Children First: National Guidance for the Protection and Welfare of Children – national, overarching guidance for the protection and welfare of children, published by the Department of Children and Youth Affairs. The current version was published in 2017.

Designated Liaison Person (DLP) – a resource to any staff member who has a child protection concern. DLPs are responsible for ensuring that reporting procedures are followed correctly and promptly and act as a liaison person with other agencies (see *Children First: National Guidance*).

Mandated person – as defined in the Children First Act 2015, mandated persons have a statutory obligation to report concerns which meet or exceed a particular threshold to Tusla and to cooperate with Tusla in the assessment of mandated reports, where requested to do so.

Named person – a person appointed by an organisation to lead the development of guiding principles and child safeguarding procedures and for ensuring that policies and procedures are consistent with best practice as detailed in this Guide.

Organisation – any department/sector/body/agency/organisation whether private, public or voluntary.

Provider – as defined in the Children First Act 2015, ‘means, in relation to a relevant service, a person-

- (a) who provides a relevant service, and
- (b) who, in respect of the provision of such relevant service—
 - (i) employs (whether under contract of employment or otherwise) one or more than one other person to undertake any work or activity that constitutes a relevant service,
 - (ii) enters into a contract for services with one or more than one other person for the provision by the person of a relevant service, or

(iii) permits one or more than one other person (whether or not for commercial or other consideration and whether or not as part of a course of education or training, including an internship scheme) to undertake any work or activity, on behalf of the person, that constitutes a relevant service’.

Retrospective Abuse Report Form (RARF) – form for use in reporting to Tusla suspected or alleged retrospective abuse or welfare concerns, on adults who allege childhood abuse (available at www.tusla.ie).

Relevant person – as defined in the Children First Act 2015, ‘means a person who is appointed by a provider of a relevant service to be the first point of contact in respect of the provider’s Child Safeguarding Statement’.

Relevant service – as defined in the Children First Act 2015, ‘means any work or activity specified in Schedule 1 [of that Act]’.

Tusla – Tusla is Ireland’s Child and Family Agency, the lead, statutory organisation for safeguarding children in Ireland.

Worker and volunteer – *inter alia*, any staff, volunteer, member of any board of management, student engaged in an organisation to provide services to children or families.

Introduction

Welcome to Tusla's *Child Safeguarding: A guide for policy, procedure and practice*. This document is designed as a best practice guide to help all providers of services to children and families to develop guiding principles and safeguarding procedures to keep children and young people using their services safe from harm.

Safeguarding is more than just reporting child protection or welfare concerns; it is also asking yourself and your organisation what you can add to the child or young person's life to assist them to fully meet their future potential. Seeking positive outcomes for children and young people is also about staying involved, remaining interested and actively participating with others to improve the child or young person's life.

Status of this document

This document should be read in conjunction with *Children First: National Guidance for the Protection and Welfare of Children* and, where appropriate:

- Children First Act 2015;
- *A Guide for the Reporting of Child Protection and Welfare Concerns*;
- *Best Practice Principles for Organisations in Developing Children First Training Programmes*;
- *Guidance on Writing a Child Safeguarding Statement*;
- *Mandated Assisting Protocol for Tusla Staff*.

These documents are all available on the Tusla website, www.tusla.ie.

Who is this document for?

This Guide is for all organisations where workers or volunteers have regular contact with families or children, directly or indirectly. These organisations have a responsibility under the *Children First: National Guidance for the Protection and Welfare of Children* to safeguard children and should consider the need to have guiding principles and safeguarding procedures in place. These include:

- Organisations working with children and young people;
- Organisations/Individuals that work with adults who are members of families;
- Individuals working alone to provide a service to children.

Using this Guide will help you ensure your organisation is doing its best to implement best practice in the safeguarding of children and young people. **This is something every organisation working with children, young people or their families should do.**

Remember Providers of Relevant Services

Some organisations are defined as providers of ‘relevant services’ under the Children First Act 2015¹. The Children First Act 2015 requires providers of relevant services to develop a Child Safeguarding Statement. This is a written statement that specifies the service being provided and the principles and procedures to be observed in order to ensure, as far as practicable, that a child availing of the service is safe from harm. Advice on writing a Child Safeguarding Statement is provided in Tusla’s *Guidance on Developing a Child Safeguarding Statement*.

Following this Child Safeguarding Guide will help providers of relevant services to develop the guiding principles and safeguarding procedures necessary to support their Child Safeguarding Statement.

Key principles

There are a number of key principles of child protection and welfare that inform both policy and best practice for those working with children. These are outlined in *Children First: National Guidance for the Protection and Welfare of Children* and are:

- The safety and welfare of children is everyone’s responsibility.
- The best interests of the child should be paramount.
- The overall aim in all dealings with children and their families is to intervene proportionately to support families to keep children safe from harm.
- Interventions by the State should build on existing strengths and protective factors in the family.
- Early intervention is key to obtaining better outcomes. Where it is necessary for the State to intervene to keep children safe the minimum intervention necessary should be used.
- Children should only be separated from parents/guardians when alternative means of protecting them have been exhausted.
- Children have a right to be heard, listened to and taken seriously. Taking account of their age and understanding, they should be consulted and involved in all matters and decisions that may affect their lives.
- Parents/guardians have a right to respect and should be consulted and involved in matters that concern their family.
- A proper balance must be struck between protecting children and respecting the rights and needs of parents/guardians and families. Where there is conflict, the child’s welfare must come first.
- Child protection is a multi-agency, multi-disciplinary activity. Agencies and professionals must work together in the interests of children.

What is child safeguarding?

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm. While protecting children from abuse is one part of safeguarding, children and young people also need safeguarding in order for them to grow, develop and achieve their full potential.

Six best practice themes have been identified to assist your organisation to meet its child safeguarding responsibilities. The six sections of this document provide guidance on how to meet your organisation’s responsibilities under each of these themes.

¹ See Appendix 3 for the full list of relevant services under the Children First Act 2015.

Remember **A note on language**

While the Children First Act 2015, the revised *Children First: National Guidance for the Protection and Welfare of Children* and this Guidance document introduce some new language, the core concept of protecting children from harm remains unchanged. The term 'safeguarding' refers to protecting children from harm as well as promoting their welfare and development whilst in your care

New terminology is being used to reduce ambiguity. For example, you will find reference to a 'declaration of guiding principles' in this Guide, which was formerly referred to as a 'Policy Statement'. This change in terminology is to avoid confusion with the statutory Child Safeguarding Statement which providers of relevant services under the Children First Act 2015 will be required to produce.

Structure of this Guide

This Guide provides a best practice guide for developing and implementing guiding principles, safeguarding procedure and practice. It is divided into six sections referred to as best practice themes. Each best practice theme starts with an outline of what the section covers. Each best practice theme also includes a list of actions that evidence and promote best practice which detail what you should have in place to meet your responsibilities.

Best Practice Theme 1: Guiding principles – explores what should be in a declaration of guiding principles.

Best Practice Theme 2: Key roles in safeguarding – explores the key roles related to best practice in child safeguarding.

Best Practice Theme 3: Responding to and reporting child protection or welfare concerns – provides guidance on reporting child protection or welfare concerns, as well as information on related areas such as confidentiality, responding to disclosures and record-keeping. It also provides some guidance on responding to allegations of abuse against workers or volunteers.

Best Practice Theme 4: Working safely with children and young people – discusses safe recruitment and selection of workers and volunteers. It also provides guidance on child safeguarding training, the safe management of activities and the safe management of staff and volunteers (including information on whistleblowing), as well as some information on dealing with accidents and incidents.

Best Practice Theme 5: Procedures for sharing your guiding principles and child safeguarding procedures and involving parents/guardians, families and children and young people – looks at involving and communicating with children and young people and their parents and guardians, including information on developing complaints procedures.

Best Practice Theme 6: Implementing, monitoring and reviewing your guiding principles and child safeguarding procedures – focuses on the processes involved in implementing your guiding principles and child safeguarding procedures.

Throughout the document you will find samples, remember boxes, tip boxes, examples/things to consider and key practice points to help you through the process (see figure 1). Links to other information sources that may assist are also given.

Figure 1 - Supports in this Guide

Sample
Remember
Tip box
Example / Things to consider
Key practice point
Learning from inquiries

Key practice point Use of previous policies

If you already have existing child protection and welfare policies and procedures, these will be key in supporting your work on your new guiding principles and child safeguarding procedures.

If you do not have existing child protection and welfare policies and procedures, you will be guided by this document to write a declaration of guiding principles and child safeguarding procedures which will form the foundation of your policy and procedure portfolio.

When developing your guiding principles and child safeguarding procedures, you should ensure you consider the age and developmental stage of the children and young people you work with.

At the end of each section you will find a review checklist to assist you in identifying procedures and best practice already in place in your organisation and any additional action needed to fully embed each best practice theme within your organisational practice. Appendix 2 lists all the review checklists for the six best practice themes.

Learning from previous child abuse inquiries

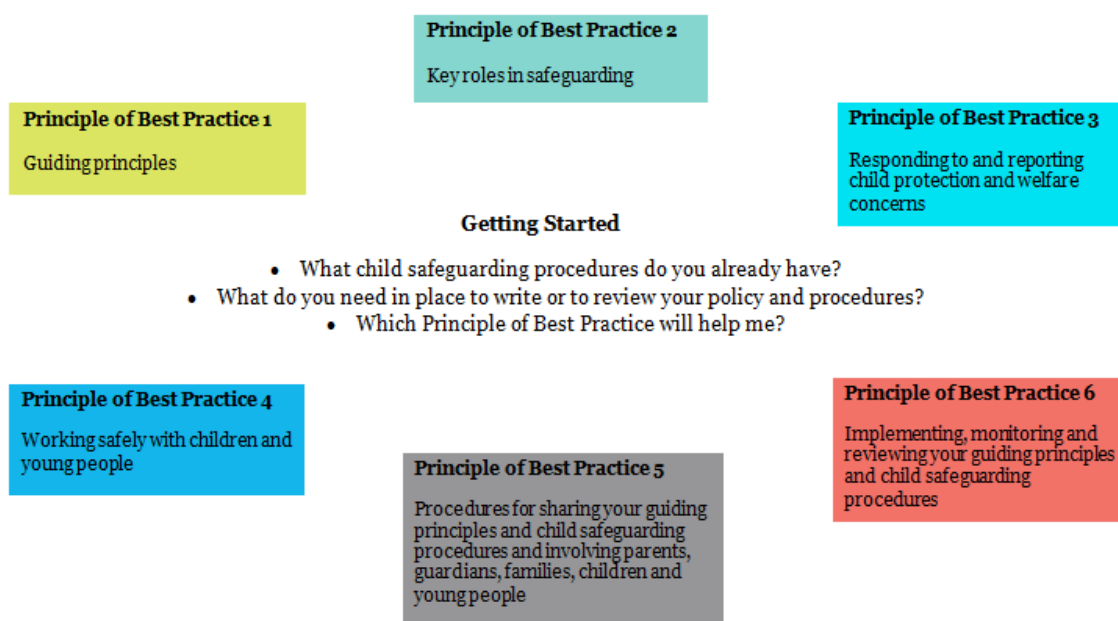
Child abuse inquiries have informed child safeguarding best practice in Ireland. These inquiries illustrate that children are left at risk of abuse when there is a failure to adopt and implement child safeguarding guidance, policy, principles and procedures.

The guidance in this document will assist organisations to understand and implement best practice. You will find at the end of each section a summary point related to learning from the inquiries. Appendix 3 also has further information on the link between the learning from the inquiries and best practice in safeguarding children.

Working through this Guide

While many organisations may choose to work through this Guide from start to finish, others may decide there are particular best practice themes that they prefer to prioritise (see figure 3). It is up to you to decide how to best use this document to support the safeguarding responsibilities of your organisation.

Figure 2 – Getting started



The first task – identifying a named person

When you begin planning how your organisation is going to tackle the task of meeting its responsibilities under Children First legislation and *Children First: National Guidance for the Protection and Welfare of Children* you should consider identifying a named person who will be responsible for ensuring the work gets done. For small organisations this may be someone who is already in a key position of having an overview of the activities and people working in the organisation. It will probably be a role that they will take on as an additional responsibility to the other contributions they make to the running of the service.

For large and complex organisations it is likely that specific resources will have to be allocated to ensure that a named person is identified and dedicated to the implementation task. The work associated with implementing the requirements of Children First will only be achieved if someone is given lead responsibility and their organisation then gives sufficient priority to support their lead role.

Best Practice Theme 1: Guiding principles

This section provides guidance on developing the guiding principles for your organisation and the key points to include.

Best Practice Theme 1: Guiding principles
Actions that evidence and promote best practice

1:1	A declaration of guiding principles is in place and is communicated to all workers/volunteers and parents/guardians
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Introduction

Best practice in child safeguarding starts with clearly setting out your intention to keep children safe from harm. This can be done by developing a declaration setting out the guiding principles, including that your organisation will meet its commitment and responsibility to keep children safe and promote their welfare and best interests. This requires that the best interest of a child is paramount and implementing this in your organisation means you are providing services that are child-centred.

Setting out your guiding principles will reassure workers, volunteers, families, children, young people and the wider community that your organisation is dedicated to safeguarding children and young people and that the welfare and protection of children and young people in your care is always the first priority. A good way to do this is by writing a formal declaration of your guiding principles.

A named person should be designated responsibility for the development, review and implementation of your guiding principles and child safeguarding procedures.

Things to consider

Name of your service and activities that you provide

Outlining the activities you provide will help you in writing and reviewing your guiding principles and to make sure they adequately support your organisation.

You should name your organisation and outline all the various activities and services that you provide to children, young people and their families. If you are a large and complex organisation you will need to consider whether you develop an overarching set of guiding principles and consider how you will ensure that all the various services and activities you provide will be included.

Providers of relevant services as listed in the Children First Act 2015 will have included this information as part of their Child Safeguarding Statement.

Your declaration of guiding principles should include:

- The beliefs, values and codes of your organisation;
- Commitment to comply with national legislation and policy;
- Clarification regarding who the declaration is for;
- Commitment to implement and review your organisation's guiding principles and child safeguarding procedures.

1.1 Beliefs, values and codes of your organisation

The guiding principles of your organisation set out the beliefs, values and codes that the organisation wishes to uphold in relation to the protection and welfare of children and young people. Your guiding principles should reflect your commitment to protecting and promoting the rights of children and young people in your practice, including their right to be protected, treated with respect, listened to and to have their own views taken into consideration in all decisions affecting them. They should seek to ensure that no child or young person is disadvantaged or treated differently because of gender, social or ethnic background, family status, sexual orientation, religion or disability.

In considering your organisation's guiding principles you should reflect on the positive outcomes you want for the children and young people you work with.

1.2 Commitment to compliance with national legislation and policy

Your guiding principles should state your intention to comply with national policy, current legislation and guidance. Appendix 4 lists some of the legislation relevant to safeguarding children and copies of all legislation can be accessed at www.irishstatutebook.ie. Your guiding principles should include a commitment to review your guiding principles and child safeguarding procedures at least every two years, or sooner if necessary due to service issues or changes in legislation or national policy (for further information and guidance on this, see Best Practice Theme 6: Implementing, Monitoring and Reviewing Your Guiding Principles and Child Safeguarding Procedures).

The Children First Act 2015 requires providers of relevant services² to develop a Child Safeguarding Statement. For more information on creating a Child Safeguarding Statement for your organisation, please see Tusla's *Guidance on Developing a Child Safeguarding Statement*. The Act also places responsibilities on certain classes of professionals as Mandated Persons³.

“All organisations that provide services to children should develop specific policies and procedures on how to create a safe environment” (*Children First: National Guidance for the Protection and Welfare of Children*), regardless of whether they are defined as a relevant service or not.

1.3 Who are your guiding principles for?

Your guiding principles are in place to safeguard children and young people. They should be communicated to everyone to whom they apply, e.g. board members, all workers and volunteers, children and young people. Your declaration of guiding principles should state that everyone in your organisation will abide by their requirements and intent in respect of safeguarding children and young people.

² See Appendix 3 for the full list of relevant services under the Children First Act 2015.

³ See Appendix 4 for the full list of mandated persons under the Children First Act 2015.

1.4 Sample declaration of guiding principles

Samples of how you might present guiding principles are provided below and can be adapted and tailored for your service.

Sample 1
Declaration of Guiding Principles

Name of organisation _____

We provide the following services/activities to children and young people

Our organisation believes that the best interests of children and young people attending our services are paramount. Our guiding principles are underpinned by *Children First: National Guidance for the Protection and Welfare of Children*, Tusla's *Child Safeguarding: A Guide for Policy, Procedure and Practice*, the United Nations Convention on the Rights of the Child and current legislation such as the Children First Act 2015, Child Care Act 1991, Protections for Persons Reporting Child Abuse Act 1998 and the National Vetting Bureau Act 2012.

Our guiding principles apply to all paid staff, volunteers, committee/board members and students on work placement within our organisation. All committee/board members, staff, volunteers and students must sign up to and abide by these guiding principles and our child safeguarding procedures.

We will review our guiding principles and child safeguarding procedures every two years or sooner if necessary due to service issues or changes in legislation or national policy.

Our Designated Liaison Person is _____
Contact details _____

Our Deputy Designated Liaison Person is _____
Contact details _____

Sample 2 Declaration of Guiding Principles

Here at (insert name of your organisation) we provide the following services to children/young people:

(List the services and activities you provide to children/young people)

We believe that:

1. Our priority to ensure the welfare and safety of every child and young person who attends our service is paramount.
2. Our guiding principles and procedures to safeguard children and young people reflect national policy and legislation and we will review our guiding principles and child safeguarding procedures every two years.
3. All children and young people have an equal right to attend a service that respects them as individuals and encourages them to reach their potential, regardless of their background.
4. We are committed to upholding the rights of every child and young person who attends our service, including the rights to be kept safe and protected from harm, listened to and heard.
5. Our guiding principles apply to everyone in our organisation.
6. Workers/volunteers must conduct themselves in a way that reflects the principles of our organisation.

Learning from inquiries

Inquiries show that all places of work that involve children should provide for the safety, health and welfare of children. The purpose of stating the guiding principles is to communicate this intent to all volunteers, staff, children and parents.

1.5 Review checklist

Best Practice Theme 1 Guiding principles	Fully in place (working well)	Requires work (not working well)	Action required
Declaration of guiding principles is in place			
Name of organisation and the services and activities provided to children and young people are listed with your declaration of guiding principles			
Your declaration of guiding principles specifies to whom they apply.			
Your declaration of guiding principles is communicated to children, young people, parents/guardians, workers and volunteers.			

Best Practice Theme 2: Key roles in safeguarding

This section provides guidance on the role and responsibilities of key people, including:

- Named persons;
- Designated Liaison Persons;
- Mandated persons;
- Providers of a relevant service (under the Children First Act 2015);
- Relevant persons (under the Children First Act 2015).

**Best Practice Theme 2: Key roles in safeguarding
Actions that evidence and promote best practice**

2:1	A named person designated with lead responsibility for the development, review and implementation of guiding principles and child safeguarding procedures is appointed.
2:2	A named Designated Liaison Person (DLP) and Deputy Designated Liaison Person is appointed. The role of the DLP is understood by all and contact details are displayed.
2.3	Mandated persons' responsibilities are understood by all.

Introduction

If you are providing a service for children, young people, or their families, you need to consider what the key roles in your organisation are in relation to safeguarding children and young people and who will hold these roles.

Remember
Key roles in child safeguarding

The size and structure of your organisation will be a factor in deciding who will hold which roles. It is possible that the same person may be given responsibility for multiple roles.

Best Practice Theme 2 lists the key roles and responsibilities related to child safeguarding in your organisation. Your guiding principles and child safeguarding procedures are only effective if people are aware of them. The key roles discussed in this Best Practice Theme can contribute to ensuring that your guiding principles and child safeguarding procedures are communicated to everyone concerned.

2.1 Named persons

All organisations that provide services to children should develop specific policies and procedures on how to create a safe environment. To assist with this, organisations should consider appointing a named person to develop their guiding principles and child safeguarding procedures.

This person is responsible for leading the development of guiding principles and child safeguarding procedures and for ensuring that policies and procedures are consistent with best practice as detailed in this Guide. They should liaise with all key workers and volunteers who have relevant roles and responsibilities.

The named person can also assist with the review process.

2.2 Designated Liaison Persons

Both public and private organisations that provide services for children/young people and families should consider appointing a Designated Liaison Person (DLP).

Best practice requires that your organisation undertakes the following:

- **Appointing at least one person as a DLP.** This person will liaise with statutory agencies responsible for child protection and welfare and will be the resource person to any worker or volunteer who has child protection concerns.
- **Appointing a Deputy DLP.** In the event that the DLP is not available (e.g. due to annual leave, sick leave, etc.), a Deputy DLP should be delegated responsibility. Contact details for the DLP and deputy DLP should be displayed.
- **Ensuring that the DLP/Deputy DLP is accessible.** It is important that the DLP is accessible to staff. If activities and events are organised outside the DLP's working hours, there should be an agreed procedure on what workers are to do if they have any child protection concerns.
- Ensuring that the DLP/Deputy DLP is knowledgeable about child protection and has undertaken any training considered necessary.
- **Ensuring that the DLP/Deputy DLP is aware of their responsibility** for making sure that the reporting procedure within the organisation is followed so that suspected cases of child abuse or neglect are referred promptly to Tusla or, in an emergency and the unavailability of Tusla, to An Garda Síochána.
- **Developing procedures** for liaison between the DLP/Deputy DLP and mandated persons in relation to child protection or welfare concerns which may arise for mandated persons (see also Best Practice Theme 3: Responding to and reporting child protection or welfare concerns).

Remember Appointment of DLP and Deputy DLP

You should consider the appropriate structural level at which DLPs/Deputy DLPs should be appointed. This may mean having a national, regional or local DLP or a combination – DLPs need to be appointed at the level that makes sense for your organisation.

