



KDYS Child Safeguarding Policy & Procedures

2019

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Section 1: Guiding Principles

Introduction

The Diocese of Kerry established the Kerry Diocesan Youth Service (KDYS) in 1971 as a support to the emerging needs of young people in parishes across the Diocese. Over the years, KDYS has become one of the most effective youth services in the country due to the commitment and passion of its staff and volunteers. It responds to the developmental needs of young people by offering a comprehensive range of initiatives.

These comprise of youth clubs, youth cafes, youth physical and mental health supports, recreational programmes, education and training programmes, mentoring programmes, programmes focussed on reducing youth crime and drugs misuse, family support programmes and custom designed Youth and Community Centres.

Since our establishment we have always striven to meet the real needs of young people through committed volunteers, trained staff and the implementation of best practice. The KDYS carries out its work in partnership with several other organisations in order to best meet the diverse and evolving needs of young people in Kerry.

Through our network of clubs, projects, youth information centres, youth cafés, and other outlets, we promote an open, integrated and accessible approach to working with young people. We work to develop the potential of these young people and to strengthen communities in Kerry through quality youth services.

Young people are at the heart of our organisation and are supported with excellent standards in volunteering, leaders and programme services. Many young people do not have a safe place to go where they can have a sense of belonging, when they can have a positive relationship with adults and where people believe in them. We offer young people from all backgrounds a place to go, a listening ear and support if required. The services are run by local people and the programmes are based on the needs of the local community. Positive relationships between young people and adults ensure that young people thrive and are on the road to reaching their potential and becoming rounded adults. Safeguarding is a key element of this approach.

“Safeguarding” is the action that is taken to promote the welfare of children and protect them from harm. It focuses on protecting individual children/young people identified as suffering or likely to suffer significant 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. It is about creating a safe environment for both staff/volunteers and young people, where trust and willingness to listen to the young person is foremost.

KDYS is committed to providing an *Integrated Youth Services Model* throughout the county. From the perspective of the young person this model means that regardless of the point of initial contact with the organisation, the whole range of services and supports which are provided by KDYS are available to that young person if and when required.

KDYS Mission

“Empowering young people to grow to their full potential by enabling them to acquire the knowledge, attitude and skills necessary for their well-being and for the enrichment of their communities.”

Our Core Values

- Young people at the heart of everything we do
- Concern for the young persons' development: personal, social, educational and spiritual.
- Commitment to partnership with young people, volunteers, communities and funders
- Upholding quality standards of integrity and professionalism.

Scope:

This policy has been developed for the Organisation including all clubs/groups/projects in line with the principles outlined in Children First.

Guiding Principles to Safeguard Young People:

- Following the principles of best practice thus ensuring the welfare of the child is paramount in decisions, activities and programmes involving children and young people.
- Adopting Children First National Guidance 2017 which aims to promote the safety and wellbeing of children.
- All staff and volunteers can identify and report Child Abuse and are fully aware of their responsibilities.
- The Tusla E Learning module and participation in KDYS Child Protection Awareness Programme (CPAP) is mandatory for all staff to complete.
- KDYS Volunteers are required to undertake KDYS/NYCI Volunteer Induction Training and Child Protection Awareness Programmes
- Adhering to the procedures set out for the recruitment and selection of staff and volunteers.
- Ensuring that all staff, volunteers, students and any other individual (s) whom engage with our young people are Garda Vetted.
- Provision of effective supervision for staff and support and training for volunteers.
- Sharing information with relevant agencies on a need to know basis.
- Maintaining data in accordance with the Data Protection Act 1998-2018

KDYS Child Safeguarding Statement

Nature of the Service

KDYS is a voluntary community based youth work organisation with a mission *to empower young people to grow to their full potential, by enabling them to acquire the knowledge, attitudes and skills necessary for their well-being and for the enrichment of their communities.*

KDYS currently offers a range of youth work services including open access provision and more specific projects aimed at those young people with fewer opportunities and with particular needs and circumstances. KDYS works primarily with 12-25 year olds across Kerry. Working with over 6,000 young people per year, KDYS offers educational, recreational and social programmes and activities, offers information, advice and guidance, mentors and advocates for young people, facilitates young people's participation and meaningful engagement, works with families, provides volunteering opportunities and enables young people to achieve accreditation in safe youth spaces with trained staff and volunteers.

