

Child and Adult Protection Procedures

Children and adults can be at risk of abuse. Those adults who are not able to safeguard their own wellbeing, property, rights or other interests because they are affected by disability, mental disorder, illness or other physical or mental infirmity are more vulnerable than adults not so affected. Adults can be harmed physically, psychologically, financially, sexually both in the real world and online by being neglected or by being discriminated against.

Children and young people under the age of 18 can be physically, sexually, psychologically, emotionally abused or they can be neglected.

Abuse or harm can come to light when:

- A child or adult discloses to a trusted person
- Third party information is shared
- Someone who is harming a child or adult tells someone about their behaviour
- People who know the child or adult notices something that worries them.

Shetland Inter-agency Adult Support and Protection Procedures and Child Protection Procedures give guidance on what to do if there are concerns about a child or an adult.

The following action will be taken in the event that a member of staff, volunteer or helper receives information or suspects that a child or adult may have been or is being abused in any way.

1. If a child or adult discloses

- In the event that a child or adult approaches you to disclose that abuse has or is taking place listen and reassure the child or adult.
- Show that you take the child or adult seriously and listen to what they are saying, reassure them that they can trust you, that they are safe and that you will pass on this information to people who will be able to support them. Do not promise to keep the situation secret as information relating to child or adult protection cases must be referred to the Duty Social Worker. However, the information provided by the child or adult should only be shared with those who need to know.

- Do not ask the child or adult questions to obtain more information or investigate the concerns. It is appropriate to ask simple open ended questions to clarify what the child or adult has said.

2. Refer

- Immediately inform _____ (this person could be the line manager, group leader or a designated person within your group who deals with child or adult protection issues).
- They should make contact with the Shetland Islands Council, Social Work, Duty Social Worker to advise them of your concern or the child's or adult's disclosures, or help you to do so. Contact should be made as soon as possible if the concerns about the child or adult indicate immediate risk
- In the event that the person detailed above is not available you should make contact with Social Work.
- As well as telephone contact, it is best practice to put your concerns in writing, using a copy of the form in the Shetland inter-agency Child or Adult Protection Procedures.

3. Record

Record what the child or adult has said or your concerns detailing the following information

- The child's or adult's name, address and date of birth
- Date and time of information received / concern identified
- The child's or adult's account of what has happened or in the case where it is you that suspects abuse, detail your concerns
- Sign and date the record

4. Local Contact Details

Adult Referrals

**Shetland Islands Council,
Community Care Department
Grantfield
Lerwick
Shetland**

**Tel: 01595 744400
Out of hours: 01595 695611**

Child Referrals

**Shetland Islands Council,
Children and Families
Duty Social Worker,
Hayfield House,
Lerwick**

**Tel: 01595 744421
Out of hours: 01595 695611**

5. Further Information

- Please refer to our booklet "Community Groups - A Guide to Child and Adult Protection"
- Also the full current Child and Adult Inter-agency Protection Procedures are available on our website - <http://www.safershetland.com>

Approved on _____

Reviewed on _____