Key practice point
Roles and responsibilities of DLP/Deputy DLP

- Be fully familiar with your organisation’s duties in relation to the safeguarding of children.
- Have good knowledge of your organisation’s guiding principles and child safeguarding procedures.
- Ensure that the organisation’s reporting procedure is followed, so that child protection and welfare concerns are referred promptly to Tusla.
- Receive child protection and welfare concerns from workers and volunteers and consider if reasonable grounds for reporting to Tusla exist.
- Consult informally with a Tusla Duty Social Worker if necessary.
- Where appropriate, make a formal report of a child protection or welfare concern to Tusla on behalf of their organisation, using the Child Protection and Welfare Report Form.
- Inform the child’s parents/guardians that a report is to be submitted to Tusla or An Garda Síochána, unless:
 - Informing the parents/guardians is likely to endanger the child or young person;
 - Informing the parents/guardians may place you as the reporter at risk of harm from the family;
 - The family’s knowledge of the report could impair Tusla’s ability to carry out an assessment.
- Record all concerns or allegations of child abuse brought to your attention as well as any action/inaction taken in response to these concerns.
- Provide feedback to the referrer, as appropriate.
- Ensure that a secure system is in place to manage confidential records.
- Act as a liaison with Tusla and An Garda Síochána, as appropriate.
- Where requested, jointly report with a mandated person.

2.3 Mandated persons

The Children First Act 2015 contains a list of classes of mandated persons. The full list can also be found in Appendix 5 of this document.

Under the Children First Act 2015, mandated persons have a statutory obligation to report concerns which meet or exceed a particular threshold and to cooperate with Tusla in the assessment of mandated reports, where requested to do so⁴.

The Children First Act 2015 requires all providers of relevant services to have a procedure in place to maintain a list of any mandated persons in their organisation.

Workers who are mandated persons should be made aware of their responsibilities under the legislation at commencement of their employment. Mandated persons may make joint reports with the DLP in their organisation, however, a mandated persons cannot discharge their statutory responsibility to report by reporting to another person (e.g. by reporting to their DLP). For further guidance on the procedure and responsibility of mandated persons to report child protection concerns, please see Best Practice Theme 3.

⁴ See Tusla’s *Mandated Assisting Protocol for Tusla Staff* which can be accessed at www.tusla.ie

2.4 Other roles

Additional roles are identified under the Children First Act 2015, including:

- Provider of a relevant service;
- Relevant person.

Please see Tusla's *Guidance on Developing a Child Safeguarding Statement* for information on developing Child Safeguarding Statements.

2.4.1 Provider of a relevant service

The Children First Act 2015 defines a 'provider' as "a person—

- (a) who provides a relevant service, and
- (b) who, in respect of the provision of such relevant service—
 - (i) employs (whether under contract of employment or otherwise) one or more than one other person to undertake any work or activity that constitutes a relevant service,
 - (ii) enters into a contract for services with one or more than one other person for the provision by the person of a relevant service, or
 - (iii) permits one or more than one other person (whether or not for commercial or other consideration and whether or not as part of a course of education or training, including an internship scheme) to undertake any work or activity, on behalf of the person, that constitutes a relevant service".

Under the Children First Act 2015 if you are a provider of a relevant service you should ensure, as far as practicable, that a child is safe from harm while availing of the service.

Within three months of the full commencement of the Children First Act 2015 (on 11th December 2017), as a provider of a relevant service you must:

- Undertake an **assessment of any potential for harm** to a child while availing of the service;
- Prepare a written **child safeguarding statement** specifying the service being provided and the principles and procedures to be observed to ensure as far as practicable, that a child, while availing of the service, is safe from harm;
- Appoint a relevant person;
- **Display the child safeguarding statement** in a prominent place where the relevant service concerned relates or is provided, or both, as may be appropriate.

You must review your Child Safeguarding Statement within 24 months or as soon as practicable after there has been a material change in any matter to which the statement refers

2.4.2 Relevant person

If your organisation is a provider of a relevant service under the Children First Act 2015 you are required to appoint a relevant person. The relevant person is the first point of contact in relation to the Child Safeguarding Statement; their name and contact details should be included in the Child Safeguarding Statement.

Learning from inquiries

Confusion about roles and responsibilities has been highlighted in inquiries. Where clear responsibility was not placed on named personnel to report child protection concerns, child abuse continued unchecked and other children were placed at risk of abuse.

2.5 Review checklist

Best Practice Theme 2: Key roles in safeguarding	Fully in place (working well)	Requires work (not working well)	Action required
A named person is appointed			
The DLP and Deputy DLP are appointed			
The role and responsibilities of the DLP/Deputy DLP are outlined			
The role and responsibilities of mandated persons are outlined			
A procedure for maintaining a list of mandated persons is in place			

Best Practice Theme 3: Responding to and reporting child protection or welfare concerns

This section provides guidance on:

- Developing child protection and welfare reporting procedures, including the role of mandated persons;
- Information sharing and record-keeping in relation to child protection and welfare concerns;
- Confidentiality;
- Responding to children who disclose abuse;
- Responding to adult disclosures of childhood abuse;
- Developing procedures for responding to allegations of abuse against staff.

Best Practice Theme 3: Responding to and reporting child protection or welfare concerns	
Actions that evidence and promote best practice	
3:1	Clear procedures are in place for reporting child protection or welfare concerns.
3:2	Clear procedures are in place for information sharing and recording all child protection or welfare concerns, including those which do not initially meet reasonable grounds for concern.
3:3	Clear policy on confidentiality is in place
3:4	Guidance on responding to children who disclose abuse is included in your guiding principles and child safeguarding procedures.
3:5	Clear procedures are in place for responding to adult disclosures of childhood abuse
3:6	Clear procedures are in place for responding to allegations of abuse made against staff.

Introduction

Best Practice Theme 3 focuses on responding to and reporting child protection and welfare concerns. It considers the various sources of child protection and welfare concerns and provides guidance on handling some of the situations that you or your organisation may come across. This includes the procedure for reporting concerns internally, within your organisation, as well as externally to the statutory authorities – Tusla and/or An Garda Síochána. Best Practice Theme 3 also looks at the related policies and procedures for responding to allegations of abuse made against workers or volunteers.

The guiding principle when a child protection or welfare report has to be made to Tusla is that the safety and wellbeing of the child takes priority over all other considerations.

Children First: National Guidance for the Protection and Welfare of Children requires organisations to have reporting procedures in place that are understood and followed by all workers and volunteers and any individuals undertaking work experience or internships within the organisation. **The responsibility to report child protection or welfare concerns applies to everyone working with children or family members.**

Tusla has statutory responsibility for the protection and welfare of children and An Garda Síochána has responsibility for the investigation of suspected criminal offences. Any person involved with a child/young person may also be in a position to play a key role in safeguarding children.

Effective cooperation with Tusla depends on:

- Understanding and acceptance by all professionals and persons working with children, young people or their families of their responsibilities and roles in the promotion of child protection and welfare;
- Mutual trust and sharing of information within established protocols;
- Willingness of personnel to respect the contributions made by others, irrespective of status and position within agencies and organisations/groups.

The policies and procedures that you develop in Best Practice Theme 3 will help to clarify the roles and responsibilities that you and all workers/volunteers in your organisation have.

3.1 Procedures for reporting child protection or welfare concerns

Key practice point Additional resources

This section must be read in conjunction with Tusla's *A Guide for the Reporting of Child Protection and Welfare Concerns*, available on www.tusla.ie.

3.1.1 Roles and responsibilities

All workers and volunteers (including students on placement or work experience) have a responsibility to safeguard children and young people and to report any concerns they may have for the protection or welfare of a child/young person.

Children First: National Guidance for the Protection and Welfare of Children refers to the role of the **Designated Liaison Person (DLP)** and **Deputy DLP**. Best practice in child safeguarding indicates that organisations working with children/young people or their families should appoint a DLP to be the resource person to any staff member or volunteer who has child protection concerns and to liaise with outside agencies. The role of the DLP is to receive child protection and welfare concerns from workers/volunteers and to report concerns which meet the threshold of 'reasonable grounds for concern' to Tusla.

Under the Children First Act 2015 **mandated persons** have a statutory obligation to report concerns which reach or exceed a legally defined threshold (see section 14 of the Children First Act 2015) and to cooperate with Tusla in the assessment of mandated reports, where requested to do so⁵. The DLP in your organisation may or may not be a mandated person under the Children First Act 2015 (see Schedule 2 of the Children First Act 2015 for a list of classes of persons specified as mandated persons).

Remember Making the Designated Liaison Person known

The name and contact details of the Designated Liaison Person must be known to all workers and volunteers within the organisation, as well as parents and service users. It should be included in your declaration of guiding principles. If a concern relates to the DLP, reports should be made to the head of the service (i.e. the CEO or Chairperson).

3.1.2 Identifying reasonable grounds for concern

There are many reasons a worker/volunteer may be concerned about the welfare or protection of a child or young person. *Children First: National Guidance for the Protection and Welfare of Children* states that "Tusla should always be informed when a person has **reasonable grounds for concern** that a child may have been, is being, or is at risk of being abused or neglected".

Children/young people are sometimes abused by members of their own family, by peers or by others outside the family environment such as strangers, workers or trusted adults. *Children First: National Guidance for the Protection and Welfare of Children* lists the following as reasonable grounds for concern:

⁵ See Tusla's *Mandated Assisting Protocol for Tusla Staff* which can be accessed at www.tusla.ie.

- Evidence, for example an injury or behaviour, that is consistent with abuse and is unlikely to have been caused in any other way;
- Any concern about possible sexual abuse;
- Consistent signs that a child is suffering from emotional or physical neglect;
- A child saying or indicating by other means that he or she has been abused;
- Admission or indication by an adult or a child of an alleged abuse they committed;
- An account from a person who saw a child being abused.

Wherever appropriate, any issues should be checked with the parents/guardians when considering whether a concern exists, unless doing so may further endanger the child or the person considering making the report.

Abuse is not always committed through personal contact with a child or young person, sometimes it is perpetrated through social media or the use of information and communication technology.

3.1.3 Categories and indicators of abuse

Children First: National Guidance for the Protection and Welfare of Children defines four categories of abuse: neglect, emotional abuse, physical abuse and sexual abuse. A child/young person may be subjected to one or more forms of abuse at any given time. Please see *Children First: National Guidance for the Protection and Welfare of Children* for more information.

Remember Definitions of abuse

All organisations should include reference to the definitions, features and examples of child abuse provided in *Children First: National Guidance for the Protection and Welfare of Children* in their reporting procedures and should ensure that all staff are made aware of these through training. Definitions of abuse other than those provided in *Children First: National Guidance for the Protection and Welfare of Children* and the Children First Act 2015 should not be used.

A child/young person will sometimes confide in a worker or volunteer that they have been abused or someone may witness incidents which suggest that a child or young person is being harmed. Often it is a case of a worker/volunteer feeling worried and concerned about certain signs they are picking up on, such as poor hygiene; a child/young person always appearing hungry, listless and tired; a lack of suitable clothing; or unexplained physical injuries. Other indicators may be related to the child/young person's behaviour such as being aggressive, impulsive, or withdrawn. A cluster or pattern of signs is more likely to be indicative of neglect or abuse. More detail regarding signs and symptoms of abuse is available at www.tusla.ie.

The *Child Protection and Welfare Practice Handbook* defines a child welfare concern as “a problem experienced directly by a child, or the family of a child, that is seen to impact negatively on the child's health, development and welfare, and that warrants assessment and support, but may not require a child protection response”.

3.1.4 Complicating factors and circumstances which may make children more vulnerable to harm

Alongside the signs and symptoms of the four types of abuse (physical abuse, sexual abuse, emotional abuse and neglect), the *Child Protection and Welfare Practice Handbook* identifies a number of known complicating factors and circumstances which may make children more vulnerable to harm that need to be considered when identifying, responding to and assessing child protection concerns.

Complicating factors are features of the child or young person's circumstances that are known to be associated with heightened risk to health, development and welfare.

Tip box **Complicating factors in child protection**

The following are some of the complicating factors and circumstances which may make children more vulnerable to harm:

- Age of the child
- Domestic and sexual violence
- Parental mental health problems
- Parental substance misuse
- Parental intellectual disability
- Children with disabilities
- Unknown male partners and their history/association with the family
- Families who are 'uncooperative' or 'hard to engage'
- Poverty and social exclusion

Some children/young people may be more vulnerable to abuse than others and there may be particular times or particular circumstances when a child or young person may be more vulnerable to abuse in their lives. *Children First: National Guidance for the Protection and Welfare of Children* also identifies a number of circumstances which may make children and young people more vulnerable to harm. It provides a list of issues in a child/young person's life that may lead to a heightened concern that they may be at risk. It is important to remember that identifying additional vulnerability to risk of abuse does not mean that any specific child in those circumstances or settings is being abused. Please see *Children First: National Guidance for the Protection and Welfare of Children* for more information.

3.1.5 Responding to concerns

Designated Liaison Persons

Regardless of how a concern comes to a worker/volunteer's attention, it must be reported to the Designated Liaison Person.

The Designated Liaison Person, in consultation with the person who raised the concern, will decide if reasonable grounds for concern exist. If reasonable grounds for concern exist, the Designated Liaison Person will report to the Tusla duty social worker. If the DLP decides not to make a report, the worker/volunteer with the reasonable concern is still entitled to make a report to Tusla under *Children First: National Guidance for the Protection and Welfare of Children*, should they wish to do so. The individual worker has protections under the Protection for Persons Reporting Child Abuse Act 1998, should they report independently.

Your organisation should have a procedure for recording certain concerns which, following consideration, do not initially meet reasonable grounds for concern. This procedure should identify where such concerns are recorded, who has access to these records and who is responsible for reviewing these records. Concerns which do not initially meet reasonable grounds for concern may, upon review, show patterns or clusters which may heighten the level of concern.

Mandated persons

In this section the term ‘harm’ is used as defined in the Children First Act 2015: “‘harm’ means, in relation to a child—:

- (a) assault, ill-treatment or neglect of the child in a manner that seriously affects or is likely to seriously affect the child’s health, development or welfare, or
- (b) sexual abuse of the child, whether caused by a single act, omission or circumstance or a series or combination of acts, omissions or circumstances, or otherwise”.

Under the Children First Act 2015, certain classes of professionals are designated as mandated persons. The full list can be found in Schedule 2 of the Act and Appendix 5 of this document.

Section 14(1) of the Children First Act 2015 states:

“...where a Mandated Persons knows, believes or has reasonable grounds to suspect, on the basis of information that he or she has received, acquired or becomes aware of in the course of his or her employment or profession as such a mandated person, that a child—

- (a) has been harmed,
- (b) is being harmed, or
- (c) is at risk of being harmed,

he or she shall, as soon as practicable, report that knowledge, belief or suspicion, as the case may be, to [Tusla].”

Also, Section 14(2) of the Children First Act 2015 places obligations on mandated persons to report any disclosures made by a child:

“Where a child believes that he or she—

- (a) has been harmed,
- (b) is being harmed, or
- (c) is at risk of being harmed,

and discloses this belief to a mandated person in the course of a mandated person’s employment or profession as such a person, the mandated person shall, ... as soon as practicable, report that disclosure to [Tusla].”

Best practice requires that the DLP is informed of all such reports; organisations may include this requirement in their reporting procedures.

Key practice point Mandated persons' responsibility to report

Mandated persons are required under the Children First Act 2015 to report any concern that meets or exceeds the threshold for reporting under the legislation. If reporting independent of the organisational DLP, the mandated persons should inform the DLP that a report under the Children First Act 2015 has been made.

It is important to note that the statutory obligation of mandated persons to report under the Children First Act 2015 **must be discharged by the mandated person** and cannot be discharged by the DLP on their behalf.

Mandated persons can make a joint mandated report with their DLP or another person, mandated or otherwise. If, however, your organisation, or your DLP, does not wish to report to Tusla, you, as a mandated person, should proceed with making a report. The Protections for Persons Reporting Child Abuse Act 1998 will apply in this instance.

Where a mandated person has a concern that they believe does not reach the threshold for a mandated report, they should consider whether the concern meets reasonable grounds for concern. If the mandated person thinks the concern does meet reasonable grounds for concern, they should report the concern to their DLP. The mandated person retains their right to report independently, should the DLP choose not to report the concern. The provisions of the Protections Protection for Persons Reporting Child Abuse Act 1998 would apply in this circumstance.

Remember Deciding to report

If you are in doubt about whether your concern reaches the legal definition of harm for making a mandated report, Tusla can provide advice in this regard. You can find details of who to contact to discuss your concern on the Tusla website. If your concern does not reach the threshold for mandated reporting, but you feel it is a **reasonable concern** about the welfare or protection of a child, you should report it to Tusla under *Children First: National Guidance for the Protection and Welfare of Children*.

While Tusla can provide advice, the decision to make a mandated report under the Children First Act 2015 or to make a report of a reasonable concern under *Children First: National Guidance for the Protection and Welfare of Children* rests with the individual mandated person.

Key practice point Mandated assisting

Under the Children First Act 2015 there is a statutory requirement for mandated persons to assist Tusla in the assessment of risk of mandated reports, where requested to do so.

“The Children First Act 2015 provides that all mandated persons can be asked by Tusla to provide any necessary and proportionate assistance to aid Tusla in assessing the risk to a child arising from a mandated report. You must comply with this request, regardless of who made the report. Tusla accepts the time limitations and pressures on other professionals and will use mandated assisting only when necessary and only to the extent needed by each specific case. Mandated assistance may include a request to supply further information over the phone, produce a verbal or written report or attend a meeting.”
(Children First: National Guidance for the Protection and Welfare of Children)

Tusla’s Mandated Assisting Protocol for Tusla Staff can be found on our website, www.tusla.ie.

Information that Tusla shares with another person in the course of carrying out an assessment must not be disclosed to a third party, unless Tusla considers it appropriate and authorises in writing that the information may be shared. Failure to comply with this provision is an offence under section 17 of the Children First Act 2015.

3.1.6 Reporting concerns

Your reporting procedures will need to provide clear guidance to all workers and volunteers on the actions to be taken when they are concerned about the safety or welfare of a child or young person. They will need to include guidance on **roles and responsibilities, record-keeping and processes**.

Key practice point Workers and volunteers who work with adults

Workers or volunteers working with or treating persons with mental health difficulties, intellectual disability, addiction or domestic violence issues, or working in the probation services, must consider the welfare and safety of any children in that person’s family and/or children in regular contact with that person. If concerns meet the threshold of reasonable grounds for reporting to Tusla you should follow your organisation’s reporting procedures, even if the identity of the child(ren) is unknown.

Key practice point

In developing your reporting procedure, consider the following:

Who to pass the concern to – who the worker/volunteer consults with and reports the concern to internally, i.e. the Designated Liaison Person.

Mandated persons – need to consider whether the concern reaches or exceeds the threshold for ‘harm’ as defined in the Act.

Recording – Your obligation to record the details of the concern and the decisions and actions taken.

Immediate risk to the child – Action to be taken where there is thought to be an immediate risk to the child.

Allegations of abuse by a child – where the person allegedly causing harm to a child is another child (peer abuse), reports should be made to Tusla for both children.

Talking to parent(s) – The process for discussing a concern with parents/guardians before reporting and the circumstances in which this is not advised. It is best practice to inform parents/guardians that you are reporting a concern about a child, however, they do not need to be informed that a report is being made if by doing so the child will be placed at further risk or if the family’s knowledge of the report could impair Tusla’s ability to carry out an assessment. Also, it is not necessary to inform the family if the person making the report reasonably believes it may place them at risk of harm from the family. Consideration should be given to who is the most appropriate person to talk to parents/guardians.

Informal consultation – The process for seeking advice and guidance from the Tusla social work office in the child/young person’s area when the Designated Liaison Person or worker/volunteer is unsure whether a report should be made.

Reasonable grounds for concern – The circumstances in which the requirement to report to Tusla where reasonable grounds for concern exist is triggered.

The actions to be taken by mandated persons – the organisation may require that the mandated person informs the organisation’s DLP that a mandated report has been made and provide the DLP with a copy of the report. Alternatively, the organisation may state a preference that mandated reports are made jointly between the mandated person and the DLP, except where there is disagreement and the mandated person is obliged to discharge their duty to report.

Child Protection and Welfare Report Form or Retrospective Abuse Report Form – DLP or mandated person’s responsibility to complete the Child Protection and Welfare Report Form or the Retrospective Report Form and forward it to the Tusla Duty Social Worker. Where mandated persons are making a report under the Children First Act 2015 they can make a joint report with their DLP. **Reports to Tusla should be made without delay.** The form is available on Tusla’s website, www.tusla.ie.

What to do if you do not report to Tusla – The organisation’s process in respect of actions taken and records maintained where concerns have been raised but not reported to Tusla.

Tip box

Talking to parents/guardians about child protection or welfare concerns

Workers/volunteers may feel uncomfortable approaching a parent about a concern. You may have to discuss a concern about the welfare or protection of a child/young person or an issue which relates to the child/young person's developmental needs. The following best practice tips may be useful:

- Make sure parents/guardians have prior awareness of your guiding principles, procedures and duties to safeguard children.
- Be straightforward and clearly explain the nature of the concern or issue, e.g. by using facts and records of observations made.
- Think about the time and place to have the conversation. Find a time when parents/guardians are not in a hurry.
- Find a place that is quiet and allows privacy.
- Consider arranging to meet parents/guardians.
- Consider who is the best person/who are the best people to have the conversation with the parents/guardians.
- Use a calm and gentle tone, consider the language used.
- Start with positive comments and observations about the child/young person. Ensure that the parents/guardians know that you care about the welfare of their child and recognise their strengths.
- Refer to how the situation may be affecting the child/young person.
- Start with positive comments and observations about the parents/guardians. Most parents/guardians are trying to do their best for their children and will appreciate your acknowledgement of how challenging parenting can be at times.
- Give the parents/guardians an opportunity to talk; ask them for an explanation and acknowledge their feelings.
- Take the approach that you are working together to address any issues in the best interests of the child/young person.
- Don't blame, don't get defensive and don't take things personally.
- Ensure that you are supportive but also address the issue.
- Refer to your guiding principles and child safeguarding procedures for support.
- Offer possible solutions, where appropriate.
- Advise parents/guardians show you plan to follow up and keep them informed and involved, where appropriate. Where it is not possible to contact the parents/guardians to discuss a concern you may need to discuss the concern with the DLP or Tusla duty social worker.
- Remember if a report needs to be made to Tusla, do not delay.