Principles to Safeguard Children from Harm:

Kerry Diocesan Youth Service is committed to the principles laid out in Children First: National Guidance for the Protection and Welfare of Children 2017. These 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 getting 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/carers 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/carers 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/carers and families.
- Child protection is a multiagency, multidisciplinary activity. Agencies and professionals must work together in the interests of the children.

Risk assessment of potential harm to children whilst availing of our services:

KDYS has included the "risk of harm to a child" as a new category in the organisations' Risk Management Policy & Procedures. A comprehensive risk assessment has been conducted to identify potential areas of harm and to implement measures to reduce the risk as per the Risk Management Process.

(Summary of main risks included)

Procedures:

Our Child Safeguarding Statement has been developed in line with requirements under the Children First Act 2015; Children First: National Guidance for the Protection and Welfare of

Children and Tusla's Child Safeguarding: A Guide for Policy, Procedure and Practice. In addition to the procedures listed in our risk assessment, the following procedures support our intention to safeguard children while they are availing of our services.

- Procedure for the management of allegations of abuse or misconduct against workers/volunteers by a child while availing of our service.
- Procedure for the safe recruitment and selection of workers and volunteers to work with children.
- Procedure for provision of and access to child safeguarding training and information, including the identification of the occurrence of harm.
- Procedure for the reporting of child protection or welfare concerns to Tusla.
- Procedure for maintaining a list of mandated persons.
- Procedure for appointing a relevant person.

All procedures listed are available on request.

Implementation:

Our service is committed to the implementation of this Child Safeguarding Statement and the procedures that support our intention to keep children safe from harm while availing of our services. This Child Safeguarding Statement will be reviewed by 11th March 2020 or as soon as practicable after there has been a material change in any matter to which the statement refers.

For queries please contact: Relevant Person under the Children First Act 2015:

Gemma O'Brien,
KDYS Youth Centre,
Denny St,
Tralee,
Co. Kerry
066-7121674/085-2761764

Key Legislative Provisions

There are a number key International and National pieces of legislation, documents and policies underpinning this Child Protection Policy.

For the purpose of this policy “**a child**” means a person under the age of 18 years, excluding a person who is or has been married.

Ireland ratified the **UN Convention on the Rights of the Child** in 1992. The Convention is in essence a “**bill of rights**” for all children. It contains rights relating to every aspect of children’s lives including the right to survival, development, protection and participation.

The underlying principles of the Convention may be summarised as follows:

- I. **Non-Discrimination (Art. 2):**
All rights apply to all children without exception. The state is obliged to protect children from any form of discrimination and to take action to promote their rights.
- II. **Best Interests of the Child (Art. 3):**
All actions concerning the child shall take account of his or her best interests. The state shall provide the child with adequate care when parents or others charged with that responsibility fail to do so.
- III. **Survival and Development (Art. 6):**
Every child has the inherent right to life and the state has an obligation to ensure the child’s survival and development.
- IV. **The Child’s Opinion (Art. 12):**
The child has the right to express his or her opinion freely and to have that opinion taken into account in any matter or procedure affecting the child.

A number of articles of the Convention are of particular relevance to Child Protection:

- I. **Article 19** states that parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, while in the care of parent(s), legal guardian(s) or any other person who has care of the child.
- II. **Articles 34 and 35** refer respectively to the protection of children from sexual exploitation and from sale, trafficking and abduction.

Children First Bill, 2015:

The Children First Act 2015 was enacted on 19th November 2015 and commenced in full on December 11th 2017. The Act places a number of statutory obligations on specific groups of professionals and on organisations providing services to children.

Through the provisions of the Act, it is intended to:

- Raise awareness of child abuse and neglect;
- Provide for mandatory reporting by key professionals;
- Improve child safeguarding arrangements in organisations providing services to children;
- Provide for co-operation and information-sharing between agencies when Tusla (Child and Family Agency,) is undertaking child protection related actions.

