



Management CIRCULAR No.

57

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Management Circular No. 57

Glasgow City Council
Education Services
Wheatley House
25 Cochrane Street
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To **Heads of all Educational Establishments**

Dear Colleague

Child Welfare and Safety

The revised Management Circular No. 57 now titled '*Child Welfare and Safety*' reflects the adoption of the general principles within '*It's Everyone's Job to Make Sure I'm Alright*' (2002); '*Safe and Well*' (2005) and the implications of the establishment of Learning Communities and Community Health and Care Partnerships (2006).

The Management Circular provides guidelines for policy and practice within every local authority managed provision to secure the care and welfare of all children and young people and to ensure an appropriate response when there is concern for the immediate wellbeing of an individual child or young person. It has been drawn up in consultation with partner council services and independent agencies under the auspices of the Child Protection Committee. **This updated Management Circular No. 57 must now be used by all establishments and services.**

Heads of Establishment and other senior managers should ensure that they are fully conversant with the guidance on the Single Agency Referral Form (see page 12, Appendix 4) and the levels of communication with Education Services (Appendix 2).

It is the responsibility of all Heads of Establishment and service managers within Education Services to ensure that all staff are fully conversant with Management Circular No. 57 and reflect the principles of the Management Circular in their regular practice. In addition to the guidance within the Management Circular, staff should also have easy access to, and be familiar with, other key documents such as '*It's Everyone's Job to Make Sure I'm Alright*', '*Safe and Well*' and '*Happy, Safe and Achieving their Potential*'.

In all our educational establishments the Children's Charter and the 10 Standards for Personal Support in Schools posters should be seen as active documents for engaging children and young people (see page 2) (NB - Early years version of the 10 Standards for Personal Support in Schools poster is currently under development).

Staff should also be advised that outwith these specific procedures recourse to the Reporter remains as an option where there is significant enough concern to prompt the consideration of statutory measures.

Yours sincerely

Margaret Doran
Executive Director of Children and Families

1. **General Context**

- 1.1 Education Services, in all aspects of its operation, has a fundamental duty to contribute to the care and safety of all children and young people.
- 1.2 In fulfilling this duty it must engage in close partnership with parents/carers and relevant agencies, primarily health and Social Work Services (within the framework of the CHCP structure) and the Scottish Children's Reporters Administration (SCRA).
- 1.3 This partnership will be reflected in a range of activities at individual child level; within educational establishments and increasingly within the context of Learning Communities and Community Health and Care Partnerships (CHCPs).
- 1.4 The Management Circular addresses the procedure to be undertaken when there are ongoing concerns related to the care and welfare of a child or young person or the potential of risk to their wellbeing and safety.
- 1.5 **The Management Circular must be brought to the attention of all staff on an annual basis.**
- 1.6 **The summaries of procedures (Appendix 1 and 2) must be visibly displayed in all staff bases and the establishment office.**
- 1.7 **It is the responsibility of all staff to report concerns as defined in Section 8 to the appropriate member of the establishment senior management team.**

2. **Professional Commitment**

2.1 All Education Services staff must:

- share information on an inter-agency basis which is of benefit to a child's or young person's wellbeing;
- focus on preventative, early intervention strategies;
- contribute to a proactive establishment ethos which seeks to minimise the risk of harm and which places listening to children and young people at its heart (Appendix 10 and 11);
- respond effectively and timeously to any concerns, especially of imminent risk to a child or young person;
- ensure they are fully conversant with Management Circular No. 57 and their related responsibilities.

2.2 All establishments and schools should operate within a good practice framework which reflects:

- a high profile of inclusion, equality, fairness and openness;
- clear understanding amongst all staff of the commitment to fostering the general wellbeing of all children and young people;
- the active involvement of the child or young person (and parents and carers) as appropriate when arrangements relating to their care and support are being considered;
- an empowered Pupil Council which has an influential role in how the school delivers on the rights of children to be protected;
- strong pastoral care systems which are alert and responsive to early signs of need;
- robust internal referral systems from staff to senior management, supported by consistent recording and monitoring systems, including the maintaining of child welfare and safety chronologies;

- the proactive role of the Head of Establishment in ensuring robust case management of those children and young people whose presenting profile requires a higher level of response from Social Work Services and health – as relevant to the agreed responsibilities of Education Services within the support plan;
- the proactive role of the Child Protection Co-ordinator in ensuring appropriate CPD opportunities are undertaken by all staff.

3. External Monitoring Procedures

- 3.1 The Education Improvement Service (EdIS) has a key role through the Establishment Review process to monitor the delivery of policy and general adherence to Management Circular No. 57.