It is best practice that parents/guardians are informed if a report is to be made to Tusla, unless doing so might further endanger the child, impair Tusla's ability to carry out a risk assessment or put the reporter at risk of harm (*Children First: National Guidance for the Protection and Welfare of Children*).

For further guidance on communicating and working in partnership with parents and guardians see Best Practice Theme 5.

Remember
Reporting suspected crimes to An Garda Síochána

Consideration must also be given to responsibilities under the Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012, which are in addition to any reporting requirements under the Children First Act 2015 or *Children First: National Guidance for the Protection and Welfare of Children*.

Key practice point
Feedback to worker from the DLP

Children First: National Guidance for the Protection and Welfare of Children states that if a Designated Liaison Person decides **not** to report a concern to Tusla, the following steps should be taken:

- The reasons for not reporting are to be recorded;
- If any actions are taken as a result of the concern, these should be recorded;
- The worker or volunteer who raised the concern should be given a clear written explanation of the reasons why the concern is not being reported to Tusla;
- The worker or volunteer should be advised that if they remain concerned about the situation, they are free to make a report to Tusla or An Garda Síochána.

The worker or volunteer who raised the concern should also be reassured that if they do choose to further pursue the matter, they are covered by the Protections for Persons Reporting Child Abuse Act 1998.

Key practice point
Anonymous reporting

Professionals and Designated Liaison Persons cannot report anonymously. Similarly, mandated persons may not report anonymously as to do so does not discharge the statutory obligations for a mandated person under the Children First Act 2015.

Seeking anonymity

Tusla will respect the wishes of non-professionals reporting concerns in good faith who ask to remain anonymous in as much as possible, but cannot give a guarantee of absolute confidentiality. The Data Protection Acts and Freedom of Information Acts allow the withholding of information in certain circumstances, however, should the information be sought directly within legal proceedings, there is no guarantee it will not be released.

[There are legal protections for persons reporting child protection concerns, including The Protection for Persons Reporting Child Abuse Act 1998.]

Remember Impediments to reporting

There may be a tendency by workers/volunteers to deny, minimise or explain away any signs that a child/young person is being harmed. Sympathy for families in difficult circumstances can sometimes dilute personal concerns about the safety or welfare of children/young people. Workers/volunteers may be afraid of repercussions, being thought insensitive, breaking a confidence or being thought of as disloyal. **Reporting child protection or welfare concerns to Tusla is about supporting the best outcomes for children and young people.**

3.1.7 Information sharing and record-keeping

Clarity in your procedures about the need for good quality information to be gathered and shared with Tusla will enable workers to be clear on their responsibility. It is important that information about concerns for the welfare or protection of a child/young person is gathered early and shared as soon as possible with the appropriate person within the organisation. This can facilitate early warning signs being picked up and interventions being put in place at the earliest opportunity.

The ability of Tusla to assess and investigate suspicions or allegations of child abuse or neglect will be influenced by the amount and quality of information conveyed to it by the individual or organisation reporting the concerns. Good guidance and record-keeping procedures in an organisation will support the recording of pertinent information in a manner that is accessible and sensible. **Every organisation should have a policy regarding the proportionate sharing of records with Tusla where necessary for the protection or welfare of a child.**

Your guiding principles and child safeguarding procedures should contain guidance on record-keeping.

Key practice point Points to consider regarding record-keeping

- Records should be factual and include details of contacts, consultations and any actions taken.
- All agencies dealing with children must cooperate in the sharing of records with Tusla where a child protection or welfare issue arises. An example of this could be information needed for a Child Protection Conference or Strategy Meeting or information important for the assessment of risk to a child (see the Key Practice Point on mandated assisting earlier in this section).
- Ensure that records on child protection concerns, allegations and disclosures are kept securely and safely within the organisation.
- Records should only be used for the purpose for which they are intended.
- Records should only be shared on a need to know basis in the best interests of the child/young person.
- Clearly state who within your organisation has access to particular types of records.
- State the location where records are stored. If records of child protection or welfare concerns are stored separately to a service user's 'master' file, the 'master' file must indicate that another file exists and where it can be accessed.
- Indicate how long the organisation will retain these types of records. This will be informed by your record retention policy, taking into account legislative principles such as Data Protection and Freedom of Information Acts.
- Child protection records should be updated as required and reviewed regularly by the Designated Liaison Person.

- You must be aware of and abide by any regulations specific to your sector or area of work with regard to record-keeping.

3.1.8 Confidentiality

It is essential that there is a clear understanding of professional and legal responsibilities with regard to confidentiality and the exchange of information.

Your guiding principles and child safeguarding procedures should include a statement on confidentiality.

Key practice point Confidentiality

- Where child protection and welfare concerns arise, information must be shared on a 'need to know' basis in the best interest of the child/young person with the relevant statutory authorities and with parents/guardians.
- No undertakings regarding secrecy can be given. Those working with children/young people and families and in adult services should make this clear to parents/guardians and to the child/young person.
- The proportionate provision of information to the statutory agencies necessary for the protection of a child is not a breach of confidentiality or data protection.
- Parents/guardians and children/young people have a right to know if personal information is being shared, unless doing so could put the child/young person at further risk or may put the reporter at risk.

3.1.9 Responding to a child/young person who discloses abuse

A child or young person may disclose to a worker or volunteer that they have been or are being harmed or abused. Children/young people will often have different ways of communicating that they are being abused. If a child or young person hints at or tells a worker or volunteer that he or she is being harmed by someone, be it a parent/carer, another adult or by another child/young person (peer abuse), it should be treated in a sensitive way.

Remember, a child/young person may disclose abuse to you as a trusted adult at any time during your work with them. It is important that you are aware and prepared for this.

- Be as calm and natural as possible.
- Remember that you have been approached because you are trusted and possibly liked. Do not panic.
- Be aware that disclosures can be very difficult for the child/young person.
- Remember, the child or young person may initially be testing your reactions and may only fully open up over a period of time.
- Listen to what the child/young person has to say. Give them the time and opportunity to tell as much as they are able and wish to.
- Do not pressurise the child/young person. Allow him or her to disclose at their own pace and in their own language.
- Conceal any signs of disgust, anger or disbelief.
- Accept what the child or young person has to say – false disclosures are very rare.
- It is important to differentiate between the person who carried out the abuse and the act of abuse itself. The child/young person quite possibly may love or strongly like the alleged abuser while also disliking what was done to them. It is important therefore to avoid expressing any judgement on, or anger towards the alleged perpetrator while talking with the child/young person

- It may be necessary to reassure the child/young person that your feelings towards him or her have not been affected in a negative way as a result of what they have disclosed.
- Reassure the child/young person that they have taken the right action in talking to you.

When asking questions

- Questions should be supportive and for the purpose of clarification only.
- Avoid leading questions, such as asking whether a specific person carried out the abuse. Also, avoid asking about intimate details or suggesting that something else may have happened other than what you have been told. Such questions and suggestions could complicate the official investigation.

Confidentiality – Do not promise to keep secrets

At the earliest opportunity, tell the child/young person that:

- You acknowledge that they have come to you because they trust you.
- You will be sharing this information only with people who understand this area and who can help. There are secrets which are not helpful and should not be kept because they make matters worse. Such secrets hide things that need to be known if people are to be helped and protected from further on-going hurt. By refusing to make a commitment to secrecy to the child/young person, you do run the risk that they may not tell you everything (or, indeed, anything) there and then. However, it is better to do this than to tell a lie and ruin the child/young person’s confidence in yet another adult. By being honest, it is more likely that the child/young person will return to you at another time.

Key practice point Responding to a disclosure	
Things to say	Things not to say
I want to listen to what you have to say	Wait until I get my manager so you can tell him/her too?
I am going to do my best to help you	I can't do anything
You did the right thing by telling me, this is what I am going to do next...	I can't believe it, I'm shocked
You are not to blame	This is your fault
Is there anything else you want to share?	Don't tell me any more

Think before you promise anything – do not make promises you cannot keep

At the earliest possible opportunity:

- Record in writing, in a factual manner, what the child/young person has said, including, as far as possible, the exact words used by the child/young person.
- Inform the DLP immediately and agree measures to protect the child/young person, e.g. report the matter directly to Tusla.
- Maintain appropriate confidentiality.

Remember Reporting disclosures

Where a child/young person discloses abuse, the reporting procedure (see section 3.1.6) should be followed.

On-going support

Following a disclosure by a child/young person, it is important that the worker/volunteer continues in a supportive relationship with the child/young person. Disclosure is a huge step for a child/young person. Workers/volunteers should continue to offer support, particularly by:

- Maintaining a positive relationship with the child/young person;
- Keeping lines of communication open by listening carefully to the child/young person;
- Continuing to include the child/young person in the usual activities.

Any further disclosure should be treated as a first disclosure and responded to as indicated above. Where necessary, immediate action should be taken to ensure the child/young person's safety.

3.1.10 Responding to adults who disclose childhood abuse

There are an increasing number of adults disclosing abuse that took place during their childhood. Often such disclosures come to light when people attend counselling. They also sometimes arise in adult services and services which work with parents/guardians and families.

Where such a disclosure is made it is essential to establish whether there may be current risk to any child or young person who may be in contact with the alleged abuser revealed in the disclosure. This is important even where the children/young people about whom there may be a concern are still to be identified.

If any risk is deemed to exist to a child/young person who may be in contact with an alleged abuser, follow your organisation's child protection and welfare reporting procedure; any mandated person/DLP should report the allegation to Tusla without delay. (See *Children First: National Guidance for the Protection and Welfare of Children* and the *Child Protection and Welfare Practice Handbook* for further information).

Certain professionals who work with adults are mandated persons and have a statutory obligation to report concerns of harm which meet or exceed the threshold for 'harm' as defined in the Children First Act 2015(see *Children First: National Guidance for the Protection and Welfare of Children* for further information).

Key practice point Reporting adult disclosures of childhood abuse

Adults disclosing abuse may not choose to come forward personally to report their concerns. If you are aware that there may be an on-going risk to a child from an identified alleged abuser you should make a report to Tusla.

The requirement to report such concerns should be made explicit to the client, prior to commencement of work, for example in a therapy or counselling contract.

Remember
Reporting concerns about an adult who may pose a risk to children

If you are unsure about whether to report or not, consult with your DLP or the Tusla Duty Social Work Service in your area.

Reports by adults of childhood abuse will be assessed by Tusla. If there are on-going child protection concerns Tusla will take necessary actions to ensure any child who may be at risk of harm is protected.

The Retrospective Abuse Report Form (RARF) should be used to report disclosures of childhood abuse by adults. The form is available on the Tusla website, www.tusla.ie.

3.2 Responding to allegations of abuse made against workers/volunteers

An allegation of abuse may relate to a person who works with children who has:

- Behaved in a way that has or may have harmed a child/young person;
- Possibly committed a criminal offence in relation to a child/young person;
- Behaved towards a child/young person or children/young people in a way that indicates they may pose a risk of harm to a child/young person;
- Behaved in a way that is contrary to the organisation's code of behaviour for workers and volunteers;
- Behaved in a way that is contrary to professional practice guidelines.

If an allegation is made against a worker/volunteer in your organisation you must ensure that everyone involved is dealt with appropriately and in accordance with the organisation's guiding principles and child safeguarding procedures, the rules of natural justice and any relevant employment law. The organisation has a dual responsibility in respect of both the child/young person and the worker/volunteer. There are two separate procedures to be followed:

- The reporting procedure to Tusla in respect of the child/young person and the alleged abuser;
- The internal personnel procedure for dealing with the worker/volunteer.

Key practice point

In developing your procedure for responding to allegations of abuse made against workers/volunteers please take into account the following:

- The priority is to protect the child/young person while taking account of the worker/volunteer's right to due process. 'Protective measures' do not presume guilt.
- It is recommended that the same person should not have responsibility for dealing with the child protection reporting procedure and the employment/contractual issues.
- The agreed reporting procedure should be followed by mandated persons and/or the DLP. Generally the CEO/Chairperson of the Board (or equivalent) or the human resource department will manage procedures relating to employment issues (including any internal investigation).
- Any action taken should consider the applicable employment contract and the rules

of natural justice.

- When an allegation is made against a worker/volunteer a quick resolution should be sought for the benefit of all concerned.
- The procedures for dealing with allegations of abuse against workers/volunteers should be objectively applied in a consistent manner.
- All stages of the process must be recorded.
- Care must be taken by the employer to ensure that any actions or investigations do not prejudice or compromise the statutory investigation or assessment.
- Close liaison should be maintained between the employer and Tusla and An Garda Síochána (where appropriate).

3.2.1 Reporting allegations of abuse made against workers/volunteers to Tusla

The agreed reporting procedure should always be followed by mandated persons and/or the DLP. In addition:

- Management must be alerted to the allegation by the reporter, whether mandated person or DLP;
- The first priority is for the safety of the child/young person; management must make sure no child or young person is exposed to unnecessary risk;
- Parents/guardians should be informed of any action planned while having regard to the confidentiality rights of others, such as the person against whom the allegation has been made.

Tusla's *National Policy and Procedure for Responding to Allegations of Abuse and Neglect* will be applied by Tusla when assessing allegations of abuse made against workers or volunteers.

3.2.2 CEO/Employer internal personnel procedures for dealing with the worker/volunteer needs to be clearly outlined

In the context of an allegation of abuse against a worker/volunteer, the organisation's disciplinary procedures should ensure that fair procedure is followed and take account of the employment contract as well as the rules of natural justice. The following points should be incorporated into the procedure:

- In making an immediate decision about the worker's/volunteer's presence in the organisation, the CEO/employer should as a matter of urgency take any measures necessary to protect the child/young person. These should be proportionate to the level of risk to the child/young person; 'protective measures' do not presume guilt.
- The CEO/employer should privately inform the worker/volunteer that an allegation has been made against him or her and the nature of the allegation.
- The worker/volunteer should be afforded an opportunity to respond. The CEO/employer should note the response and pass on this information if making a formal report to Tusla. The worker/volunteer should be offered the option to have representation at this stage and should be informed that any response may be shared with Tusla.
- While Tusla will not provide advice on employment matters, advice and consultation with regard to risk to children/young people can be sought from the local Tusla social work office
- The CEO/employer(or equivalent head of the organisation) should ensure that actions taken by the organisation do not frustrate or undermine any investigations or assessments undertaken by Tusla or An Garda Síochána. The organisation should liaise closely with the investigating bodies to ensure this.

- The requirements of fair procedure and natural justice mean that Tusla usually will not share the detail of any assessment regarding allegations of abuse against a worker/volunteer until the worker/volunteer has had an opportunity to fully respond to the allegation and any findings and decisions of Tusla.
- Disciplinary procedures should be developed by the organisation (see also Best Practice Theme 4.8 – Disciplinary Procedures).

Key practice point
Whistleblowing – a responsibility to speak out

Workers/volunteers should be made aware of the appropriate authorities outside the organisation to whom they should report if they are inhibited, for any reason, in reporting an incident internally or where they are dissatisfied with the internal response. Information should be provided in organisations' policies on the Protected Disclosures Act 2014.

It is very important that everyone in the organisation knows that if they raise a concern which, through the process of investigation is not validated, they have not in any way been wrong in their initial action.

Responsible action should be encouraged and whistleblowers enabled to feel confident of support from their organisation.

Remember
Erroneous allegations

Workers or volunteers working with children/young people may feel vulnerable to accusations of child abuse. There may have been occasions when erroneous or untrue allegations have been made against workers/volunteers. This might have been because of a misunderstanding of what has happened or a genuine mistake.

Any allegation of abuse against a worker/volunteer should be dealt with sensitively and support provided by the organisation for both the worker or volunteer who allegedly abused a child/young person and the worker or volunteer who reported the alleged abuse. Appropriate levels of confidentiality must be ensured.

Learning from inquiries

Inquiries have repeatedly shown that the failure to report concerns to the appropriate authorities without delay has led to on-going abuse of children. Haphazard and sloppy recording of concerns and actions have also inhibited recognition of abuse and safeguarding of children.

3.3 Review checklist

Best Practice Theme 3 Responding to and reporting child protection and welfare concerns	Fully in place (working well)	Requires work (not working well)	Action required
Guidance on roles and responsibilities related to your reporting procedure are available			
Guidance on reasonable grounds for concern is included in your reporting procedure.			
Definitions and features of child abuse as per <i>Children First: National Guidance for the Protection and Welfare of Children</i> are included or referenced in your reporting procedure.			
Guidance on mandated persons' responsibility to report child protection concerns is included in your child safeguarding procedures.			
Reporting procedure that clearly outlines the steps to be followed in reporting child protection or welfare concerns is in place.			
Guidance on confidentiality is included in your child safeguarding procedures.			
Guidance on dealing with disclosures is included in your child safeguarding procedures.			
Guidance on dealing with adult disclosures of childhood abuse, where it is identified there may be current risk to a child/young person, is included in your child safeguarding procedures.			
Guidance on information sharing and record-keeping is included in your child safeguarding procedures.			

Procedure to deal with any allegations of abuse against workers/volunteers/ management are included in your child safeguarding procedures.			
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Best Practice Theme 4: Working safely with children and young people

This section provides guidance on working safely with children and young people through:

- Safe recruitment and selection of workers and volunteers;
- Provision of and access to child safeguarding training and information;
- Procedures for safe management of activities;
- Management of workers and volunteers.

Best Practice Theme 4: Working safely with children and young people Actions that evidence and promote best practice	
4:1	A recruitment and selection procedure is in place with regard to a person's suitability to work with children/young people and applies to all workers and volunteers.
4:2	The organisation has a training strategy for child safeguarding training based on a training needs analysis.
4:3	Safeguarding training provided is consistent with <i>Children First: National Guidance for the Protection and Welfare of Children</i> and the Children First Act 2015
4:4	All workers/volunteers have attended child safeguarding training relevant to their role in the organisation
4:5	There are policies and procedures in place to support the safe management of activities
4:6	There are procedures in place for the effective management of workers and volunteers
4:7	There is a code of behaviour for workers and volunteers which specifies acceptable and unacceptable practices with regard to working with children and young people
4:8	The responsibility for all workers/volunteers to report concerns that they may have about a colleague's practice is clearly stated in policy. The organisation's procedure details the actions to be taken
4:9	The organisation has disciplinary procedures in place

Introduction

In previous sections this Guide has focussed on the need to identify key roles in safeguarding and procedures for responding to and reporting concerns.

There are a number of additional areas of procedure and practice which combine to create safer environments when working with children and young people. In addition, the implementation of your guiding principles in safeguarding will require organisations to ensure that all procedures and practice are child-centred at all times. Child-centred practice means working in a way that puts the welfare and best interests of the child at the core of how we work. Child-centred practice supports the legal principle that the welfare of the child is of paramount importance, compliant with the Child Care Act 1991, the UN Convention on the Rights of the Child, the Children First Act 2015 and *Children First: National Guidance for the Protection and Welfare of Children*.

To ensure that all staff and volunteers are working in ways which are compliant with your guiding principles and child safeguarding procedures, you should also include clear guidance for staff and volunteers on the following areas of best practice:

- **Recruitment and selection of workers and volunteers** – to try and ensure that you have the right workers/volunteers in place to work with the children/young people and families to whom you provide services.
- **Training and provision of information on safeguarding of children/young people** – to endeavour to ensure that all workers and volunteers are clear on their responsibilities and understand the different forms of abuse and risks that children/young people they are working with may be exposed to.
- **Procedures for safe management of activities** – to provide guidance to workers and volunteers on planning and running activities in a way that focuses on the safety of children and young people.

- **Management of workers and volunteers** – to include the development and use of a code of behaviour for workers and volunteers; to provide clarity to staff regarding acceptable and unacceptable practices; as well as to give some guidance on how a code of behaviour can be used in your organisation as a tool for effective management of workers and volunteers.

Tip box Sectorial guidance

When considering any of the key areas outlined in this Best Practice Theme please refer to your organisation's own sectorial guidance, if available (e.g. the Irish Sports Council's *Code of Ethics for Young People in Sport*, the Art Council's *Guidelines for the Protection of Children and Young People in the Arts Sector*, the National Youth Council of Ireland's *Protecting our Children and Young People*, etc.).

Key practice point

In developing policies and procedures, consider the following:

Your policies and procedures **must be tailored** to the services you deliver and the activities you engage in. For example, each service should ensure that its code of behaviour reflects the individual needs of the children/young people with whom it works. *Children First: National Guidance for the Protection and Welfare of Children* identifies a number of circumstances which may make children/young people more vulnerable to harm. These complicating factors and circumstances should be considered when developing your policies, procedures, practice guidelines and code of behaviour, particularly around the following areas:

- **Intimate care** – how are individual care needs met and how is this decided or agreed?
- **Communication** – how are children/young people who have alternative communication needs catered for and included?
- **Access to an advocate** – for children/young people who cannot advocate for their own rights, who speaks for them or their rights?
- **Complaints procedure** – where children/young people or their families are not happy with issues in the service, how do they raise this?
- **Risk assessment** – where children/young people have additional individual needs, how does the service manage any specific identified risks?
- **Consultation and agreements with parents/guardians** – what are the procedures for consulting with families around meeting the individual needs of their children/young people?
- **Appropriate training** – how do workers/volunteers access training to give them better knowledge and understanding of individual needs and how to work in an inclusive manner?
- **One-to-one working** – what are the guidelines and protocols for carrying out one-to-one work in a safe and child-centred manner?

For example, a sport or dance group where physical contact between a worker/volunteer and a child/young person may be necessary at certain times would require clarity in respect of what is acceptable touching.

Organisations providing intimate care should clearly outline in their code of behaviour, best practice guidance relevant to the type of care provided, i.e. changing of nappies on infants, toileting young children, dressing children with disabilities, etc.