The legislation also contains a provision that removes the defence of reasonable chastisement in relation to corporal punishment as part of court proceedings. The policy intent is that the legislation will operate side-by-side with the existing non-statutory obligations provided for in **Children First: National Guidance for the Protection and Welfare of Children (2017)**.

Children First: National Guidance for the Protection and Welfare of Children 2017:

This National overarching guidance document promotes the protection of children from abuse and neglect. It emphasises that the needs of children and families must be at the centre of child protection and welfare services, and that the welfare of children is of paramount importance. It highlights the roles and responsibilities of the Child & Family Agency and An Garda Síochána, which are the two agencies with statutory responsibility for child protection. It also offers guidance to agencies and community and voluntary organisations that have contact with or provide services to children.

Data Protection Act, 1998-2018:

The General Data Protection Regulation and Data Protection Acts 1988-2018 apply to the processing of personal data. The KDYS is committed to complying with its legal obligations in this regard. The organisation collects and processes personal data relating to its employees in the course of business in a variety of circumstances, e.g., recruitment, training, payment, performance reviews; and to protect the legitimate interests of the organisation. It also collects information on young people and some personal data in order to ensure we can provide the best and safest service possible.

All personal data is stored securely in order to ensure the highest levels of confidentiality. We will ensure that only authorised personnel have access to this information on a need to know basis. The organisation will take all reasonable steps to ensure that appropriate security measures are in place to protect the confidentiality of both electronic and manual data. Security measures will be reviewed from time to time, having regard to the technology available, the cost and the risk of unauthorised access. The organisation has strict security policies and procedures to safeguard all personal and sensitive data such as the use of computer passwords and locking filing cabinets etc.

We commit to the following principles under GDPR:

- Obtain and process information fairly.
- Keep it only for one or more specified, explicit and lawful purposes

- Use and disclose it only in ways compatible with these purposes.
- Keep it safe and secure.
- Keep it accurate, complete and up-to-date.
- Ensure that it is adequate, relevant and not excessive.
- Retain it for no longer than is necessary for the purpose or purposes.
- Give a copy of his/her personal data to that individual on request.

National Vetting Bureau (Children and Vulnerable Persons) Act 2012-2016:

Under this legislation, it is compulsory for employers to obtain vetting disclosures in relation to anyone who is carrying out relevant work with children or vulnerable adults. The Act creates offences and penalties for persons who fail to comply with their provisions. Statutory obligations on employers in relation to Garda vetting requirements for persons working with children and vulnerable adults are set out in this Act also.

Criminal Law (Sexual offences) Act 2017:

This Act addresses the sexual exploitation of children and targets those who engage in this criminal activity. It creates offences relating to the obtaining or providing of children for the purposes of sexual exploitation. It also creates offences for the types of activity which may occur during the early stages of the predatory process prior to the actual exploitation of a child, for example, using modern technology to prey on children and making arrangements to meet with a child where the intention is to sexually exploit the child. The Act also recognises the existence of underage, consensual peer relationships where any sexual activity falls within strictly defined age limits and the relationship is not intimidatory or exploitative.

Protection for Persons Reporting Child Abuse Act, 1998:

This act came into operation on the 23rd January 1999. The main provisions of the act are:

1. The provision of immunity from civil liability to any person who reports child abuse “**reasonably and in good faith**” to designated officers of the Health Service Executive or any member of An Garda Síochána.
2. The provision of significant protections for employees who report child abuse. These protections cover all employees and all forms of discrimination up to, and including, dismissal.
3. The creation of a new offence of false reporting of child abuse where a person makes a report of child abuse to the appropriate authorities “**knowing that statement to be false**”. This is a new criminal offence designed to protect innocent persons from malicious reports.

Our Duty to Care 2002:

Our Duty to Care was published by the Department of Health and Children in October 2002. It offers a practical guide to staff and volunteers who work with children by outlining a number of fundamental principles of good practice.

Better Outcomes, Brighter Future - National Policy Framework for Children and Youth People 2014 – 2020:

Better Outcomes, Brighter Futures the first whole of Government and cross departmental children and young people national policy framework. It is for policy makers and services

providers and covers policy in relation to all children in and young people in Ireland from the ages of 0 to 24 years of age. The strategy identifies five key outcomes for children and young people.