Establishments must ensure they can evidence the following:

- Management Circular No. 57 has been brought to the attention of all staff on an annual basis
- All staff have received a copy of the staff guidance within Safe and Well which summarises staff responsibilities
- The summaries of Procedural Action Steps and the Reporting Process are prominently displayed within establishments (Appendix 1 and 2)
- Establishment handbooks contain the authority summary on Child Welfare and Safety which is also on public display (Appendix 9)

- 3.2 In each education area, the designated Quality Improvement Officer and the Integration and Inclusion Manager have a specific responsibility to ensure that Heads of Establishment and the nominated Child Protection Co-ordinator in each establishment are adequately trained in the contents of Management Circular No. 57 and related developments.

- 3.3 The Executive Director of Children and Families and the Service Director: Education have senior officer responsibility and will sit on the Child Protection Committee.

- 3.4 Education Services will have a standing departmental Child Protection Management Group, chaired by the Area Education Manager (Additional Support for Learning) and attended by the Quality Improvement Officer: Pastoral Care (lead officer) and representatives from a range of sectors/ services.

The group will monitor the quality of referrals to Social Work Services and address any poor practice with the Child Protection Co-ordinator.

- 3.5 As with all Management Circulars failure to comply with the procedures may result in disciplinary action.

4. Internal Monitoring Procedures

- 4.1 Every early years establishment, primary and secondary mainstream school and all specialist provision and peripatetic services will have a member of the senior management team nominated as Child Protection Co-ordinator.

- Depending on the size of the senior management team, the role of Child Protection Co-ordinator may be undertaken by a member of the senior management team other than the Head of Establishment, Unit Co-ordinator or service manager. The Head of Establishment or Unit Co-ordinator does, however, as with all delegated duties, have the ultimate responsibility to ensure effective practice.

- 4.2 The Child Protection Co-ordinator will ensure that all staff are fully briefed on Management Circular No. 57, with a minimum of an annual review of policy and practice to ensure compliance with the Management Circular.
- 4.3 The Head of Establishment will be responsible for ensuring that the appropriate procedures are followed in the event of concerns regarding a child's or young person's general welfare or evidence of the risk of immediate danger to them.
- 4.4 The Head of Establishment will also provide direct advice and support to staff members who are involved in working with the child or young person.
- 4.5 The Head of Establishment will also be the key link person with associated agencies and ensure that the child's or young person's support plan is appropriately addressed by school or establishment staff and closely monitored and reviewed.

5. Referral and Recording Procedures

- 5.1 The vast majority of children and young people will have their development needs well met within a robust environment which promotes the rights of children to be:
- helped when they need it;
 - listened to;
 - afforded privacy when required;
 - confident in the adults who work with them.
- 5.2 There are however vulnerable children and young people who will require a more intense response to their needs, which in some cases may require a co-ordinated response from other agencies.
- 5.3 These heightened needs will fall into two broad categories:
- Suspicion of child and young person welfare issues
 - Suspicion of risk of harm
- 5.4 Members of staff should complete Appendix 3 when alerting the Head of Establishment to concerns.
- 5.5 It is the responsibility of the Head of Establishment to assess the level of risk and refer the child to Social Work Services if considered appropriate.
- 5.6 The standard referral form should be used on every occasion. This form will be used by all Council services and health. Single Agency Referral Form Guidelines are contained in Appendix 4.
- 5.7 The referral form does not require a distinction to be drawn between care and welfare and protection (immediate risk). Social Work Services will take that decision based on the information provided by the referring agency and other relevant knowledge Social Work Services hold on the case.
- 5.8 In all cases the Head of Establishment should contact the local Practice Team Leader at Social Work Services directly and advise on grounds for referral, in addition to sending in the referral form (Appendix 4) to Social Work Services and health staff (health visitor/school nurse).
- 5.9 A copy should be held in the child or young person's file.

- 5.10 If the child or young person is already on the Child Protection Register; is Looked After at Home or Looked After Away from Home or has significant additional support needs, a copy of the referral form should also be submitted to the Executive Director of Children and Families.
- 5.11 **In all cases Appendix 5 should be forwarded to Education Services.** The Children and Young People Support section will log all referrals and alert Psychological Services as appropriate.
- 5.12 Social Work Services will determine the action to be taken following a formal referral and confirm their decision and action taken in writing to the Head of Establishment within five working days of the original referral.
- 5.13 It is not the responsibility of Education Services staff to investigate suspicions or disclosures.
- 5.14 Heads of Establishment should forward Appendix 6 to the Executive Director of Children and Families to advise, in summary form, on the response from Social Work Services.
- 5.15 Depending on the outcome of the referral to Social Work Services, Psychological Services may also be involved in the subsequent child or young person support plan.
- 5.16 Where there are concerns related to risk of abuse or willful neglect, educational personnel cannot respect confidentiality. This should be carefully explained to the child or young person and that the member of staff is acting in their best interest. This should be highlighted in the school policy on Child Protection.
- 5.17 Where there is any concern related to the conduct of a member of staff immediate contact must be made with the Head of Establishment.
- 5.18 Where a member of staff has concerns related to the conduct of the Head of Establishment, immediate contact should be made with the Area Education Manager.
- 5.19 Where a child or young person exhibits an injury or is the victim of an assault emergency services should be contacted immediately.