4.1 Safe recruitment and selection

4.1.1 Procedures for recruiting and selecting workers and volunteers

Organisations should take all reasonable steps to ensure that only suitable people are recruited to work with children and families by adopting and consistently applying a safe and clearly defined method of recruiting staff and volunteers.

Best practice in the recruitment and management of workers and volunteers includes providing information relevant to the post, seeking information from the applicant, access to Garda vetting, taking up of references, good HR practices in interviewing, induction, training, probation and on-going supervision and management.

It is essential that an organisation has effective recruitment and selection procedures to ensure that suitable individuals are recruited to work with children/young people. You should have procedures covering the following:

- Recruitment and selection;
- Application of Garda Vetting;
- Induction including induction on your guiding principles and child safeguarding procedures;
- Supervision and support for workers and volunteers.

The implementation of thorough recruitment and selection procedures will help to keep children and young people safe within your organisation. Good practice in management and supervision of workers and volunteers after appointment is a further essential safeguard to help keep children/young people safe.

Key practice point

In developing your recruitment and selection procedure you should include:

- **Job/role descriptions** for each paid or unpaid position. Job/role descriptions should describe the range of duties required by each role, accompanied by a **person specification** that describes the type of attributes you require the post holder to have (e.g. their experience, qualifications and other requirements).
- **Advertisements** of paid/volunteer roles. Roles working with children should be circulated as widely as possible through the most appropriate method for your organisation.
- The use of an **application form** and a **declaration form**. An application form ensures all prospective workers/volunteers provide the information the organisation deems appropriate to the role they are applying for. It also makes comparing individual candidates easier and better equips the organisation to select the best candidate for the post. The application form should contain a declaration section which allows individuals to self-declare any relevant information in relation to their suitability to work with children or young people.
- Consent to **Garda Vetting**. All prospective candidates should consent to Garda Vetting which should be processed only for successful candidates. Garda Vetting is helpful in gathering information about the preferred applicant's history to help determine suitability. Under the National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016, it is a crime to employ someone in certain work or activities without undertaking Garda Vetting.
- The use of **interviews**. Ensuring workers or volunteers are interviewed by at least two representatives of the organisation helps to get a sense of the candidates' attitudes, values, knowledge and skills. This is also an opportunity to explore with applicants any gaps in their employment history or voluntary work identified on the

application form.

- Gathering of **references**. A minimum of two written references should be sought for preferred applicants. References should include their last employer and all references should be followed up either by phone or in person. Referees should be asked specific questions regarding the suitability of the preferred applicant and their history of working with children and young people.
- Seeking **evidence** to verify qualifications and experience.
- Requesting **identification**. Checking that the identity of the preferred candidate is confirmed against some official documentation (such as driver's license or passports) is an essential part of ensuring a safe recruitment and selection procedure.
- **Sign-off**. For organisations governed by a board of management or management committee all appointments must be approved by the Board or committee, not by any individual member/s of the organisation.

Once you have selected your preferred candidate and signed the appropriate **contracts**, there are further steps to be taken to ensure you have the right person. These include:

- **Induction** for new workers/volunteers on your organisation's policies and procedures, in particular your guiding principles and child safeguarding procedures.
- A **probationary/trial period** (usually six months). Every new appointee should be reviewed within an agreed period of time. The length of time will vary depending on the nature of the post. A review should be held at the end of the probationary/trial period.

4.1.2 Vetting by the National Vetting Bureau

Under the National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016 all people working with children and vulnerable adults are required to undergo vetting. Your organisation must vet applicants who will be working directly with children with the National Vetting Bureau prior to appointment and commencement of work.

Your organisation is responsible for deciding on the suitability of individuals, based on the information received under a vetting application, giving due regard to the organisation's needs, client group and ethos. You should be clear on what the steps in this process are and who is involved in making the decision. While it is not possible to plan for every possible eventuality, the organisation should set out clear criteria which would rule out an applicant.

Information received about applicants should be treated as highly sensitive and confidential. It should be stored securely and accessible only to specified individuals within the organisation. Where information arising from a vetting application leads you to exclude a particular applicant, they must be informed of the reason for the decision and afforded an opportunity to appeal. Further information on vetting can be accessed from the National Vetting Bureau's website, <https://vetting.garda.ie/>.

In line with data protection legislation, information from the National Vetting Bureau should only be retained when necessary and must be stored securely with secured access. Where information is destroyed, organisations should include a note on any personnel file stating that a vetting check was carried out and that the person's conditional offer of appointment was confirmed/withdrawn as a result. You should also include criteria for re-vetting in your organisation's vetting policy.

Remember Workers from other jurisdictions

Workers and volunteers in some organisations may be residents of other jurisdictions. Organisations should consider cross-border vetting, when required.

4.2 Developing a child safeguarding training strategy

The aim of child safeguarding training is to provide:

- Guidance on how to recognise child abuse;
- Guidance on responding appropriately to child protection or welfare concerns;
- Information on the importance of working together to protect children/young people;
- Information on the importance of agencies developing effective child safeguarding policies, procedures and practices;
- Information on your organisation's guiding principles and child safeguarding procedures.

To effectively deliver child safeguarding training and information your organisation should develop a child safeguarding training strategy. Your organisation's child safeguarding training strategy should be informed by a review of your workers'/volunteers' training needs; this is called a training needs analysis. Management is responsible for ensuring that all workers and volunteers are trained in the recognition of the signs of abuse, understand their responsibilities to safeguard children and know the procedures to follow.

4.2.1 What should a training strategy include?

Your child safeguarding training strategy should show how child safeguarding training is accessed, delivered, monitored and evaluated within your organisation. It should include:

- The use of induction training to introduce new workers/volunteers to the organisation's guiding principles and child safeguarding procedures;
- How in-house training will be used to ensure workers and volunteers are familiar with the organisation's guiding principles and child safeguarding procedures;
- How child safeguarding training, appropriate to the specific roles and responsibilities of various staff members, will be provided or sourced;
- How mandated persons will be provided with specific training in relation to their statutory responsibilities under the Children First Act 2015;
- How specific training for those with additional responsibilities, such as DLPs/Deputy DLPs or members of management committees will be provided or sourced;
- How and within what timeframe the organisation will provide or source appropriate child safeguarding refresher training for all workers;
- How your training strategy will be resourced.

Key practice point Developing a training strategy

See Appendix 6 for a guidance note on developing a child safeguarding training strategy and template for developing a training strategy and conducting a training needs analysis.

4.2.2 Ensuring safeguarding training is consistent with children first

All organisations should satisfy themselves that the content of any training accessed or delivered is consistent with *Children First: National Guidance for the Protection and Welfare of Children*, the Children First Act 2015 and this Guide. Tusla's *Best Practice Principles for Organisations in Developing Children First Training Programmes* (available at www.tusla.ie) may be of assistance to organisations reviewing or developing training

programmes. Tusla also provides a universal Children First e-learning programme, called *Introduction to Children First*. It covers recognising and reporting child abuse, the role of mandated persons, including mandated assisting, and the responsibilities of organisations working with children to safeguard children using their services. The e-learning programme can be completed on the Tusla website (www.tusla.ie).

4.2.3 Keeping training records⁶

It is essential that each organisation gathers and retains a record of training information including:

- Date and name of training programmes delivered;
- Names of worker/volunteers who attended and their position within the organisation;
- Details of workers/volunteers who did not receive training but need to complete it;
- Number of workers/volunteers trained;
- Training programmes completed by each worker/volunteer (e.g. induction into the organisation's guiding principles and child safeguarding procedures, child safeguarding training, DLP training, refresher training, etc.);
- The names of the trainers who delivered the programme and the organisation they were from.
- A signed receipt of all workers/volunteers who have been given a copy of the organisation's declaration of guiding principles and child safeguarding procedures (can be done at induction or In-house training).

4.3 Safe management of activities

Part of keeping children and young people safe and reducing the likelihood of harm is having clear guidelines in place regarding how activities are organised and run. The following sections outline some of the issues you should consider when planning and running activities to minimise opportunities for accidents or harm to children/young people while in your organisation.

4.3.1 Keeping a register of children and young people

- Have criteria for membership of the organisation;
- Have a registration system for each child/young person;
- Keep a record on each child/young person, including address and family contact numbers;
- Keep medical details, any individual needs and emergency contact telephone numbers accessible.

Remember **Importance of record-keeping**

Where there is an accident or incident that leads to a review of your procedures and practice by an outside authority, one of the first pieces of information they are likely to scrutinise is the integrity of your organisation's registration system.

⁶ See also section 3.1.7 of this document.

4.3.2 Maintaining good record-keeping

Organisations should keep up-to-date records of the following:

- Attendance;
- Accidents (accident records should be reviewed regularly and any unusual patterns reported to senior management);
- Incidents;
- Consent forms;
- Any complaints or grievances.

4.3.3 Health and safety responsibilities

Organisations should ensure that:

- Any buildings being used are safe and meet required standards;
- There is sufficient heating and ventilation;
- Food preparation areas, where they exist, are sanitary and meet food safety requirements;
- Toilets, shower areas and washing facilities are to standard and meet the accessibility requirements of all members;
- Fire precautions are in place;
- First aid facilities and equipment are adequate;
- There is access to a phone;
- Equipment is checked regularly;
- Insurance cover is adequate.

4.3.4 Accidents and incidents

There are a number of related policy areas which impact on the overall safety and wellbeing of children and young people in organisations. For example it is essential that organisations meet their obligation in relation to the Safety, Health and Welfare at Work Act 2005.

Accidents and incidents procedures will help to ensure an appropriate, open response when something occurs within the service.

Key practice point Safety issues

Organisations should ensure that:

- Activities being undertaken are suitable for the abilities, ages and experience levels of the participants; children or young people should not be excluded from any activities.
- Equipment and facilities meet appropriate safety and quality standards and are appropriate to the needs of the participants.
- Activities are risk assessed and that appropriate responses to identified risks are planned and implemented.
- Where protective equipment is deemed necessary, it should be used.
- Any injuries should be recorded with a note of the action taken. It is recommended that each organisation maintain an accident/incident book with a specific incident form for completion by workers/volunteers (see section 4.10.1, below). Due regard must be given to confidentiality (see section 3.4.1).
- Parents/guardians should be notified by the appropriate person of injuries/illnesses which occur while children/young people are participating in an activity.
- Insurance cover is adequate to the organisation's needs.

Recording accidents and incidents

There should be appropriate recording mechanisms in place to detail any accidents or incidents which may occur. In differentiating between the two it is useful to note that an incident does not usually involve any casualty or the loss of life, while an accident will involve some form of injury.

Incidents should be recorded separately from accidents as they may need to be referred to when considering suspected child abuse or neglect.

Learning from inquiries

Inquiries show that poor recruitment, inadequate staff training and a lack of supervision create an environment where children are not safe from harm. The inquiries highlighted the need for child-centred work practice and clear codes of behaviour/conduct for staff.

4.3.5 Safe supervision of children and young people

Children/young people are less likely to experience accidents or incidents if they are supervised properly. Activities should be organised to maximise participation, fun and learning in a way that minimises risk. Ensure that:

- A work schedule is displayed so that everyone knows who is on duty or volunteering in an activity;
- Children/young people are not left unattended;
- Adequate numbers of workers/volunteers are available to supervise the activities (best practice would indicate that there are male and female workers/volunteers present to supervise coeducational activities);
- Workers/volunteers know at all times where children/young people are and what they are doing;
- Any activity using potentially dangerous equipment has constant adult supervision;
- Dangerous behaviour is never allowed.

Things to consider

Code of behaviour for children and young people

It is good practice to involve children and young people in developing a code of behaviour for themselves. A code of behaviour for children/young people helps to explain their rights and responsibilities when taking part in an organisation's activities. Two useful resources which may help you in developing a code of behaviour for children and young people are:

- National Youth Council of Ireland: *Guidance Sheet: Developing a Code of Behaviour with Children and Young People* which can be accessed [here](#).
- Department of Children and Youth Affairs and Barnardos: *A practical guide to including seldom-heard children and young people in decision-making* which can be accessed [here](#).

4.3.6 Ensure safe adult-child ratios

Adult-child ratios should be specified, taking account of the nature of your organisation, types of activities, age and level of ability of your service users and relevant policy, insurance or legislative requirements. Best practice would be a ratio of one adult to whatever maximum number of children/young people is appropriate for your service, plus an additional adult (i.e. 1 adult to *x number* children + an additional adult). Many sectors provide specific guidance for organisations within their remit.

There are times when one-to-one work with children is appropriate and this Guide should not be seen as indicating otherwise.

Key practice point **Working one-to-one with children and young people**

One-to-one working requires transparency within the organisation in respect of workers/volunteers having individual contact with children/young people. A timetable should be displayed detailing the name of the worker/volunteer and the child/young person, the location (i.e. the room or detail of any outside venue) and the start and expected finish time for the one-to-one contact. Anyone undertaking one-to-one work with a child or young person should adhere to the organisation's code of behaviour.

Where one-to-one work is used, it is safe practice to have agreements in place between the organisation and the parents/carer regarding the reasons for the one-to-one work, the duration and the content of the sessions.

For an example of guidance on one to one working see the Arts Council's *Solo Practitioner Code of Practice for Working with Children and Young People*, available at www.artscouncil.ie.

4.3.7 Using external facilities – whose reporting procedures apply?

When using facilities or services provided by another organisation it is important to clarify and agree which organisation's reporting procedures for child protection or welfare concerns will be followed.

There will be occasions when two or more organisations come together to collaborate or work in partnership. This may take many forms including:

- Work on a one-off basis around a particular event, project or initiative;
- Work on a medium to long term basis;
- Accessing the services of workers/volunteers from another organisation;
- Use or rental of premises.

It is important, that there is a clear understanding as to which organisation's guiding principles and child safeguarding procedures will be followed. This may necessitate developing a protocol, agreed by the various parties, which will operate for the duration of the collaborative work.

Everyone involved should be aware of their roles and responsibilities in relation to the safety and wellbeing of children and young people and of any changes to their usual practice as a result of partnership working.

Remember **Organisations working in partnership**

When organisations are working together there is a risk that workers/volunteers may be confused about to whom they should report incidents or suspected child protection or welfare concerns. There is also a risk of confusion about who is responsible for passing on such concerns to the statutory authorities.

Where organisation are collaborating and/or sharing facilities it is essential that there is clarity on the reporting procedure to be followed in cases of incidents or suspected child protection or welfare concerns. For more information see Appendix 7 – Organisations Working in Partnership.

4.3.8 Use of Photography, Video and/or Social/Digital Media

Taking pictures and video footage and transmitting these to friends and family members has become a feature of everyday life. Social media sites are now commonly used to display images and videos and provide personal information.

Information and communication technology (ICT) forms an important platform for communication which is commonly used by adults and children/young people alike. It is important when working with children and young people to ensure that the use of digital media and ICT is consensual, ethical and that it is not misused to cause harm to an individual. Organisations should establish a code of conduct for the use of digital media and ICT that sets out guidelines in respect of:

- Consent for filming and photography and use of same;
- Use of the organisation's information, including information about children, on social media sites;
- Expectations around the conduct of staff and service users when using social media sites such as Facebook, Twitter, etc.;
- Use of mobile phones, i.e. calling, photographing, filming, texting while in the service.

Remember **Protecting children in the care of the State**

Children and young people in the care of the State cannot be included in photographs or video footage recorded for publicity purposes by an organisation without the express permissions of Tusla and the Court or their birth parents.

See Appendix 8 – *Technology, Internet and Social Media: Safe Use for Children and Young People*, for more information on the safe use of digital media and ICT. Your organisation may find this useful information to share with parents/guardian.

4.3.9 Managing trips away

If the activities involve use of off-site facilities or staying away from home overnight, consideration should be paid to the following:

- Safe methods of transport;
- Adequate insurance to cover all aspects of the trip;
- Written parental consent (for each individual trip);
- Any information about the children/young people which may be relevant to staying away overnight, e.g. allergies, medical problems, special needs, etc.;
- Number of workers/volunteers required to adequately supervise children/young people at all times;
- Appropriate and well supervised sleeping arrangements;
- Respect for the privacy of children and young people in dormitories, changing rooms, showers and toilets.

The following guidance is for workers/volunteers who are involved in organising residential/day trips away for children/young people.

Planning and documentation

- Ensure permission forms are signed and received from parents/guardians prior to departure;

- Ensure that all necessary medical forms are filled out detailing medical conditions, allergies and/or procedures that may need to be looked after during the trip;
- Ensure you have adequate insurance cover for the trips and activities involved;
- The selection process for choosing the children/young people for the trip must be fair and transparent;
- Follow proper recruitment procedures when selecting workers/volunteers to go on the trip, allowing enough time for Garda vetting, police checks and reference checks which may be outside Irish jurisdiction;
- Ensure that all workers/volunteers have received adequate child safeguarding training and are aware of the organisation's guiding principles and child safeguarding procedures;
- Ensure that emergency contact phone numbers for parents/guardians are documented and available at all times;
- All workers/volunteers should be given clear roles and responsibilities for the trip;
- There should be one person appointed as the overall leader of the group who will have final decision making authority during the trip;
- Ensure that a risk assessment has been conducted in line with the organisation's policy.

Accommodation

- In the planning stage check the proposed sleeping arrangements for participants, employees/volunteers and other support personnel;
- Check health and safety issues relating to the accommodation such as emergency evacuation for upstairs rooms, accessibility of rooms and corridors for mobility of the participants;
- Ensure that single-gender dormitories/rooms are used for children/young people;
- Ensure that only children/young people of similar age share sleeping accommodation
- Ensure all workers/volunteers have a list of all the children/young people's accommodation allocation;
- Adults should never enter children's/young people's rooms without knocking first.

Preparing participants and programme

- Prepare an information pack for participants including the programme of activities, emergency information if necessary and a 'help me' card, particularly for foreign trips.
- It is essential that the children/young people are involved in every aspect of the process. This is an ideal opportunity for them to share the responsibility for the trip/activities that take place.
- A code of behaviour for the children/young people should be signed by the parents/guardian.
- Ensure one worker/volunteer is appointed group leader; they will have various responsibilities including making a report following the trip.
- There should be a plan for communication with parents/guardians and participants to inform them of travel and accommodation details, activities, special requirements, medical requirements, special dietary needs and any other necessary details. This can take the form of meetings or written correspondence.

Emergency procedures

- Have clear emergency procedures should you need to curtail your trip; have an emergency fund and know where the children/young people, workers and volunteers are at all times.
- Children/young people should be under reasonable supervision at all times and should never leave the venue or go unsupervised without prior permission.
- Have a back-up plan if the programme changes for any reason.

- Bring a medical/first aid kit with you.
- Workers/volunteers should ensure they have the contact details of senior management with them while on the trip.
- For foreign trips, in particular, it is advisable to have an agreed contact person in the organisation who will be able to respond to emergencies if they occur at any time of the day or night. This may involve liaising with parents/guardians in difficult situations that can be hard to do over the phone. This person should ideally be the line manager responsible for the trip or activity and should have the full contact details of the group and the full itinerary for the trip.

Monitoring and evaluation

To put an effective monitoring and evaluation system in place, each of the following should be addressed:

- Systems for monitoring and evaluation should be developed prior to the trip and agreed among the team.
- Monitoring and evaluation should be carried out with the participants, employees and volunteers.
- There should be daily evaluations with the participants, employees and volunteers.
- Carry out a full and final evaluation which should be a real exercise to learn from. Review your risk assessment from the planning process to see if there are any areas that need to be addressed.
- Make sure there is a system for keeping records and reports during the trip.

Further information on trips away can be found on the Léargas website, www.leargas.ie.

4.4 Managing Workers and Volunteers

Following on from recruitment and selection, there are a number of policies, procedures and issues related to the management of workers and volunteers that should be considered to help create a safe, child-centred environment for children and young people. All services working with children, young people or their families should develop:

- A code of behaviour for workers and volunteers which provides guidance on acceptable and unacceptable practice and how workers/volunteers are to respond if they have concerns about the conduct of a colleague;
- Safe management practices which include supervision and support of workers/volunteers as well as reviews of work or professional development planning to ensure that practice remains child-centred and aligned with the aims of the organisation.

The following sections of Best Practice Theme 4 provide guidance in developing these policies and procedures.

4.4.1 Code of Behaviour for workers and volunteers

Having a code of behaviour in place helps workers and volunteers to focus on supporting children and young people's rights and child-centred practice in their everyday work.

It also assists an organisation in trying to focus on the child/young person and the child/young person's needs. All organisations should establish a code of behaviour. The code should be drawn up by representatives of management, workers and volunteers with input from children and young people. It should set out the boundaries which workers/volunteers are expected to adhere to when working with children or young people. It should take account of best practice principles as well as the specific activities and programmes delivered by the organisation and should be based on a 'common sense approach'.

The code of behaviour establishes acceptable boundaries of behaviour for workers/volunteers and clarifies how to communicate/work with children and young people in a way which respects their right to be listened to, treated with respect and treated fairly.

The code of behaviour should also clarify the boundaries for acceptable physical contact between workers/volunteers and children/young people based on the needs of the children/young people and the nature of the service provided.

These elements within a code of behaviour limit the risk of child abuse, misinterpretation or unintentional harm occurring.

Key practice point Code of behaviour

- Where appropriate get the children/young people involved in discussing and drawing up the code of behaviour for workers and volunteers.
- Display the code of behaviour in your organisation or place of activity.
- Ensure the code is visible for workers, volunteers, parents/guardians, children, young people and visitors to see.
- Make a copy available to parents, guardians, children, young people and visitors.
- Ensure workers/volunteers are clear that the organisation's expectations of their behaviour with children and young people make them less vulnerable to erroneous allegations of abuse.
- Be clear on what happens if there is a breach of the code of behaviour.

A code of behaviour should take into consideration the age and intellectual understanding of the children/young people and include positive declarations and also guidance on the types of behaviour that are not acceptable when working with children and young people.