As a result of the implementation of the strategy children and young people will be:

- Active and Healthy;
- Achieving in all areas of learning and development;
- Safe and Protected from harm;
- Have economic security and opportunity;
- Be connected, respected and contributing.

Criminal Justice Act 2006:

Section 176 of the Criminal Justice Act 2006 introduced the criminal charge of 'reckless endangerment of children'. It states:

'A person, having authority or control over a child or abuser, who intentionally or recklessly endangers a child by –

- (a) causing or permitting any child to be placed or left in a situation which creates a substantial risk to the child of being a victim of serious harm or sexual abuse, or
- (b) Failing to take reasonable steps to protect a child from such a risk while knowing that he child is in such a situation, is guilty of an offence.'

The penalty for a person found guilty of this offence is a fine (no upper limit) and/or imprisonment for a term not exceeding 10 years.

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

The Criminal Justice (Withholding of Information) Act makes it a criminal offence for a person to fail to disclose information to the Gardaí that would assist in prosecuting a person who commits a serious offence against a child or vulnerable adult. Any person who withholds information faces a minimum jail term of five years.

The Minister has stated the main aim of the Act was to close a loophole in our current law. The Offences Against the State (Amendment Act) 1998 provides for an offence of withholding information in relation to serious offences, but specifically excludes sexual offences.

The legislation contains defences for parents and others where a victim of an offence requests that the details not be passed on to authorities. This bill has passed all stages of the Oireachtas, has been signed by the President and was commenced on August 1st 2012.

Child Sex Offenders (Information and Monitoring) Bill 2012:

This Bill, still at first stage, provides for the establishment of a scheme to allow the parents or guardians of a child or vulnerable adult to make an enquiry to the Garda Síochána for the purpose of ascertaining whether a person with whom their child is in contact has been convicted of a sexual offence or is otherwise likely to pose a serious danger to children.

The Bill also allows for schools or clubs to make enquiries to safeguard children in their care. The Bill further outlines monitoring of sex offenders and is effectively an amendment of the Sex Offenders Act 2001.

Freedom of information 1997 & 2003:

The Freedom of Information Act 1997 (FOI) as amended by the Freedom of Information (Amended) Act 2003 obliges government departments, the Child and Family Agency, local authorities and a range of other public bodies to publish information on their activities and to make the information they hold, including personal information, available to citizens.

The Freedom of Information Act establishes the following statutory rights:

- A legal right for each person to access information held by public bodies and government departments.
- A legal right for each person to have official information relating to him/her amended where it is incomplete, incorrect or misleading.
- A legal right to obtain reasons for decisions affecting himself/herself.

Additional legislative provisions include the following:

- Health and Safety at Work Regulations 2007;
- Domestic Violence Act, 1996;
- Non-Fatal Offences Against The Person Act, 1997.

Additional Related KDYS Policies having a bearing on Child Protection:

- Health and Safety Policy & procedures;
- Garda Vetting Procedures;
- Recruitment and Selection Policy;
- Volunteer Recruitment Procedure
- Social media; photography and internet guidelines/policies.
- Drug and Alcohol Policy;
- Equality Policy.
- Anti-bullying guidelines.
- KDYS disco operating procedures (including 'dealing with inappropriate sexual behaviour guidelines.')

Additional other supporting documents:

- Child Safeguarding: A Guide for Policy, Procedure and Practice, Tusla.
- NYCI Toolkit for youth work organisations to design, review and evaluate their child protection policy 2012.
- HSE Interim Guide for the development of child protection and welfare policy, procedures and practices 2012.
- KDYS Strategic Plan 2015- 2018.

Section 2: Child Abuse Definition and Features

A child may be subject to more than one form of abuse at any given time. The definitions are as per Children First: National Guidance for the Protection and Welfare of Children (2017).

Child abuse is generally categorised as:

- Neglect;
- Emotional abuse;
- Physical abuse;
- Sexual abuse.