6. **Engagement with Partner Providers**

- 6.1 It is the responsibility of the Head of Establishment to ensure that any organisation or service **engaged directly by educational establishments** and external to Education Services and Social Work Services is:
- a) fully briefed on Management Circular No. 57; and
 - b) has clear procedures and training in place to ensure the care and safety of children and young people with whom they are working.
- 6.2 The Area Education Manager (Additional Support for Learning) and the Quality Improvement Officer: Pastoral Care will ensure that all authority engaged providers, including partnership nurseries and FE colleges, will be provided with a copy of Management Circular No. 57.
- 6.3 The ultimate responsibility however for any child or young person on the establishment roll lies with the Head of Establishment and he or she must be satisfied that there are clear and unequivocal lines of communication between the establishment and partner providers where concerns are raised in respect of Management Circular No. 57.

7. Engagement with Parents/Carers

- 7.1 Partnership with parents/carers is best practice.
- 7.2 Where concerns relate to ongoing welfare issues e.g. physical neglect, Heads of Establishment should already be collaborating with parents/carers and advise them of their intention to refer the matter to Social Work Services.
- 7.3 In the context, however, of concerns about significant risk or safety in the home setting Heads of Establishment should make a direct referral without reference to the parent/carer.
- 7.4 Staff must also respect the views of the child or young person in relation to confidentiality, insofar as they do not compromise the safety of the child or young person.

8. Definitions

These are taken from the referral form to the Executive Director and must be used in all cases:

Suspicion/Risk of	Suspicion/Risk of (factors relating to the child or young person)	Suspicion/Risk of (factors relating to parents/ carers)
Physical Injury Emotional Abuse Physical Neglect Non-organic failure to thrive Sexual Abuse	Abscending Child Safety Education Emotional Care/Development Health - Illness/Disability Outwith Parental Control Physical Care/Neglect Self Harm Sexual Exploitation Offender Behaviour Substance Misuse Other (Please Specify Below)	Alcohol Abuse Asylum Seekers/Refugees Domestic Abuse Drug Abuse Housing/Accommodation Learning Disability Mental Illness Parenting Physical Illness Poverty/Financial Other (Please Specify Below)

9. Confidentiality

- 9.1 All children and young people are entitled to have matters treated in confidence.
- 9.2 Where there is no risk to wellbeing establishments should respect that request.
- 9.3 Children and young people should be advised that there is no guarantee to confidentiality where the school assess them to be at risk.
- 9.4 Children and young people who are looked after and accommodated have the same rights to confidentiality with the same caveats in respect of assessed risk.
- 9.5 This applies also where underage pregnancy is involved. In those instances where there are no concerns related to the child's or young person's welfare or safety, the school should exercise its regular pastoral care responsibilities, including notifying Education Services.

10. **Continuous Professional Development**

- 10.1 It is the responsibility of all staff to ensure they are fully conversant with this Management Circular and associated CPD materials.
- 10.2 Child Protection Co-ordinators have a key role in facilitating access to appropriate complementary documentation and literature for all staff, including children and young people and supply staff.
- 10.3 Child Protection Co-ordinators will receive a biannual input on Management Circular No. 57 and related matters.
- 10.4 Heads of Establishment will be routinely advised of any emerging developments.

11. **Key Reference Documents and Appendices**

- 11.1 To supplement the guidance and procedural action in Management Circular No. 57 there are a number of documents which should be strongly publicised within establishments.
- 11.2 Familiarisation with these documents is recognised both as an essential requirement and a continuous professional development activity which will assist Education Services to fulfil their contractual and Council priority responsibilities.
- 11.3 The Key Reference documents include:
 - Child Protection: A Shared Responsibility SEED Guideline, 1999
 - Children Scotland Act 1995
 - Standards In Scotland's Schools etc. Act 2000
 - Additional Support for Learning Act 2004
 - Safe and Well, 2005
 - National Framework for Standards, 2004
 - It's Everyone's Job to Make Sure I'm Alright, 2002
 - Happy, Safe and Achieving their Potential, 2005
 - Hidden Harm, 2004 and 2006
- 11.4 Appendix 7 covers additional guidance and information on:
 - Grounds for concern
 - Subsequent action
 - Management of information
 - Other services' responsibilities
 - Legal context and definitions