Things to consider

Developing your organisation's code of behaviour for workers and volunteers

Some of the areas/headings you may wish to consider, depending on the nature of your contact with children and young people, include:

- **Communication** – including attitudes, use of ICT, social and digital media, etc. Examples might include guidance on how workers or volunteers should treat children or young people with respect and listen to children. Also, setting boundaries for worker/volunteer contact with children/young people over social media or outside of the group activities.
- **Safe supervision of children and young people** – including adult-child ratios. Examples could include guidance on how to deal with behaviours that challenge (without the use of physical chastisement), explicitly banning the use of foul or sexualised language and directing the use of positive reinforcement to praise and encourage children and young people.
- **Transport issues** – including consent forms, public or private transport, insurance, etc. Examples could include guidance on the use of personal cars to transport children or young people as well as providing clarity on ratios of adults to children when transporting children or young people.
- **Intimate or personal care** – including issues related to individual needs. Examples might include how workers or volunteers should seek consent, guidance on communicating with parents/guardians, and information on appropriate levels of touch.

- **Safe management of activities** – including consent and registration forms, planning activities, etc. Examples might include the responsibility to raise any issues regarding poor practice (should they arise), communicating appropriately with all children and planning activities or events in a way that facilitates all children’s participation and inclusion.
- **Additional guidance for residential** – including additional guidance on consent, supervision of children and young people, planning of activities and transport.

It is best practice to have workers and volunteers sign up to your organisation’s code of behaviour.

Key practice point Uses of a code of behaviour

A code of behaviour has a number of uses:

- The code should be used as a tool in training to discuss and consider organisational expectations of workers’/volunteers’ conduct. Induction training for all new workers and volunteers should include the code and its uses.
- The code can provide a useful tool in staff supervision. It provides an agreed language and framework to discuss practice issues that may arise in day-to-day work. Managers have a responsibility to supervise and support workers/volunteers to ensure the code is being adhered to.
- There should be an explicit declaration in the organisation’s code of behaviour about workers’/volunteers’ responsibilities to report breaches of the code of behaviour to management. This should be emphasised in on-going training, induction and staff meetings.
- The code will only be useful if implemented. Managers need to listen and respond appropriately to reports of breaches of the code. Having developed and implemented a code of behaviour for workers and volunteers, you will have clearly identified boundaries regarding acceptable and unacceptable practice. This makes it much easier to address issues of poor practice, should they arise. Disciplinary action should be taken where appropriate.

Organisations must also consider how children and young people or their advocates can make a complaint if they feel that there has been a breach of the code of behaviour. See Best Practice Theme 5.5 for more information on complaints procedures.

Key practice point Code of behaviour for trips away

In addition to developing your code of behaviour, you will also have to consider additional elements in your guiding principles and child safeguarding procedures if you take children and young people away for outings or overnights (see also section 4.6, ‘Trips Away’).

4.4.2 Supervision and Support of Workers and Volunteers

Management and supervision of workers and volunteers after appointment is equally important to keep children safe. Supervision of workers/volunteers helps maintain best practice and safeguards children availing of your service.

All workers/volunteers should have regular reviews of their practice to ensure that they improve over time. Conducting an annual appraisal of work is also important to allow for the

recognition of good work and to help to develop skills further; this should be a formal, recorded process.

Functions of Supervision

Supervision provides a regular, structured opportunity to discuss work, review practice and progress, and plan for future development. The main functions of supervision are:

- **Management** to hold the worker accountable for practice to ensure safe, quality, care for children and families
- **Support** for the individual staff member in what is a demanding and potentially stressful working environment. This may involve debriefing which addresses the emotional impact of such work.
- **Learning and development** of each individual to identify their knowledge base, attitude, learning style and skills; to identify learning needs and the strengths and weaknesses of the worker; and to plan and set targets for on-going development
- **Mediation** to ensure healthy engagement with, and communication between, the individual and the organisation.

Models of Supervision

Models of supervision used by services can vary from formal to informal supervision and can be provided as either individual supervision or group supervision depending on the needs and resources of the organisation.

Informal supervision involves observing a volunteer/staff member working with children/young people and other team members. It may also involve informal chats to check out how things are going.

Formal supervision involves meeting with an individual on a regular basis (for example every four weeks), notes are made of the meeting and kept confidentially. Formal supervision should be agreed, contracted (there is an agreement on the purpose, content and frequency), regularly scheduled and recorded.

Group supervision is where group members can explore, share and resolve issues together. It works best when group members know each other and have developed some trust between one another. The manager or leader would also need the skills to lead this type of supervision in a safe and respectful manner.

Key practice point Supervision and annual reviews

Your organisation should have regular supervision for workers/volunteers as well as a review at the end of a probationary period. At this review check that the worker understands the guiding principles and child safeguarding procedures.

You should put in place an annual review or staff appraisal; the purpose of this is to assess general performance and it also gives an opportunity to review any changes in the personal circumstances of workers, e.g. whether they have acquired criminal convictions or have developed health problems.

Good supervision and review arrangements allow an opportunity to assess a worker's competence in performing their tasks. They also give an opportunity to be mindful of the types of relationships between workers/volunteers, and between workers/volunteers and children/young people. It is good practice for managers to be aware of the attitudes of workers/volunteers and the interactions that take place between them and with children/young people.

4.5 Dealing with a concern about another worker/volunteer

It is important that if a worker or volunteer has a concern about the behaviour of another worker/volunteer that they report these concerns to the Designated Liaison Person. Where the concern relates to the DLP, reports should be made to another senior manager within the organisation. This expectation should be included in the organisation's code of behaviour (see also section 3.5 and section 5.5).

The organisation should create an open and supportive environment where workers feel comfortable and safe to pass on these types of concerns. Concerns about colleagues' behaviour may relate to:

- Breaches of the organisation's code of behaviour;
- Conduct which may breach professional standards or codes of ethics;
- Suspected or witnessed abuse.

The concern about another worker/volunteer may also come to your attention through your complaints procedure. This should be dealt with through your procedure for responding to allegations of abuse against workers/volunteers (see Best Practice Theme 3.5).

Where a worker/volunteer has a concern about a colleague they should:

- **Bring it to the attention of the DLP or a senior manager.** If the concern relates to poor practice it should be discussed with the relevant manager. If the concern involves suspected or witnessed abusive behaviour, this should be reported without delay to the DLP (following the organisation's reporting procedure).
- **Keep a record of the concern.** The DLP or senior manager will consider if the concern constitutes a child protection concern, if so he/she must follow the organisation's reporting procedures for child protection or welfare concerns. It will also be necessary to follow the organisation's procedure for responding to allegations of abuse against workers and volunteers.

Where the worker/volunteer feels their concerns have not been given due regard within the organisation or feels nervous or worried about bringing the concern to the attention of the DLP or management they should contact Tusla or An Garda Síochána directly.

If the concern does not need to be reported to Tusla (i.e. does not meet reasonable grounds for concern), it may still need to be addressed by the DLP or line manager with the worker/volunteer. This would be the case, for example, if the concern related to poor practice rather than abusive behaviour.

Example

Behaviours by a worker/volunteer that may cause concern include when a worker:

- Is secretive and evasive about their activities and time spent with children and young people;
- Creates opportunities to spend significant amounts of time away from other workers/volunteers and with a single child or children/young people on a regular basis, e.g. invites child or young person to their home;
- Seeks out vulnerable children and young people;
- Sidesteps one-to-one supervision and management of work;
- Has an unusual amount of physical contact with a child or children;
- Touches a child or children in an inappropriate way;
- Talks to a child or children in an inappropriate way;
- Excludes a particular child or children from activities;
- Disciplines a child or children inappropriately or punishes a child or children harshly;
- Handles children/young people roughly;
- Teases, taunts, insults or makes derogatory remarks about or to a child/young person;
- Restrains a child/young person as a way of punishment;
- Sexually harasses or uses sexual innuendo;
- Humiliates and/or embarrasses children/young people;
- Deprives children/young people of their basic rights;
- Inappropriately uses social media;
- Bullies children/young people.

4.6 Disciplinary procedures

Disciplinary procedures are essential in the overall response to a failure by a worker/volunteer to meet the expected standard of work or behaviour in their working practice. Disciplinary procedures are written, step-by-step procedures which an organisation commits itself to follow in every case where a worker/volunteer may have to be warned, reprimanded, or dismissed as a result of a complaint or failure on the worker's part to meet the expected standards.

Disciplinary procedures may be instituted when:

- There is a complaint made about a worker or volunteer;
- There is an alleged breach of the code of behaviour;
- There is an allegation of abuse made against a worker or volunteer (see also section 3.5).

The disciplinary procedures will need to work alongside and be consistent with your complaints procedures, code of behaviour and procedure for managing allegations of abuse against workers/volunteers.

When dealing with employees, procedures must comply with employment law. When dealing with volunteers, in the absence of employment law, procedures must adhere to the principles of natural justice, good practice and should not unfairly discriminate against the volunteer. Organisations may wish to seek legal advice when developing/reviewing their procedures to ensure that they are robust and reasonable.

Key practice point Rights of workers

Any person subject to disciplinary procedures is entitled under fair procedure to:

- Have clear information in respect of the complaint;
- Copies of any documentation used in decision making;
- An opportunity to provide their account and for this to be considered before any conclusions are drawn;
- Have conclusions and decisions set out in writing;
- A right of appeal.

4.6.1 Appeals against disciplinary action

If the worker/volunteer feels that the disciplinary action taken against them is wrong or unjust they have the right to appeal against the decision. An appeals procedure should be developed as part of the disciplinary procedure.

Remember Tailoring policy and procedure to your organisation

The processes outlined in Best Practice Theme 4 are about working safely with children and young people in the service you provide. For some organisations these may be very formal procedures. For example, a large employer may have a Human Resources Department which will look after the recruitment process and will provide training and time for supervision and support. A small community group may have less formal supervision through a senior volunteer or member of the management committee checking in with workers/volunteers and children/young people to see how things are going. The important point is to implement best practice in a way that is tailored to your service and keeps the children/young people in your care safe from harm. It is important that your records show the steps you have taken to comply with best practice and to implement your guiding principles and child safeguarding procedures.

4.7 Review checklist

Best Practice Theme 4 Working safely with children and young people	Fully in place (working well)	Requires work (not working well)	Action required
In compliance with the Children First Act 2015 a recruitment and selection procedure is in place with regard to a person's suitability to work with children/young people and applies to all workers and volunteers			
The organisation has a training strategy for child safeguarding training based on a training needs analysis			
Child safeguarding training provided is consistent with <i>Children First: National Guidance for the Protection and Welfare of Children</i> and Children First legislation			
All workers/volunteers have attended child safeguarding training relevant to their role in the organisation			
A record-keeping system with regard to what safeguarding training workers/volunteers have attended is in place			
There are policies and procedures in place to support the safe management of activities			
An accident/incident procedure is in place			
There is a code of behaviour for workers and volunteers which specifies acceptable and unacceptable practices with regard to working with children/young people			
There is a supervision policy and appropriate supervision is provide to all workers and volunteers			

The responsibility for all workers/volunteers to report concerns that they may have about a colleague's practices is clearly stated in policy			
A disciplinary procedure is in place			

Best Practice Theme 5: Procedures for sharing your guiding principles and child safeguarding procedures and involving parents, guardians, families, children and young people

This section provides guidance on:

- How to involve parents/guardians and children/young people with your service;
- How to work in partnership with parents/guardians and communicate information regarding your guiding principles and child safeguarding procedures;
- How to share information about child protection or welfare issues effectively with parents/guardians and children/young people.

Best Practice Theme 5: Procedures for sharing your guiding principles and child safeguarding procedures and involving parents, guardians, families, children and young people
Actions that evidence and promote best practice

5:1	All parents/guardians have access to a copy of the guiding principles and child safeguarding procedures
5:2	Children and young people are empowered to understand their right to be protected, consulted, listened to and treated with respect appropriate to their age and developmental stage
5:3	Relevant and appropriate information is communicated to parents/guardians and children/young people to enhance working in partnership
5:4	Children and young people know how to raise concerns if they are unhappy or feel unsafe
5:5	Children, young people, parents and guardians know how to make a complaint if they are dissatisfied with the service being provided

Introduction

Partnership with parents/guardians and families involves information sharing and consultation regarding all aspects of their child’s participation in your service. Meaningful communication is essential in building a partnership with parents/guardians and families. Good communication depends not only on how information is shared but what is being shared. Organisations can support children’s and young people’s rights by ensuring that children and their parents/guardians are kept informed of matters that concern them.

5.1 Sharing your guiding principles and safeguarding procedures

Parents/guardians should be made aware of your guiding principles and child safeguarding procedures on initial contact with your service. You should consider including your declaration of guiding principles in literature about your service and activities that you give to families (e.g. handbook for parents/guardians).

When communicating with parents/guardians, families, children and young people you should be mindful of possible literacy issues, language barriers and communication differences.

5.2 Empowering children and young people to claim their rights

The UN Convention on the Rights of the Child (UNCRC) provides all children and young people with a broad range of rights, including the right to be protected from abuse and neglect. Under the UNCRC, which the Irish State ratified in 1992, children/young people have a right to express their views about matters that affect them and for those views to be heard and taken into account in all matters affecting them. Organisations should empower children/young people by making them aware of their rights. In particular organisations should encourage the active participation of children and young people in all decision making relevant to their involvement in the service/activities, in a manner which is appropriate to their age and developmental stage.

To create a safer environment for children and young people, you also need to promote a practice culture amongst workers and volunteers which enables and supports

children/young people to exercise their right to speak out when they feel they are suffering harm or are at risk of suffering harm . Also when children and young people feel included in decision making, respected and valued by workers and volunteers, they are much more likely to speak up about any abuse they might be experiencing. Enabling and promoting the participation of children and young people within your organisation has many benefits, including:

- Providing you with the opportunity to check that what you are doing is actually what children/young people want;
- Demonstrating your commitment to upholding the rights of children and young people;
- Strengthening your commitment to safeguarding children and young people in your organisation;
- Building leadership skills of children and young people;
- Enhancing the safety of children/young people by identifying risks and dangers.

Below are some examples of how to encourage and empower children and young people's participation in your organisation. For very young or certain groups of children you may need to make extra effort to ensure that they understand the same messages.

Example

How to empower children and young people

- Educate children and young people on their right to be safe from abuse and neglect through, for example, discussion sessions, leaflets and posters. This can help them to be active in their own protection.
- Make sure children and young people know who to speak to if they feel unsafe or unhappy about something.
- Consider how you involve children and young people and support their participation
- Train workers/volunteers in how to effectively listen to and communicate with children and young people.
- Feedback forms or surveys can be used to gain children/young people's views on when they feel safe/unsafe, happy/unhappy and included/not included.
- Ask children and young people to write their own code of behaviour that includes expectations for their interactions with other children and young people, workers and volunteers and has guidance about anti-bullying. Display this within the organisation.
- Include a child or young person on an interview panel where appropriate and possible, and ask them to assist in forming interview questions.
- Openly discuss your child protection principles and guiding principles and child safeguarding procedures with children and young people in the service.
- Encourage children and young people to speak out and make complaints.

The Department of Children and Youth Affairs and Barnardos have published a toolkit to provide assistance in involving children in decision making which can be accessed here: <http://www.comhairlenanog.ie/wp-content/uploads/2014/10/Seldom-Heard-toolkit.pdf>.

5.3 Anti-bullying policy

Part of empowering children and young people is making sure that they are protected from bullying behaviour while attending your organisation. *Children First: National Guidance for the Protection and Welfare of Children* defines bullying as:

“Bullying can be defined as repeated aggression – whether it is verbal, psychological or physical – that is conducted by an individual or group against others. It is behaviour that is intentionally aggravating and intimidating, and occurs mainly among children in social environments such as schools. It includes behaviours such as physical aggression, cyberbullying, damage to property, intimidation, isolation/exclusion, name calling, malicious gossip and extortion. Bullying can also take the form of identity abuse based on gender, sexual preference, race, ethnicity and religious factors. With developments in modern technology, children can also be the victims of non-contact bullying, via mobile phones, the Internet and other personal devices.”

Please see also Appendix 9 of this document and the *Child Protection and Welfare Practice Handbook* for further information, including the types of bullying and strategies for responding where there are concerns about bullying.

Your organisation, in consultation with children and young people, should develop an anti-bullying policy. More information on developing anti-bullying policies can be found in the National Youth Council of Ireland’s document *Let’s Beat Bullying*, available on the NYCI website, www.nyci.ie.

5.4 Guidelines for working in partnership with parents/guardians and children /young people

5.4.1 Working in partnership with parents/guardians and families

Working in partnership with parents/guardians and families helps to safeguard children and young people. Forming positive relationships encourages mutual trust and reassures them that the organisation sees the welfare of the child/young person as paramount.

It is important to be aware of the family structure and endeavour to involve all family members who play a key role in the child’s life. This may include mothers, fathers, grandparents, foster carers, etc.

In order for a parent/guardian/family member to believe that they can work in partnership with professionals they need to feel respected and valued. One of the ways this can be done is to assure them that, wherever appropriate, they will be consulted/spoken with if a concern arises about their child/young person or before information is passed on to another agency about a concern. If you feel that you might put the child/young person at risk of further harm by informing the parents/guardians that a report is going to be made to Tusla, you should discuss this concern with the Tusla social worker prior to talking to the parents/guardian.

Discussing an issue with parents/guardians helps them to better understand the issue and gives them an opportunity to respond (see section 3.3.6 for further tips on talking to parents/guardians about child protection and welfare concerns).

Key practice point

Working in partnership and communicating with parents/guardians

Best practice in working in partnership and communicating involves:

- Providing visual information on who works in your organisation e.g. a photograph of each worker/volunteer.
- Having something that is clearly visible for parents/guardians that signposts information on safeguarding children/young people. Your statement of guiding principles and /or your Child Safeguarding Statement should be displayed.
- Talking to parents/guardians informally on a regular basis
- Providing information in a format and language that can be easily understood by everyone, including children/young people, e.g. a leaflet with the main points of your declaration of guiding principles outlined in brief, newsletters, parents/guardian's handbook, etc. These should be translated to other languages where appropriate.
- Having an open door policy, which allows parents/guardians to visit the service at any time.
- Regularly providing information and feedback to parents/guardians verbally as well as in writing

Tip box

Encourage parents/guardians to:

- Ask about your organisation's guiding principles and child safeguarding procedures.
- Make suggestions/comments.
- Be involved with and part of the management committee.
- Look around the environment.
- Ask about their child/young person's experience of the workers/service/programme/activity/group and how they are getting on.
- Talk with workers/volunteers about how their child/young person is getting on in the service.
- Share information about their culture and traditions.
- Attend any information meetings/workshops for parents/guardian.
- Share information about their child/young person with workers or volunteers.

For successful partnership with parents/guardians there needs to be two-way communication. Your organisation should develop a communications strategy that supports working in partnership with parents/guardians and children/young people.

5.4.2 Communications strategy

Your communications strategy sets out your intention to involve parents/guardians and children/young people and share information in an open and transparent manner. Participation is important for parents/guardians and children/young people because it gives them an opportunity to have a say about issues and decisions that affect them, learn new skills, have fun and develop links with their community.

Your communications strategy should further clarify the rights of children and young people to be consulted and to have their views and opinions taken into account when decisions are being made about them. The following tips include some broad, good practice guidelines to consider when thinking about how you communicate information on your guiding principles and safeguarding procedures to various groups of interested parties (e.g. workers/volunteers, parent/guardians and children/young people).

Tip box **Sharing information**

Display

- Have a notice board displaying:
 - Your communications strategy
 - The name of the Designated Liaison Person
 - Your calendar detailing activities, events, etc.
 - Details of any information evenings/workshops for parents/guardians on diversity, equality and anti-discrimination issues, etc.

Tell

- Have a parents/guardian's handbook /leaflets /newsletters communicating:
 - Information on how to make a child protection or welfare report (see Best Practice Theme 3)
 - Information on how to make a complaint
- Share your declaration of guiding principles with any organisation that you visit or work alongside and agree protocols, where appropriate (see Best Practice Theme 4 and Appendix 7 for more information)
- Tell children/young people, parents/guardians and workers/volunteers about your code of behaviour for workers and volunteers (see Best Practice Theme 4)
- Tell children of their right to be protected, listened to and to have their views taken into consideration

Ask

- Gather appropriate information and be mindful of confidentiality
- Registration forms for children/young people should evidence that parents/guardians have been informed of your organisation's Child Safeguarding Statement and/or guiding principles and child safeguarding procedures
- It is important to establish who has guardianship rights for a child attending your service. Where guardianship issues arise, documentation from legal guardians should be requested and kept on the child's file evidencing who the child's legal guardians are (see key practice point, below, for further information on guardianship).
- Regularly check in with parents/guardians that the information you are sharing is being received and understood.
- Ask parents/guardians for feedback to find out what you are doing well and what you could improve or change to benefit parents/guardians and children/young people using your service.

Key practice point

In developing your strategy for communicating with parents/guardians and children/young people consider the following:

- Who is the first point of contact when parents/carers and children /young people walk into your organisation?
- Introducing parents/carers and children/young people to all workers/volunteers involved in the organisation
- How does your organisation ensure individual cultures are valued and respected?
- Listening to every child, young person and parent/guardian.
- Respecting an adult and child/young person's right to confidentiality, and also making them aware that there are limits to this when it comes to a child's need for protection and safety.

Tip box

Communicating with children about staying safe

- Give children/young people a voice so that they can convey any concerns they might have
- Regularly check in with children/young people that the information you are sharing is being received and understood.
- You should have something that is clearly displayed for children/young people that signposts information on safeguarding children/young people.
- Check that children/young people understand that they are free to approach any worker/volunteer if they are worried about something.

Key practice point Guardianship

What is guardianship?

“Guardianship means the rights and duties of parents in respect of the upbringing of their children. A guardian has the right to make all major decisions affecting the child's upbringing, including choice of school, medical treatment, religious matters, health requirements and decisions about leaving the country. Guardians are responsible for the welfare of the child. Welfare includes the moral, intellectual and physical wellbeing of the child and where there is property held on behalf of the child, it includes the proper administration of such property” (Court Service of Ireland).

Who is a guardian?

Married parents of a child are ‘joint guardians’ and have equal rights in relation to the child. The rights of parents to guardianship are set down in Section 6 of the Guardianship of Infants Act 1964.

On 18th January 2016 certain provisions of the Children and Family Relationships Act 2015 came into effect that made a number of changes to the Guardianship of Infants Act 1964.

If a child is born outside of marriage, the mother is the sole guardian. The position of the unmarried father of the child is not so certain. An unmarried father will automatically be a guardian if he has lived with the child's mother for 12 consecutive months after 18th

January 2016, including at least three months with the mother and child following the child's birth. Where the father does not meet these criteria he may still gain guardianship through entering into a formal agreement with the mother or by applying to the District Court.

In situations where the father has been appointed joint guardian of a child, then his consent is required for certain things relating to the child's general welfare and other items.

5.5 Complaints procedure

Your organisation should develop a complaints procedure for the service. Many issues that arise can be resolved informally between the complainant and the organisation; it is important to have a process to respond to complaints that cannot be resolved informally. A complaint can sometimes arise as a result of someone's misunderstanding of a policy or procedure.

5.5.1 Defining a complaint

Complaints may arise in response to:

- An alleged breach of the code of behaviour by a worker/volunteer;
- A particular practice issue;
- Perceived poor attitude of a worker/volunteer;
- A child/young person feeling unhappy about an incident or an event;
- A parent/guardian feeling unhappy about an incident or event involving their child;
- Dissatisfaction in relation to an aspect of the service being provided.

Some complaints may need to be addressed through your procedure for responding to allegations of abuse against workers/volunteers – see Best Practice Theme 3.5.

5.5.2 Who can make a complaint?

It is important that everyone is aware of how to access the complaints procedure and that it is clear who can complain. An organisation should be open to receiving a complaint from a:

- Parent/guardian;
- Child or young person ;
- An external agency or organisation involved in interagency working;
- Member of the public or other who may have a legitimate concern.

Note: Issues being raised by workers/volunteers or students on placement should be brought to the attention of the relevant manager, following the appropriate internal procedure.

5.5.3 Publicising the complaints procedure

Users of the service and workers/volunteers should be aware of how to access the complaints procedure. You should consider how you will raise awareness of your complaint procedure, e.g. leaflets, posters, website, induction training, etc.

5.5.4 Processing a complaint

Your organisation should have clearly stated steps for responding to a complaint. These should include the naming of the individual responsible for responding to complaints and details of both verbal and written response processes. Children and young people should not be restricted as to who they can complain to, but should be made aware that they can

approach a worker/volunteer of their choice. All workers/volunteers should know that they have a responsibility to assist a service user in making a complaint.

Complaints should, where possible, be resolved informally. However where someone remains dissatisfied access to a more formal process should be available. The complaints process should contain guidance in respect of expected timescales for response, have instruction on how feedback to the complainant should be provided and contain guidance on how the response to a complaint can be appealed if required. Complaints should be recorded and all stages of the resolution process should be recorded.

Where a complainant is dissatisfied with the response they should be provided with access to an appeals process. It may be appropriate to provide access to a third party for final appeals; this may require cooperation with another organisation. Following an appeal, where the complainant remains dissatisfied, they should be advised that the matter may be referred to the Ombudsman for the relevant service area.

Remember
Complaints as child protection concerns

Sometimes complaints are in fact child welfare or protection concerns which should be responded to in accordance with your organisation's child protection reporting procedures.

Learning from inquiries

Inquiries show that when complaints of abuse were made there was a reluctance to receive and respond appropriately to these complaints. Children and parents must understand how to make complaints and be confident that these complaints will be handled appropriately.

5.6 Review checklist

Best Practice Theme 5 Procedures for sharing your guiding principles and child safeguarding procedures and involving parents, guardians, families, children and young people	Fully in place (working well)	Requires work (not working well)	Action required
A procedure to provide a copy of your policy declaration to parents/guardians upon request is in place			
Children and young people have been made aware of their right to be protected, consulted and treated with respect			
An anti-bullying policy has been developed and is on display			
A communications policy has been developed and is on display			
A policy for working in partnership with parents/guardians has been developed and is on display			
A complaints policy is in place and has been communicated to children/young people and their parents/guardians			

Best Practice Theme 6: Implementing, monitoring and reviewing your guiding principles and child safeguarding procedures

This section provides guidance on how to implement, monitor and review your guiding principles and child safeguarding procedures.

Best Practice Theme 6: Implementing, monitoring and reviewing your guiding principles and child safeguarding procedures	
Actions that evidence and promote best practice	
6:1	A plan is in place to implement, monitor and review your guiding principles and child safeguarding procedures.

Introduction

It is important to recognise that developing your guiding principles and child safeguarding procedures is only one part in the process of safeguarding children. To make certain your guiding principles and child safeguarding procedures are put into practice you must put in place an implementation plan. An implementation plan sets out the tasks necessary to fully realise your guiding principles and child safeguarding procedures.

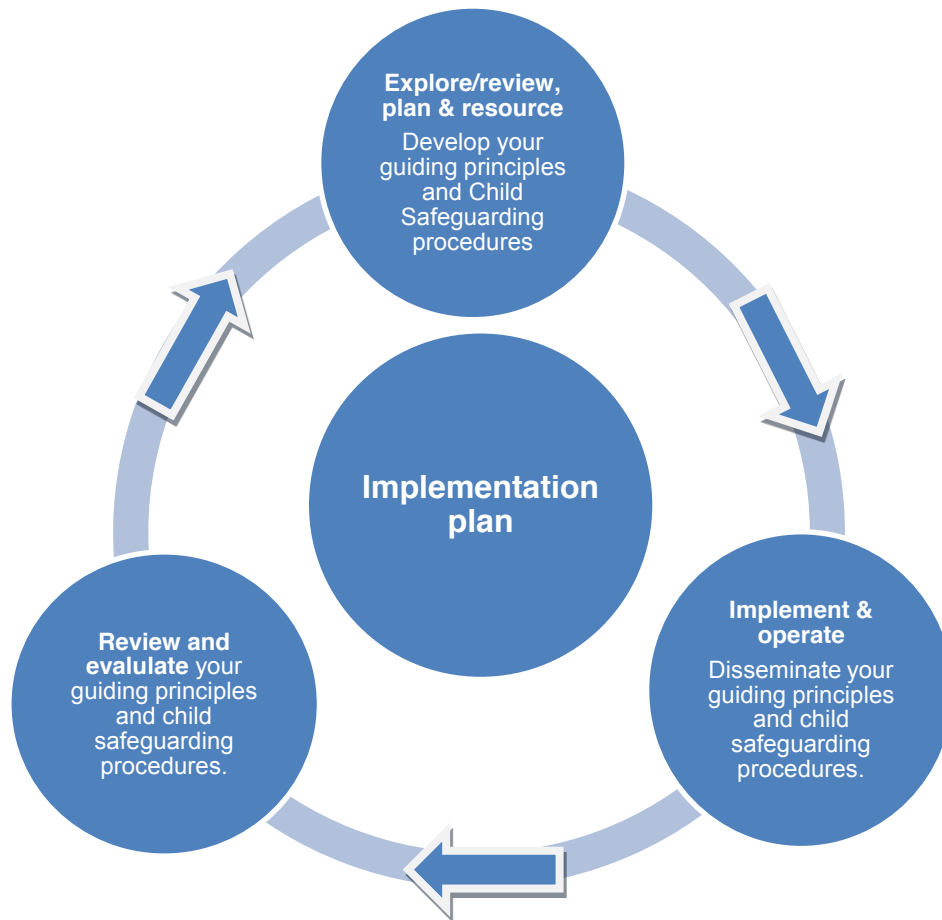
Your implementation plan should also ensure that your guiding principles and child safeguarding procedures are regularly reviewed and updated through on-going risk assessment and measures to address any identified risks. The best practice themes in this Guide contain information and guidance which, when applied, support completion of the actions that evidence and promote best practice for each best practice theme and will assist you to meet the requirements of *Children First: National Guidance for the Protection and Welfare of Children*⁷.

The implementation plan should include actions you will take in the introduction, development and implementation of your guiding principles and child safeguarding procedures. It should describe how you will monitor whether these actions have been implemented.

Implementation is an on-going process (see Figure 4). It is a continuous cycle of development, response to change, and review of policies, procedures and practices relevant to meeting the requirements of Children First. As you work through the best practice themes you will complete the review checklists at the end of each section. These checklists will enable you to monitor your progress in fully realising your guiding principles and child safeguarding procedures. Part of this process includes reviewing performance against actions required to evidence and promote best practice for each of the best practice themes. This review process ensures areas of procedure and practice that are working well can be acknowledged and areas requiring improvement can be identified and addressed.

⁷ Relevant services under the Children First Act 2015 must also regularly review their Child Safeguarding Statement.

Figure 2 - Implementation Plan Cycle



6.1 Step 1 – Explore/review, plan and resource

Your organisation may become aware of new circumstances that impact on good practice, e.g. new legislation, the broadening of your service into new areas or failures in existing practices. This leads to a review of practice to examine the impact of these changes/developments on the organisation and those within the organisation. You must decide who needs to be involved in the review process and how to resource any changes planned.

6.2 Step 2 – Implement and operate

The process of introducing child safeguarding into your organisation begins with identifying the guiding principles and child safeguarding procedures that are necessary to underpin your intention to keep children safe. You will then be identifying who needs to be involved in developing your guiding principles and child safeguarding procedures. In considering how you will operationalise your guiding principles and child safeguarding procedures, you should consider if these are the people who will have responsibility for implementation. You may identify additional or alternative individuals who should be included in the implementation process.

Implementing your guiding principles and child safeguarding procedures will ensure that the actions that evidence and promote best practice set out in each best practice theme are met and can be evidenced/measured using the review checklists.

Key practice point

In developing your implementation process consider the following:

- How will you prioritise actions to be completed?
- What are the goals and objectives for your implementation plan?
- What specifically needs to be done to achieve those goals and objectives?
- Who will be responsible for doing what? Specific tasks should be allocated to specific individuals.
- How will you track (evidence) what you are doing?
- What resources will you need?
- Who else needs to be involved?
- What is the target date for completion of each goal and objective?

6.3 Step 3 – Review and evaluate

When you are confident that your guiding principles and child safeguarding procedures are in place and functioning well in the organisation, i.e. the areas identified in your guiding principles and child safeguarding procedures requiring action have been addressed and the system for picking up any shortfalls in practice and procedure is in place, you will have made good progress in achieving the implementation of the *Children First: National Guidance for the Protection and Welfare of Children*. You will then be ready to monitor, further review and evaluate the effectiveness of your organisation's child safeguarding arrangements.

This step provides the opportunity to reflect upon the overall process. Useful learning from the experience of moving through steps 1 and 2 should be identified and used to inform future policy, procedure and practice decisions.

On-going monitoring helps to ensure that the practices, as outlined in your guiding principles and child safeguarding procedures, are maintained throughout your organisation. It is recommended best practice that you review your guiding principles and child safeguarding procedures every 24 months, or sooner if necessary due to service issues or changes in legislation/national policy, or where problems in the implementation process arise.

Monitoring and reviewing the implementation of your guiding principles and child safeguarding procedures promotes accountability, learning, feedback and knowledge sharing. There are a number of performance measurement tools you could use to test and review whether children are being kept safe through the implementation of your guiding principles and child safeguarding procedures. For example,:

- Collation and analysis of any complaints;
- Collation of child protection concerns and the actions taken;
- Collation of feedback from children/young people, parents/guardians and families;
- Analysis of practice and any breaches of procedures, codes of behaviour, etc.;
- Checking people's understanding, awareness, feelings, perceptions, behaviour and attitudes through the use of:
 - Questionnaires;
 - Focus groups;
 - Interviews;
 - Audit;
 - Observation.

Learning from inquiries

Inquiries have shown that it is not enough to adopt guidelines for the protection of children. Failure to fully implement and comply with these guidelines results in a failure to protect children.

6.4 Review checklist

Best Practice Theme 6 Implementing, monitoring and reviewing your guiding principles and child safeguarding procedures	Fully in place (working well)	Requires work (not working well)	Action required
Implementation plan for your guiding principles and child safeguarding procedures is in place			
A review of your guiding principles and child safeguarding procedures is planned			
Processes for monitoring, review and evaluation of the implementation of your guiding principles and child safeguarding procedures is in place			

Appendix 1 – Schedule of relevant services under the Children First Act 2015

Schedule 1 of the Children First Act 2015 specifies the relevant services for the purposes of the Act:

1. Any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of the person having access to, or contact with, children in—
 - a) an establishment which provides early years services within the meaning of Part VIIA of the Child Care Act 1991,
 - b) a school or centre of education, both within the meaning of the Education Act 1998,
 - c) any hospital, hospice, health care centre or other centre which receives, treats or otherwise provides physical or mental health services to children,
 - d) a designated centre within the meaning of section 2 of the Health Act 2007, in so far as it relates to an institution at which residential services are provided in accordance with the Child Care Act 1991 or to children with disabilities in relation to their disabilities,
 - e) a special care unit provided and maintained in accordance with section 23K of the Child Care Act 1991,
 - f) a children detention school within the meaning of section 3 of the Children Act 2001,
 - g) a reception or accommodation centre which provides residential accommodation services to applicants for asylum under contract to the Department of Justice and Equality where children may be accommodated, or
 - h) a centre which provides residential accommodation services to victims of domestic violence where children may be accommodated.
2. Any work or activity which consists of the inspection of a service provided to a child under the Child Care Act 1991, the Education Act 1998, the Children Act 2001 or the Health Act 2007.
3. Any work or activity which consists of the inspection, examination or investigation by the Office of the Ombudsman for Children under the Ombudsman for Children Act 2002.
4. Any work or activity which consists of treatment (including assessment which may lead to treatment), therapy or counselling provided to a child.
5. Any work or activity which consists of the provision of—
 - a) educational, research, training, cultural, recreational, leisure, social or physical activities to children,
 - b) care or supervision of children, or
 - c) formal consultation with, or formal participation by, a child in respect of matters that affect his or her life, whether or not for commercial or any other consideration.
6. Any work or activity which consists of the provision of advice or guidance services (including by means of electronic interactive communications), a necessary and regular part of which consists, mainly, of the person having access to, or contact with, children.
7. Any work or activity as a minister or priest or any other person engaged in the advancement of any religious beliefs which would or could bring that minister, priest or other person, as the case may be, into contact with a child.

8. Any work or activity as a driver of, or as an assistant to the driver, or as a conductor, or as a supervisor of children using a vehicle which is being hired or used only for the purpose of conveying children who are unaccompanied by a parent or guardian.

9. Any work or activity which is carried out by a member of An Garda Síochána, a necessary and regular part of which consists mainly of the person having access to, or contact with, children.

Appendix 2 – Review checklist of guiding principles and safeguarding procedures

Best Practice Theme 1: Guiding principles	Fully in place (working well)	Requires work (not working well)	Action required
Declaration of guiding principles is in place			
Name of organisation and the services and activities provided to children and young people are listed with your declaration of guiding principles			
Your declaration of guiding principles specifies to whom they apply.			
Your declaration of guiding principles is communicated to children, young people, parents/guardians, workers and volunteers.			
Best Practice Theme 2: Key personnel in safeguarding	Fully in place (working well)	Requires work (not working well)	Action required
A named person is appointed			
The DLP and Deputy DLP are appointed			
The role and responsibilities of the DLP/Deputy DLP are outlined			
The role and responsibilities of mandated persons are outlined			
A procedure for maintaining a list of mandated persons is in place			
Best Practice Theme 3: Responding to and reporting child protection and welfare concern	Fully in place (working well)	Requires work (not working well)	Action required
Guidance on roles and responsibilities related to your reporting procedure are available			
Guidance on reasonable grounds for concern is included in your reporting procedure.			

Definitions and features of child abuse as per <i>Children First: National Guidance for the Protection and Welfare of Children</i> are included or referenced in your reporting procedure.			
Guidance on mandated persons' responsibility to report child protection concerns is included in your child safeguarding procedures.			
Reporting procedure that clearly outlines the steps to be followed in reporting child protection or welfare concerns is in place.			
Guidance on confidentiality is included in your child safeguarding procedures.			
Guidance on dealing with disclosures is included in your child safeguarding procedures.			
Guidance on dealing with adult disclosures of childhood abuse, where it is identified there may be current risk to a child/young person, is included in your child safeguarding procedures.			
Guidance on information sharing and record-keeping is included in your child safeguarding procedures.			
Procedure to deal with any allegations of abuse against workers/volunteers/ management are included in your child safeguarding procedures.			
Best Practice Theme 4: Working safely with children and young people	Fully in place (working well)	Requires work (not working well)	Action required
In compliance with the Children First Act 2015 a recruitment and selection procedure is in place with regard to a person's suitability to work with children/young people and applies to all workers and volunteers			
The organisation has a training strategy for child safeguarding training based on a training needs analysis			

Child safeguarding training provided is consistent with <i>Children First: National Guidance for the Protection and Welfare of Children</i> and Children First legislation			
All workers/volunteers have attended child safeguarding training relevant to their role in the organisation			
A record-keeping system with regard to what safeguarding training workers/volunteers have attended is in place			
There are policies and procedures in place to support the safe management of activities			
An accident/incident procedure is in place			
There is a code of behaviour for workers and volunteers which specifies acceptable and unacceptable practices with regard to working with children/young people			
There is a supervision policy and appropriate supervision is provided to all workers and volunteers			
The responsibility for all workers/volunteers to report concerns that they may have about a colleague's practices is clearly stated in policy			
A disciplinary procedure is in place			
Best Practice Theme 5: Procedures for sharing your guiding principles and child safeguarding procedures and involving parents/guardians, families, children and young people	Fully in place (working well)	Requires work (not working well)	Action required
A procedure to provide a copy of your policy declaration to parents/guardians upon request is in place			
Children and young people have been made aware of their right to be protected, consulted and treated with respect			
An anti-bullying policy has been developed and is on display			

A communications policy has been developed and is on display			
A policy for working in partnership with parents/guardians has been developed and is on display			
A complaints policy is in place and has been communicated to children/young people and their parents/guardians			
Best Practice Theme 6: Implementing, monitoring and reviewing your guiding principles and child safeguarding procedures	Fully in place (working well)	Requires work (not working well)	Action required
Implementation plan for your guiding principles and child safeguarding procedures is in place			
A review of your guiding principles and child safeguarding procedures is planned			
Processes for monitoring, review and evaluation of the implementation of your guiding principles and child safeguarding procedures is in place			

Appendix 3 – Learning from Inquiries

Best Practice Theme 1 – Policy Declaration

The *Report of the independent inquiry into matters relating to child sexual abuse in swimming (1998)* made this recommendation in the context of the Health and Safety Act but focused on keeping children safe: “The process of drafting a safety declaration requires an identification of risks of dangers and the possibility of those dangers occurring. It requires consideration to be given to measures to avoid such dangers and consideration of the persons responsible.”

Learning from inquiries

Inquiries show that all places of work that involve children should provide particularly for the safety, health and welfare of children. The purpose of the policy declaration is to communicate this intent to all volunteers, staff, children and parents.

Best Practice Theme 2 – Key Personnel in Safeguarding

The *Report of a committee of inquiry (1995) “Kelly – A Child is Dead”* says the following: “We recommend that each school nominate a teacher to develop special expertise in the identification of child abuse and neglect and function as its liaison officer with local health board staff. Special joint in-service training programmes should be provided and this will assist in developing collaborative relationships locally”.

Learning from inquiries

Confusion about roles and responsibilities is highlighted in inquiries. Where clear responsibility was not placed on named personnel to report child protection concerns, child abuse continued unchecked and other children were placed at risk of abuse.

Best Practice Theme 3 – Responding to and reporting of child protection or welfare concerns

The *Report of the independent inquiry into matters relating to child sexual abuse in swimming (1998)* noted: “Clearly in order to prevent and detect child sexual abuse, it is vital that the abuse be reported and that the reports be believed.”

The *Report of a committee of inquiry (1995) “Kelly – A Child is Dead”* found: “We recommend that the reporting of actual or suspected child abuse or neglect become a legal requirement for relevant designated staff, including health board personnel, general practitioners, the gardai, teachers and staff of voluntary and private child care services.”

The Ferns Report (2005) recommended that efforts should be made amongst the general public and organisations to strengthen a more open environment of reporting. It also led to the introduction of new legislation: section 176 of the Criminal Justice Act 2006, titled ‘Reckless endangerment of children’.

The *West of Ireland Farmer Case (1998)* report noted the breakdown in communication between agencies and professionals as a contributing factor to the long-term abuse within the family.

The *Report of the Commission to Inquire into Child Abuse (Ryan 2009)* stated: “The withholding of information between professionals and between agencies is not acceptable where failure to disclose may have an influence on the future safety and welfare of the child.”

The *Report of the Commission to Inquire into Child Abuse (Ryan 2009)* also noted: “If a child reveals abuse on a confidential or ‘secret’ basis to a professional this confidentiality cannot be binding. The professional person involved – social worker, teacher, doctor, etc. – must make it clear to the child that absolute confidentiality cannot be guaranteed.”

Learning from inquiries

Inquiries have repeatedly shown that the failure to report concerns to the appropriate authorities without delay has led to on-going abuse of children. Haphazard and sloppy recording of concerns and actions have also inhibited recognition of abuse and safeguarding of children.

Best Practice Theme 4 – Working safely with children and young people

The *Report of the independent inquiry into matters relating to child sexual abuse in swimming (1998)* found: “Coaches should be appointed after interview by the committee of the club, who should, in the case of the club coach, ensure that she or he meets the qualification requirements of the Association and, in all cases, that full written references are provided and verified with the referees. A gender balance should be encouraged. Coaches should be asked to sign written contracts.”

The *Kilkenny Incest Investigation (1993)* stated: “All Health care staff must have clearly written directions from their employer as to what their role and responsibilities are in relation to child abuse.”

The *Kilkenny Incest Investigation (1993)* also noted: “The manager of an institution should be responsible for:

- Making the best use of available resources
- Vetting of staff and volunteers
- Ensuring that staff are well trained, matched to the nature of the work to be undertaken and progressively trained so as to be kept up to date.
- Ensuring on-going supervision, support and advice for all staff
- Regularly reviewing the system to identify problem areas for both staff and children
- Ensuring rules and regulations are adhered to
- Establishing whether systems failures caused or contributed to instances of abuse
- Putting procedures in place to enable staff and others to make complaints and raise matters of concern without fear of adverse consequences.”

The *Commission of Investigation “Report into the Catholic Dioceses of Cloyne” (2010)* found: “Child protection training should be sourced and provided for those involved in child protection in the Diocese, to improve their ability to recognise risk and to record their practice appropriately”

Working in partnership

The *Report of the independent inquiry into matters relating to child sexual abuse in swimming (1998)* recommended “The relationship between the Association and the clubs with local authorities, schools and management companies of sport complexes should be defined in terms of function and responsibility.”

Safe management of activities

The *Report of the Commission to Inquire into Child Abuse (Ryan 2009)* noted: “To prevent where possible and reduce the incidence of abuse of children in institutions and to protect children from such abuse, Childcare policy should be child-centred. “

The *Report of the Commission to Inquire into Child Abuse (Ryan 2009)* also noted: “The state and congregations lost sight of the purpose for which the institutions were established, which was to provide children with a safe and secure environment and an opportunity of acquiring education and training.”

The *Report of the Commission to Inquire into Child Abuse (Ryan 2009)* further stated: “A culture of respecting and implementing rules and regulations and of observing codes of conduct should be developed.”

The *Report of the independent inquiry into matters relating to child sexual abuse in swimming (1998)* contained recommendations on having a code of behaviour and what to do if there is a breach of this code.

The *Ferns Report (2005)* highlighted the need for codes of conduct/behaviour to be developed for every organisation which facilitates adult’s access to children.

Learning from inquiries

Inquiries show that poor recruitment, inadequate staff training and a lack of supervision creates an environment where children are not safe from harm. The inquiries highlighted the need for child-centred work practice and clear codes of behaviour/conduct for staff.

Best Practice Theme 5 – Procedures for sharing your guiding principles and child safeguarding procedures and involving parents/guardian, families, children and young people

The *Report of the independent inquiry into matters relating to child sexual abuse in swimming (1998)* recommended: “The Association should ensure that clubs have a series of simple posters so that children of all ages know what constitutes unacceptable behaviour. They must also know how to complain...”

The *Kilkenny Incest Investigation (1993)* found: “Children in care should be able to communicate concerns without fear.”

The *Report of the Commission to Inquire into Child Abuse (Ryan 2009)* recommended “putting procedures in place to enable staff and others to make complaints and raise matters of concern without fear of adverse consequences.”

The *Ferns Report (2005)* recommended that written records of complaints must be kept.

Learning from inquiries

Inquiries show that when complaints of abuse were made there was a reluctance to receive and respond appropriately to these complaints. Children and parents must understand how to make complaints and be confident that these complaints will be handled appropriately.

Best Practice Theme 6 – Implementing, monitoring and reviewing your Guiding principles and child safeguarding procedures

The *Report of a committee of inquiry (1995) “Kelly – A Child is Dead”* stated: “We recommend that the Western Health Board assess the current level of knowledge and compliance of its staff with the Department of Health Guidelines and establish and address any reasons for non-compliance.”

The *Kilkenny Incest Investigation (1993)* recommended: “We recommend that a regular system of evaluation of the procedures be established. It is insufficient to adopt Department of Health procedures in principle”.

The *Report of the independent inquiry into matters relating to child sexual abuse in swimming (1998)* recommended: “The functional responsibility for ensuring compliance with procedures including complaints procedures and procedures relating to away trips, should rest with the Secretary/Registrar/Controller of the Association.”

The *Commission of Investigation “Report into the Catholic Dioceses of Cloyne” (2010)* noted: “The Diocese of Cloyne adopts immediately a safeguarding policy for children that meets the standards expected of it within the church as a whole”.

The *Commission of Investigation “Report into the Catholic Dioceses of Cloyne” (2010)* stated: “Preventative actions should be reviewed and implemented in all cases that are known to the Diocese to protect other children from potential further abuse”.

The *Report of the Commission to Inquire into Child Abuse (Ryan 2009)* stated: “The failures that occurred in all the schools cannot be explained by the absence of rules, or any difficulty in interpreting what they meant. The problem lay in the implementation of the regulatory framework.” The report goes on to recommend: “A culture of respecting and implementing rules and regulations and of observing codes of conduct should be developed”.

Learning from inquiries

Inquiries have shown that it is not enough to adopt guidelines for the protection of children. Failure to fully implement and comply with these guidelines results in a failure to protect children.

Appendix 4 – Child Safeguarding: Relevant Legislation

There are a number of pieces of legislation relevant to the safeguarding of children. The following indicative list is not intended to be comprehensive but rather to give a sense of the breadth and wide array of relevant legislation.

Child and Family Agency Act 2013

<http://www.oireachtas.ie/documents/bills28/acts/2013/a4013.pdf>

Child Care Act 1991

<http://www.irishstatutebook.ie/eli/1991/act/17/enacted/en/print.html>

Children Act 2001

<http://www.irishstatutebook.ie/eli/2001/act/24/enacted/en/pdf>

Children First Act 2015

<http://www.irishstatutebook.ie/eli/2015/act/36/enacted/en/pdf>

Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012

<http://www.irishstatutebook.ie/eli/2012/act/24/enacted/en/pdf>

Criminal Justice Act 2006, Section 176: Reckless Endangerment of Children

<http://www.irishstatutebook.ie/eli/2006/act/26/enacted/en/pdf>

Data Protection Acts 1988 and 2003

<http://www.irishstatutebook.ie/eli/1988/act/25/enacted/en/html>

<http://www.irishstatutebook.ie/eli/2003/act/6/enacted/en/pdf>

Domestic Violence Act 1996

<http://www.irishstatutebook.ie/eli/1996/act/1/enacted/en/pdf>

Education (Welfare) Act 2000

<https://www.oireachtas.ie/documents/bills28/acts/2000/a2200.pdf>

Education Act 1998

<http://www.irishstatutebook.ie/eli/1998/act/51/enacted/en/pdf>

Freedom of Information Act 2014

<http://www.irishstatutebook.ie/eli/2014/act/30/enacted/en/pdf>

National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2106

<http://www.irishstatutebook.ie/eli/2012/act/47/enacted/en/pdf>

Non-Fatal Offences against the Person Act 1997

<http://www.irishstatutebook.ie/eli/1997/act/26/enacted/en/pdf>

Protected Disclosures Act 2014

<http://www.irishstatutebook.ie/eli/2014/act/14/enacted/en/pdf>

Protections for Persons Reporting Child Abuse Act 1998

<http://www.irishstatutebook.ie/eli/1998/act/49/enacted/en/pdf>

Appendix 5 – Schedule of Mandated Persons under the Children First Act 2015

Schedule 2 of the Children First Act 2015 specifies the following classes of persons as mandated persons for the purposes of the Act:

1. Registered medical practitioner within the meaning of section 2 of the Medical Practitioners Act 2007.
2. Registered nurse or registered midwife within the meaning of section 2(1) of the Nurses and Midwives Act 2011.
3. Physiotherapist registered in the register of members of that profession.
4. Speech and language therapist registered in the register of members of that profession.
5. Occupational therapist registered in the register of members of that profession.
6. Registered dentist within the meaning of section 2 of the Dentists Act 1985.
7. Psychologist who practises as such and who is eligible for registration in the register (if any) of members of that profession.
8. Social care worker who practises as such and who is eligible for registration in accordance with Part 4 of the Health and Social Care Professionals Act 2005 in the register of that profession.
9. Social worker who practises as such and who is eligible for registration in accordance with Part 4 of the Health and Social Care Professionals Act 2005 in the register (if any) of that profession.
10. Emergency medical technician, paramedic and advanced paramedic registered with the Pre-Hospital Emergency Care Council under the Pre-Hospital Emergency Care Council (Establishment) Order 2000 (S.I. No. 109 of 2000).
11. Probation officer within the meaning of section 1 of the Criminal Justice (Community Service) Act 1983.
12. Teacher registered with the Teaching Council.
13. Member of An Garda Síochána.
14. Guardian *ad litem* appointed in accordance with section 26 of the Child Care Act 1991.
15. Person employed in any of the following capacities:
 - (a) manager of domestic violence shelter;
 - (b) manager of homeless provision or emergency accommodation facility;
 - (c) manager of asylum seeker accommodation (direct provision) centre;
 - (d) addiction counsellor employed by a body funded, wholly or partly, out of moneys provided by the Oireachtas;
 - (e) psychotherapist or a person providing counselling who is registered with one of the voluntary professional bodies;
 - (f) manager of a language school or other recreational school where children reside away from home;
 - (g) member of the clergy (howsoever described) or pastoral care worker (howsoever described) of a church or other religious community;
 - (h) director of any institution where a child is detained by an order of a court;
 - (i) safeguarding officer, child protection officer or other person (howsoever described) who is employed for the purpose of performing the child welfare and protection function of religious, sporting, recreational, cultural, educational and other bodies and organisations offering services to children;
 - (j) child care staff member employed in a pre-school service within the meaning of Part VIIA of the Child Care Act 1991;
 - (k) person responsible for the care or management of a youth work service within the meaning of section 2 of the Youth Work Act 2001.
16. Youth worker who—

- (a) holds a professional qualification that is recognised by the National Qualifications Authority in youth work within the meaning of section 3 of the Youth Work Act 2001 or a related discipline, and
 - (b) is employed in a youth work service within the meaning of section 2 of the Youth Work Act 2001.
17. Foster carer registered with Tusla.
18. A person carrying on a pre-school service within the meaning of Part VIIA of the Child Care Act 1991.

Appendix 6 - Guidance Notes on Developing a Child Safeguarding Training Strategy, Training Strategy Template, Training Needs Analysis Template

What is a training strategy?

A training strategy is an organisation's plan to safeguard and promote the welfare of children through the provision of child safeguarding training. It outlines how your organisation will support your workforce to acquire the knowledge, skills and values to safeguard children, protect them from harm and promote their welfare. The training strategy will be consistent with the organisation's vision on promoting the rights of the child, including their right to be heard, listened to, and taken seriously. The child safeguarding training strategy should be integrated with the over-arching guiding principles and child safeguarding procedures and implementation plan.

A training strategy identifies training aims, learning outcomes, target groups, proposed initiatives, performance indicators and evaluation processes. The training strategy will contain a detailed plan on how each of these components will be developed and achieved.⁸

The level and type of training that is required by individual staff and agencies will depend upon the nature and extent of the work they undertake with children and families and their degree of involvement in child protection and welfare cases.

Training needs will change continuously and training in child safeguarding must be an integral part of plans in all agencies. A percentage of the annual budget in each agency should be explicitly committed to child safeguarding training. An annual review of the training strategy for child safeguarding should be undertaken.

The aims of a training strategy are:

- To provide good quality, evidence based training opportunities for staff and volunteers which will enable them to fulfil their roles and responsibilities under *Children First: National Guidance for the Protection and Welfare of Children*;
- To raise awareness and create understanding of obligations under *Children First: National Guidance for the Protection and Welfare of Children*;
- To develop a confident and competent workforce.

How is a training strategy developed?

- Identify and consult with key stakeholders;
- Establish existing resources (human, financial, practical) and expertise;
- Identify gaps/needs in resources and expertise;
- Identify and consult with target audiences to establish levels of training required⁹;
- Conduct a training needs analysis.

⁸ Some of these components may be derived from Tusla's *Best Practice Principles for Organisations in Developing Children First Training Programmes*.

⁹ See page 38 of *Children First: National Guidance for the Protection and Welfare of Children*.

Who may be involved in the development?

- Representatives from the responsible Children First Oversight Group;
- Representatives from other related Children First committees;
- Children First lead or co-ordinator;
- HR, training or other internal departments or staff;
- Designated representatives from Tusla;
- Representatives of budget holders responsible for funding relevant services;
- Representatives of service providers of relevant bodies in receipt of funding;
- Representatives from non-funded relevant bodies.

Child Safeguarding Training Strategy Template

<p>Who we are and services provided</p> <ul style="list-style-type: none"> • <i>Departments of State</i> • <i>Relevant services provided by or on behalf of the Department of State</i> • <i>Any body that provides a relevant service and received funding from the Department concerned</i> • <i>Sector</i> • <i>Organisation</i>
<p>Introduction /Aims /Objectives of training strategy:</p>
<p>Policy and legislation context and background:</p>
<p>What is in place to support the strategy? e.g. documentation, committees, programmes, working groups, training departments</p>
<p>Membership of Children First Oversight Group (roles including roles allocated):</p>
<p>Who is responsible for development and implementation of the training strategy?</p> <ul style="list-style-type: none"> • <i>Consider Children First coordinator or lead, training sub-group, etc.</i> • <i>Provide details of personnel, system and arrangements</i>
<p>How will (please also include person named responsible for each area):</p>
<p>1. Training programme(s) be coordinated:</p>
<p>By whom:</p>
<p>2. Training needs be identified:</p>
<p>By whom:</p>
<p>3. Trainers be recruited/selected:</p>
<p>By whom:</p>
<p>4. Support and information be provided to trainers:</p>
<p>By whom:</p>
<p>5. The organisation ensure resources are available:</p>
<p>By whom:</p>
<p>6. Regular review and evaluation be carried out:</p>
<p>By whom:</p>
<p>7. A quality assurance strategy be implemented:</p>
<p>8. A training register be maintained:</p>
<p>By whom:</p>

<p>Current child safeguarding training needs <i>Target audience groups – detailing numbers of staff and volunteers, level and type of contact they have with children and families, level of training needed and what is currently being provided.</i></p>
<p>Long term (3-5 years) child safeguarding training needs – evidence of need <i>This should be quantifiable data based on analysis of information gathered through assessing training needs in child safeguarding within the organisation.</i></p>
<p>Resources available to implement the strategy: short, medium and long-term, training, administration, etc.</p>
<p>Additional resources required:</p>
<p>What measures will you put in place to quality assure your training programme?</p>
<p>Evaluation/review mechanisms including recording systems and proposed performance indicators (how will you measure the implementation of this training strategy?):</p>
<p>Key partners to the strategy:</p>
<p>Duration of the strategy (3-5 years):</p>

Training Needs Analysis Template

1. Organisation¹⁰ details

- 1.1. Name of organisation:
1.2. Brief description of organisation:

Services provided	Describe level and type of contact with children and families ¹¹

- 1.3. For government departments – list of bodies (to include sectors) that provide relevant services and receive funding¹² from the department:

Name of Body	Services provided	Describe level and type of contact with children and families ¹³

- 1.4. For service sectors – list of organisations that provide relevant services, receive funding or support from the sector:

¹⁰ Organisation is defined as any government department, service sector, body or organisation.

¹¹ Consider in this section all services provided directly or indirectly to children, families and/or members of families where there are children (even where there is no direct work with children). “Many services have contact with adult family members and can pick up signs of problems...While some professionals may not define their core role as ‘child protection’ (e.g. professionals who may be working primarily with adults in the household), their information and involvement may be crucial in ascertaining and managing present and future risks to a child or young person” (*Child Protection and Welfare Practice Handbook*, p. 29).

¹² Consider various direct and indirect funding and support streams, e.g. grants, administrative support, support by the provision of officers of the department on boards of management or committees, and support through the use of departmental premises or facilities.

¹³ Consider in this section all services provided directly or indirectly to children, families and/or members of families where there are children (even where there is no direct work with children). “Many services have contact with adult family members and can pick up signs of problems...While some professionals may not define their core role as ‘child protection’ (e.g. professionals who may be working primarily with adults in the household), their information and involvement may be crucial in ascertaining and managing present and future risks to a child or young person” (*Child Protection and Welfare Practice Handbook*, p. 29).

Name of organisation	Services provided	Describe level and type of contact with children and families ¹⁴

	N/A	Dept./Service Sector
1.5. For service sectors – identify what department(s), if any, you are accountable to:		
1.6. For organisations – list what service sector and government department you are accountable to:		

2. Children First implementation

	N/A	No	Yes
2.1. Has the relevant government department's Children First Implementation Plan been published?			
2.2. Name of relevant government department's representative on Children First Interdepartmental Implementation Group:			
2.3. Has the relevant department's Children First Oversight Group been established?			
2.4. Has the relevant service sector(s)'s Children First Oversight Group been established?			
2.5. Identify links established with relevant government department(s) and/or service sector(s):			

3. Guiding Principles and Child Safeguarding Procedures

	N/A	No	Yes
3.1. Are the organisation's statement of guiding principles and child safeguarding procedures in place?			
3.2. Have the statement of guiding principles and child safeguarding procedures been reviewed for consistency with <i>Children First: National Guidance for the Protection and Welfare of Children</i> ?			
3.2.1 If yes, by whom and date of review:			
3.2.2 Please identify any outstanding issues identified in the review:			
3.3. If the organisation's statement of guiding principles and child safeguarding procedures are not in place, date work is to be completed:			

¹⁴ Consider in this section all services provided directly or indirectly to children, families and/or members of families where there are children (even where there is no direct work with children). "Many services have contact with adult family members and can pick up signs of problems...While some professionals may not define their core role as 'child protection' (e.g. professionals who may be working primarily with adults in the household), their information and involvement may be crucial in ascertaining and managing present and future risks to a child or young person" (*Child Protection and Welfare Practice Handbook*, p. 29).

3.4. Name of person/s responsible for development of the organisation's statement of guiding principles and child safeguarding procedures:			
3.5. Have all relevant staff received induction training on the organisation's statement of guiding principles and child safeguarding procedures?			
3.6. For government departments – has the department's statement of guiding principles and child safeguarding procedures been shared with relevant bodies/sectors/organisations under the department's remit?			
3.7. For service sectors – has the sector's statement of guiding principles and child safeguarding procedures been shared with relevant bodies/sectors/organisations under its remit?			

4. Training Resources

	N/A	No	Yes
4.1. Percentage of organisation's budget that is explicitly committed to child safeguarding training:	_____ %		
4.2. Does the organisation have a training department?			
4.3. Does the organisation have a child safeguarding training strategy?			
4.4. Does the organisation have a co-ordinator for child safeguarding training?			
	Contact details:		
4.5. Are resources available /in place to support child safeguarding training in the organisation?			
4.5.1 Training coordinator			
4.5.2 Access to venues			
4.5.3 Number of trainers available for child safeguarding training			
4.5.4 Number of administrative support staff			
4.5.5 Number of professionals with experience in the area of child safeguarding			
4.6. For government departments and service sectors - is the department/sector willing to facilitate relevant non-affiliated groups/organisations in accessing child safeguarding training (e.g. groups or organisations with similar service provision but which do not receive funding or support from the department/sector)?			

5. Child safeguarding training required within the organisation

Type	Organisational Policy Induction	Introduction to Children First	Foundation Training	DLP Training	Mandated Person Training	Refresher Training	Senior Management Workshop
Number of staff/volunteers with direct or indirect contact with children and families ¹⁵ who will require:							

¹⁵ Consider in this section all services provided directly or indirectly to children, families and/or members of families where there are children (even where there is no direct work with children). “Many services have contact with adult family members and can pick up signs of problems...While some professionals may not define their core role as ‘child protection’ (e.g. professionals who may be working primarily with adults in the household), their information and involvement may be crucial in ascertaining and managing present and future risks to a child or young person” (*Child Protection and Welfare Practice Handbook*, p. 29).

Appendix 7 – Organisations Working in Partnership

It is essential that governance issues are clarified when delivering a service to children and families through a partnership structure.

A partnership structure can take many forms and may be permanent or temporary in nature. It may be two organisations working together, an individual contracted to work in an organisation on a temporary basis or two individual parties working in partnership to deliver a service, project or activity.

The areas covered in the six best practice themes outlined in this Guide should be discussed and agreed when working in partnership. The following sections outline the key areas that should be discussed. It is essential that agreement is reached between organisations working in partnership prior to commencing work with children.

Best Practice Themes 1 and 2

- Have both/all parties shared their declaration of guiding principles and child safeguarding procedures?
- Have both/all parties compared guidance outlined within their procedures at the outset of the engagement?
- Is it agreed which guiding principles and child safeguarding procedures will be followed or does a new policy need to be developed and implemented?
- Who will take responsibility for communicating the agreed guiding principles and child safeguarding procedures to all involved?
- If it is agreed to follow the existing guiding principles and child safeguarding procedures of one organisation, has there been a review of the policy and accompanying procedures to ensure children within the new service are safeguarded from harm?
- Is the Designated Liaison Person (DLP) named and agreed?
- Is the role of the DLP clearly outlined?
- Are mandated persons identified and their responsibilities understood by both organisations?

Best Practice Theme 3

- Has a communication system been agreed for information sharing between DLPs of both organisations? This should include guidance on decisions to report or not report and the recording of all child protection or welfare concerns.
- If support is needed by workers/volunteers in relation to the processing of a report, who will provide this support?
- Is the procedure for responding to allegations of abuse against a worker/volunteer agreed? Does this include communication pathways between the partner organisations and management of the concern by a 'lead' agency?
- If the organisation/project operates outside of Irish jurisdiction (e.g. international trips away), have you identified and incorporated appropriate reporting procedures?

Best Practice Theme 4

- Have both organisations shared their policies and procedures regarding recruitment and selection of workers/volunteers?
- Have both organisations shared their policies and procedures regarding the management of staff and training requirements?
- Who will take responsibility for induction, training, support and supervision of the workers in relation to following the guiding principles and child safeguarding procedures?

- If the policy and procedures are different between the organisations, how will this be resolved?
- Have both/all parties agreed which organisation's code of behaviour is to be followed?
- If a worker/volunteer breaches the code of behaviour what cross-organisation communication systems are agreed?
- Are children participating in the project registered with one of the organisations already or is this a new project requiring new registration?

Best Practice Theme 5

- How will information be shared with parents/guardians?
- Has it been agreed by both organisation's whose anti-bullying policy will be followed and has this been communicated to all workers/volunteers involved?
- What is the arrangement for consent in relation to this activity?
- Which organisation's complaints procedure will be utilised? Will a new complaints procedure be put in place for this project? If one organisation handles the complaint and it involves a worker from another organisation, how will this information be shared?

Best Practice Theme 6

- Have you agreed how you will implement and operate your guiding principles and child safeguarding procedures?
- Are there agreed review mechanisms in place?

Appendix 8 –Technology, Internet and Social Media: Safe Use for Children and Young People

The Merriam-Webster dictionary defines social media as a “form of electronic communication [...] through which users create online communities to share information, ideas, personal messages, and other content”. Any website that enables users to interact is considered a social media site, including social networking sites such as Facebook, Instagram, Snapchat and Twitter; gaming sites and virtual worlds such as Club Penguin, Moshi Monsters and the Sims; video sharing sites such as YouTube; and blogging sites such as Tumblr.

There are a number of possible motivations for social media usage, including:

- A need to belong and a need for self-presentation;
- To satisfy individuals’ need for self-worth and self-integrity;
- To connect with others with common interests and hobbies;
- To connect with friends and make new ones;
- To browse the internet for information;
- To ‘chat’ with others, download music and play games;
- The “self-disclosure” one would engage in on social media activates the intrinsic reward system of the brain.

Risks and Dangers

The sections below outline some of the risks and dangers associated with social media usage.

Access to inappropriate content, including pornography

Children and young people may be exposed to illegal or unsuitable content online, such as:

- Pornography;
- Child abuse images;
- Dangerous advice encouraging eating disorders, self-harm or suicide;
- Excessive violence or race hate materials;
- Some websites show illegal content. Others that are legal might have unregulated advice or are meant for adults only.

Children may come across this content by mistake, or they may look for it because they are curious. Promises of special offers or prizes can also draw young people to inappropriate sites or material. Furthermore, many online games are free but offer the chance to buy items such as extra lives or new levels; children may run up big bills without realising it.

Harmful online communities

Sometimes people go on websites which promote eating disorders such as anorexia, bulimia or self-harm. Harmful online communities can change the way young people see real life – even if they do not want that to happen.

Ignoring age restrictions

Some websites and games use age restrictions and checks to make sure that children do not see unsuitable content. Children must be at least 13 year of age to register on most social networking websites. However, there is very little stopping children joining at a younger age.

‘Friending’ or communicating with people they don’t know

Children and young people may ‘chat’ or become ‘friends’ with people on social networks or online games, even if they do not know them or have never met them in person. These people are unknown strangers and their public persona on social media does not necessarily reflect the reality of who they are or what their motives may be.

Grooming and sexual abuse

'Groomers' can use social media sites, instant messaging apps (including teen dating apps) and online gaming platforms to connect with a young person or child. They can spend time learning about a young person's interests from their online profiles and use this knowledge to help them build a relationship with the child or young person. It is easy for groomers to hide their identity online. For example, they may pretend to be a child and then chat and become 'friends' with children they are targeting.

Child sexual abuse online

Young people may be persuaded or forced to send or post sexually explicit images of themselves, take part in sexual activities via a webcam or smartphone or have sexual conversations by text or instant messaging. Abusers may threaten to send images, videos or copies of conversations to the young person's friends and family unless they take part in further sexual activity.

Sharing personal information

Privacy controls can limit who can see a child's details, like their name, age and where they live. However, when a child connects to someone as a 'friend', that person will have access to the child's personal information. Some 'free' games might ask a child to provide personal details before they can play; some will then illegally rent or sell this data on to others. Many apps and social networking sites use software to locate where the user is. Children and young people can also reveal their location by tagging photos on sites such as on Instagram or 'checking in' on Facebook or Foursquare. This means that people can find out where the child lives, socialises, works or studies.

Risks of cyberbullying¹⁶

Cyberbullying is defined as "an aggressive, intentional act carried out by a group or individual, using electronic forms of contact, repeatedly, over time, against a victim who cannot easily defend him or herself" (*Cyberbullying in Schools: Guidance and Resources for Management*, Department of Education and Skills 2013).

Debate surrounds the use of the word 'repeatedly' in this definition of cyberbullying, as in some instances one behavioural act can create an on-going sense of intimidation for the victim (i.e. a single posting of a humiliating photo/video can be viewed by a large audience with long standing affects; therefore one post can be multiplied online to equate with 'repeatedly').

Cyberbullying is the use of electronic and digital means, particularly mobile phones, personal computers, email and internet to deliberately harass, ridicule or hurt another. It can be an extension of face-to-face bullying with technology used to deliberately hurt someone else. Messages (text or email), photographs and videos can all be used to spread rumours, make threats or harass.

Cyberbullying differs from more traditional forms of bullying in a number of ways:

- The audience is larger;
- There are no time or location barriers;
- It can happen 24/7;
- The target's reaction is often not seen, leading to a reduction in feeling of empathy or guilt.

¹⁶ See also Appendix 9 – Cyberbullying.

‘Sexting’

‘Sexting’ involves sending sexually explicit images, videos or text messages via technology. Such ‘sexts’ are usually sent using mobile phones and/or chat apps such as Snapchat, Viber and WhatsApp. The ‘sext’ can constitute child pornography.

Length of time online

In 2011 the ISPCCC conducted a national consultation with children about their use of the internet (https://www.ispcc.ie/file/4/12_0/NCC+report+-+Children+and+the+Internet.pdf) and found the most children and young people (around half) said they spent 1-3 hours online per day. 9% of the secondary school aged group said they spent between 3-5 hours online per day. Less than 5% of the older young people said they didn’t use the internet.

Just under half of the secondary school aged group said they accessed the internet at home in their bedroom (44%) rather than in a communal area at home; fewer children in the primary school aged group said they accessed the internet in their bedroom (23%).

The young people who spent longer online were found to be more likely to access the internet in their own rooms and to engage in more social activities online. Furthermore, young people who spent longer online are also generally more likely to be exposed to all the elements and risks of the internet, including being more likely to give out personal details, not to use privacy settings, to meet up with someone from online and to access sites for the 18+ age group.

Connections between social media use and negative outcomes

Researchers¹⁷ have identified a number of negative outcomes which can be associated with excessive social media usage.

Depression

A link has been identified between the amount of time spent on Facebook by high school students and their likelihood to experience depression.

Anxiety and compulsive behaviour

There are several studies linking social media to anxiety and compulsive behaviour. Younger generations (particularly the iGeneration¹⁸ and Net Generation¹⁹) are checking in very often (defined as every hour, every 15 minutes, or all the time) with their messages and social networks. A new medical term has been created out of this constant connectivity. Phantom vibration syndrome, defined as perceived vibration from a mobile phone that is not vibrating, has been reported to occur with large numbers of people. Phantom vibration syndrome may reflect a manifestation of the anxiety that mobile phones elicit in those obsessed with checking in on their social media and messages.

Loneliness and Narcissism

Narcissistic personality disorder is marked by a grandiose sense of self-importance, fantasies of unlimited power, self-promotion, vanity and superficial relationships. Many studies show that social networking sites exacerbate narcissism. More time spent on Facebook and a higher frequency of checking Facebook predicted higher narcissism scores. Social media affects mental health by influencing how people view, maintain, and interact with their social

¹⁷ Pantic et al., 2012; Lou et al., 2012; Kalpidou et al., 2011; Rosen et al., 2013; Drouin et al, 2012; Rothberg et al, 2010, etc.

¹⁸ Those born after 1994 who have grown up with smartphones and direct access to online content.

¹⁹ Those born between 1982 and 1991 who have grown up with computers and the internet.

network. Social media is so seductive because it allows for the illusion of companionship without the demands of friendship.

Diminished privacy

Another way that social media is changing how young adults interact with their networks of relationships is by changing the privacy of these relationships. The relationships people have on Facebook are visible to many, often resulting in a loss of privacy within personal relationships. Monitoring of others' activities on social media can lead to negative relationship outcomes such as online and offline relational intrusion, stress from 'defriending' and blocking, or students catching their 'significant other' cheating online. Bullying can also occur.

Fear of missing out and diminished self-esteem

Fear of missing out refers to the blend of anxiety, inadequacy and irritation that can flare up while skimming social media such as Facebook, Snapchat, Twitter and Instagram. The worry that the fear of missing out signals in the mind is set off by the fear of 'regret'.

Social media users are often exposed to details about their peers' lives that were not actively sought out. Exposure to other people's activities can lead to users comparing their own social lives with that of their peers which subsequently may have harmful effects. Fear of missing out keeps people from being able to relax and be content with their particular circumstances because they are bombarded with the interesting activities of their friends. Fear of missing out can also foster a feeling of victimisation and exclusion in young adults.

Making social comparisons has been associated with lower self-esteem and more negative health outcomes. Use of the internet and social media has been linked to increased social comparison and diminished self-esteem and self-image.

Research findings have shown that Facebook usage can be damaging to romantic relationships due to increased jealousy, partner surveillance and compulsive internet use.

The impact of sedentary behaviours on mental health

Sedentary behaviours, like those which social media usage encourages, have been linked to physical health risks, including: increased risk of type II diabetes, obesity, cardiovascular disease, high blood pressure and metabolic syndrome.

Several studies provide evidence that people with high levels of sedentary behaviour (e.g. watching TV, using a computer) have an increased risk of developing a depressive and/or anxiety disorder. While there is a connection between sedentary behaviours and mental health risks, it is unclear which one follows the other. People who spend more time in sedentary behaviours have less time for face-to-face social interaction and physical activity, both of which have been proven to be protective against mental disorders.

Social media and technology correlation with disrupted sleep patterns

There is a correlation between disrupted sleep patterns and use of technology and social media. One of the reasons for this is the effect of the particular lighting used to illuminate many screen devices which interferes with the brain's ability to produce the chemicals that help a person sleep. Browsing social media before bed is not just distracting from sleep; it can quite literally stop a person from being sleepy at all. This is particularly concerning as the connection between sleep and mental health is well documented. Poor sleep can make people less receptive to positive emotions and a link has been identified between disrupted sleep patterns and depression.

Rapid task switching (also known as multitasking)

Rapid task switching is encouraged by social media and technology usage and may also be a root cause of depression. While multitasking is inherently a human trait, technology has perhaps overly encouraged and promoted it. The current use of multi-window computer environments, multi-app Smartphone screens and the wide ranging sensory stimulation (and distraction) offered by high definition, customisable visual and auditory signals, coupled with tactile stimulation through vibrations, all contribute to reducing the ability to focus and increase an individual's vulnerability to depression.

Responses and solutions

Young people should be informed of the risks they face both in general mental health maintenance and in social media use. Only by understanding that social media poses certain risks to their mental wellbeing can they monitor their behaviour on social media.

It is recommended that young people have an awareness of what online activities make them feel anxious or sad, or when those online activities might be getting in the way of other activities that improve their health.

Parents should also be aware of the threats to mental health that their children can face. By understanding how social media can affect the mental health of their children, parents can talk to their children about social media habits, balancing their time on social media and technology, and help protect their children from experiencing mental health issues later in life.

How do we safeguard children from the dangers of excessive internet usage?

- Keep up to date with developments in internet technology.
- know what sites children are accessing, what they do on these sites, why they access these sites, who they have contact with, how long they are on the internet, what are their worries are while using the internet and what supports are available for children.
- Become familiar with social media language; for example, LMIRL (let's meet in real life), ASL (age, sex, location), NIFOC (nude in front of computer). The UK Child Exploitation and Online Protection Centre (Ceop) has identified a helpful guide to social media language²⁰. It is essential that parents learn to identify warning signs of excessive or inappropriate technology and social media usage to aid early detection and intervention.
- Keep communication channels open with children. It can be helpful to discuss risky and safe behaviour (privacy settings, not using profile photos, not using own names, etc.), help to set up social networks, equip children with coping skills and information on where to get help, discuss opinions on the benefits and limitations of the internet, and talk to children about their online reputation.
- Set controls using security and filter software, supervise the time and place children use the internet, limit the time of access and regularly check user history.
- Create a healthy culture – agree basic usage rules together, e.g. time limits and places of use (adults need to model these rules). Make going online a daily event which allows adults to monitor and observe reactions.

Information gathered from

Qualitative study of children, young people and 'sexting'. Rosalind Gill, Laura Harvey, Sonia Livingstone and Jessica Ringrose. (NSPCC, 2012).

ISPCC Survey on Children and the Internet (ISPCC, 2011).

²⁰ <http://parentinfo.org/article/online-teen-speak-updated>.

Child Protection and Welfare Practice Handbook (HSE, 2011).

Anti Bullying Procedures for Primary and Post Primary Schools (Department of Education and Skills, 2013).

Examining the Overlap in Internet Harassment and School Bullying: Implications for School Intervention. Michele L. Ybarra, M.P.H., Ph.D.a,*, Marie Diener-West, Ph.D.b, and Philip J. Leaf, Ph.D.c *Journal of Adolescent Health* 41 (2007) S42–S50

Exploring The Effects of Social Media Use on the Mental Health of Young Adults. Amelia C. Strickland (thesis, 2014).

Net Children Go Mobile: Full findings from Ireland. Dr Brian O’Neill and Thuy Dinh (Dublin Institute of Technology, 2015).

Useful websites:

www.webwise.ie

www.watchyourspace.ie

www.internetsafety.ie

www.hotline.ie (to report illegal activities)

<http://websafety.youth.ie/resources>

Appendix 9 – Cyberbullying

Description

Cyberbullying is defined as “any behaviour performed through electronic or digital media by individuals or groups that repeatedly communicates hostile or aggressive messages intended to inflict harm or discomfort on others” (Tokunaga, 2010, p. 278).

Cyberbullying, similar to more traditional forms of bullying, must meet three main criteria:

- Intention to cause harm to the victim/s;
- Repetition of abusive behaviour/s over time;
- Imbalance of power between victim/s and bully/bullies (i.e. superior technological skills, anonymity).

Debate surrounds the use of the word ‘repeated’ in the definition of cyberbullying. In some instances one behavioural act can create an on-going sense of intimidation for the victim (e.g. posting a humiliating photo/video which can be viewed by a large audience can have long-term affects).

Cyberbullying differs from more traditional forms of bullying in a number of ways:

- The audience is larger;
- There are no time or location barriers;
- It can happen 24/7;
- The target’s reaction is often not seen, leading to a reduction in feelings of empathy or guilt for the perpetrator.

Forms of cyberbullying

Cyberbullying can be classified by the media through which the abuse occurs, (i.e. mobile phones, instant messenger, chat rooms, social networking sites, video/photo sharing sites/apps, gaming sites, etc.) and/or by the nature of the abuse itself (i.e. flaming, impersonation, harassment, etc.).

Willard (2007) has identified the following seven forms of cyberbullying:

1. **Flaming** – Online ‘fights’ using electronic messages with angry and vulgar language.
2. **Harassment** – Repeatedly sending nasty, mean, and insulting messages.
3. **Denigration** – Intentionally setting out to damage a person’s reputation or friendships by sending or posting derogatory comments, cruel gossip or rumours about the person; creating a webpage or website devoted to insulting another person.
4. **Impersonation** – Gaining access to someone’s account, posing as that person and sending messages to make the person look bad, get that person in trouble or danger or damage that person’s reputation or friendships. This behaviour is commonly referred to as ‘fraping’ when it occurs using Facebook.
5. **Outing and trickery** – Sharing someone’s personal or embarrassing information or images online or via mobile phone or other electronic media, or tricking someone into revealing secrets or embarrassing information, which is then shared online.

6. **Exclusion** – Intentionally excluding someone from an online group (e.g. a ‘friend list’, gaming environment, group chat). Within a gaming context the term ‘griever’ is often applied to a player who deliberately irritates and harasses other players within the game, using aspects of the game in unintended ways.
7. **Cyberstalking** – Repeatedly sending messages that include threats of harm or that are highly intimidating, or engaging in other online activities that make a person afraid for his/her safety. Another definition of cyberstalking is using the internet or other electronic means as a way to harass, intimidate, threaten, monitor or make unwanted advances towards another. It can involve direct communications through e-mails, chat rooms, bulletin boards or social sites such as Facebook, the surreptitious gathering of information regarding the target, or covert observation²¹.

Why does it happen?

Cyberbullying can happen for a number of reasons.

Willard (2007: 268-269) lists the following possible reasons for cyberbullying:

- A cyberbully may be a person whom the target knows or an online stranger. Or the cyberbully may be anonymous, so it is not possible to tell. A cyberbully may solicit involvement of other people who do not know the target – cyberbullying by proxy.
- Cyberbullying and cyberthreats may be related to in-school bullying. Sometimes, the student who is victimised at school is also being bullied online. But other times, the person who is victimised at school becomes a cyberbully and retaliates online. Still other times, the student who is victimised will share his or her anger or depression online as distressing material.
- Cyberbullying may involve relationships. If a relationship breaks up, one person may start to cyberbully the other person. Other times, teens may get into online fights about relationships.
- Cyberbullying may be based on hate or bias—bullying others because of race, religion, physical appearance (including obesity), or sexual orientation.
- Teens may think that cyberbullying is entertaining—a game to hurt other people.
- Teens may have no one to talk with about how bad they are feeling and how horrible their life is, so they describe their feelings online. They might think that if they post this material online, they will meet someone who cares about them. Unfortunately, they may meet a dangerous stranger who will do them harm or other hurt teens, who only reinforce their bad feelings.

What are the signs/symptoms that someone is being cyberbullied?

Some signs or symptoms that may present when a child or young person is experiencing cyberbullying include:

- More frequent health problems – headaches, stomach aches, frequent absenteeism, sleep problems, depression, or suicidal thoughts;
- Behavioural and emotional changes – distressed, anxious, frustrated, fearful, angry;
- School-related changes – inability to concentrate, drop in academic performance, reluctance to attend school;
- Negative emotional expressions after use of social media – poor self-image, sadness, hopelessness, loneliness, suspicion of others;
- Changes in online behaviour – more careful or cautious approaches to communicating online;

²¹ <https://www.stalkingriskprofile.com/victim-support/cyberstalking>.

- Being emotionally upset during or after using the internet or the phone;
- Being very secretive or protective of their digital life;
- Wanting to stop using the computer or mobile phone;
- Being nervous or jumpy when getting an instant message, text, or email;
- Avoiding discussions about computer or mobile phone activities;
- Physical symptoms such as self-harm, eating disorders and/or risky behaviours.

Messages from research

1. Recently, cyberbullying (repeated harassment and aggression using technology, e.g. emails, text messaging, picture and video clips, social media websites and internet forums), has become prevalent (Bauman et al, 2013; Slonje et al., 2013). According to Turner et al. (2013: 53), cyberbullying has “more far reaching effects” than traditional bullying because harassment and attacks “can appear in multiple places online and endure over lengthy periods of time”. Young people spend more time interacting and communicating online (in chat rooms, social media outlets and through email, Twitter and Snapchat). As identities online can be withheld and/or altered or protected, more opportunities are now afforded for involvement in bullying (Mishna, et al., 2012). In addition, as technology develops, new forms and methods of bullying emerge (Slonje et al., 2013).
2. The quality of relationships with family and friends is important in determining adolescent resilience to bullying, including online harassment. Good family and peer relationships, in particular, protect adolescents, may reduce the impact of bullying and help victims to better cope with harassment (Cassidy et al., 2009; Wang et al., 2009; Sapouna and Wolke, 2013).
3. Cyberbullying may occur within friendship groups and attention needs to be paid to peer interactions; routine teasing among peer groups can quickly lead to serious abuse and harassment (Cassidy et al., 2009; Mishna, 2009; Wang et al., 2009).
4. The high risk of adverse mental health issues developing as an outcome of persistent cyberbullying highlights a need for targeted intervention efforts with victims, according to Turner et al. (2013).
5. According to Turner et al. (2013), practitioners working with bullied children and adolescents should consider the type of harassment experienced (e.g. physical, verbal, cyber), in order to devise and implement appropriate responses. Parents, practitioners and teachers, among others, need to be aware of and knowledgeable about youth online communication and interaction as well as their role in children’s socialisation (Cassidy et al., 2009; Mishna, 2009; Davidson and Gottschalk, 2011).

Practice note

Actions to consider when a young person is the target of cyberbullying:

- Confirm that you are dealing with bullying behaviour.
- Listen calmly and uncritically to the report the young person is making.
- Remind the young person that it is not their fault; it is the person who is doing the bullying that has the problem.
- Tell the young person not to respond to the bully as this can exacerbate the issue.
- Keep a copy of all correspondence between the young person and the bully.
- Encourage the young person to remove the cyberbully as a 'friend' online and block them from his/her phone.
- Report the issue to the website and/or mobile phone company as appropriate.
- Serious issues should be reported to An Garda Síochána – legal issues include making inappropriate sexual suggestions, racist remarks or persistent bullying that is seriously damaging to the young person's wellbeing.
- Ireland currently has no specific cyberbullying legislation. However, a number of laws may have relevance to specific cyberbullying behaviours, such as:
 - Criminal Damage Act 1991
 - European Communities (Electronics Communications Networks and Services) (Data Protection and Privacy) Regulations 2003 (S.I. No. 353 of 2003)
 - Non-Fatal Offences Against the Person Act, 1997;
 - Post Office Amendment Act, 1951
 - Video Recordings Act 1989

Coping strategies for dealing with cyberbullying

In one of the few studies that asked young people directly how they coped with cyberbullying, Riebel, Jäger and Fischer (2009) identified four major coping strategies:

- Social coping (e.g. looking to others for help, getting advice from others, asking someone with authority to put a stop to the bullying);
- Aggressive coping (e.g. 'I threaten to beat him/her up');
- Helpless coping (e.g. 'I don't know what to do');
- Cognitive coping (e.g. attempting to reason with the bully or understand their motives).

Although this study did not assess which strategies were most successful, social and cognitive coping are commonly considered the most effective (O'Moore et al., 2012). It is important that parents/guardians of young people are made aware that aggressive and helpless coping strategies are ineffective and should not be encouraged. As each individual perceives and copes with cyberbullying in different ways, it is also important to connect the emotional impact of cyberbullying with the psychosocial contexts of the victims (Šleglova, & Cerna, 2011).

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