Neglect:

- Child neglect is the most frequently reported category of abuse, both in Ireland and internationally.
- Neglect occurs when a child does not receive adequate care or supervision to the extent that the child is harmed physically or developmentally.
- It is generally defined in terms of an omission of care, where a child's health, development or welfare is impaired by being deprived of food, clothing, warmth, hygiene, medical care, intellectual stimulation or supervision and safety. Emotional neglect may also lead to the child having attachment difficulties.

Features of neglect:

- Children being left alone without adequate care and supervision.
- Malnourishment, lacking food, unsuitable food or erratic feeding.
- Non-organic failure to thrive, i.e. a child not gaining weight due not only to malnutrition but also emotional deprivation.
- Failure to provide adequate care for the child's medical and developmental needs, including intellectual stimulation.
- Inadequate living conditions – unhygienic conditions, environmental issues, including lack of adequate heating and furniture.
- Lack of adequate clothing.
- Inattention to basic hygiene.
- Lack of protection and exposure to danger, including moral danger, or lack of supervision appropriate to the child's age.
- Persistent failure to attend school.
- Abandonment or desertion.

Emotional abuse:

Emotional abuse is the systematic emotional or psychological ill-treatment of a child as part of the overall relationship between a caregiver and a child. Once-off and occasional difficulties between a parent/carer and child are not considered emotional abuse.

Abuse occurs when a child's basic need for attention, affection, approval, consistency and security are not met, due to incapacity or indifference from their parent or caregiver.

Emotional abuse can also occur when adults responsible for taking care of children are unaware of and unable (for a range of reasons) to meet their children's emotional and

developmental needs. Emotional abuse is not easy to recognise because the effects are not easily seen.

Features of emotional abuse include:

- Rejection.
- Lack of comfort and love.
- Lack of attachment.
- Lack of proper stimulation (e.g. fun and play.)
- Lack of continuity of care (e.g. frequent moves, particularly unplanned.)
- Continuous lack of praise and encouragement.
- Persistent criticism, sarcasm, hostility or blaming of the child.
- Bullying.
- Conditional parenting in which care or affection of a child depends on his or her behaviours or actions.
- Extreme overprotectiveness.
- Inappropriate non-physical punishment (e.g. locking a child in bedroom.)
- Ongoing family conflicts and family violence.
- Seriously inappropriate expectations of a child relative to his/her age and stage of development.

Physical abuse:

Physical abuse is when someone deliberately hurts a child physically or puts them at risk of being physically hurt. It may occur as a single incident or as a pattern of incidents. A reasonable concern exists where the child's health and/ or development is, may be, or has been damaged as a result of suspected physical abuse.

Physical abuse can include:

- Physical punishment.
- Beating, slapping, hitting or kicking.
- Pushing, shaking or throwing.
- Pinching, biting, choking or hair-pulling.
- Use of excessive force in handling.
- Deliberate poisoning.
- Suffocation.
- Fabricated/induced illness.
- Female genital mutilation.
- Please note that legislation regarding "reasonable chastisement" can no longer rely on this as a defence when using any physical force against a child.

Sexual abuse:

Sexual abuse occurs when a child is used by another person for his or her gratification or arousal, or for that of others. It includes the child being involved in sexual acts (masturbation, fondling, oral or penetrative sex) or exposing the child to sexual activity directly or through pornography. Child sexual abuse may cover a wide spectrum of abusive activities. It rarely involves just a single incident and in some instances, occurs over a number of years. Child sexual abuse most commonly happens within the family, including older siblings and extended family members.

Examples of child sexual abuse include the following:

- Any sexual act intentionally performed in the presence of a child.
- An invitation to sexual touching or intentional touching or molesting of a child's body whether by a person or object for the purpose of sexual arousal or gratification.
- Masturbation in the presence of a child or the involvement of a child in an act of masturbation.
- Sexual intercourse with a child, whether oral, vaginal or anal.
- Sexual exploitation of a child, which includes: Inviting, inducing or coercing a child to engage in prostitution or the production of child pornography [for example, exhibition, modelling or posing for the purpose of sexual arousal, gratification or sexual act, including its recording (on film, videotape or other media) or the manipulation, for those purposes, of an image by computer or other means (Inviting, coercing or inducing a child to participate in, or to observe, any sexual, indecent or obscene act.)
- Exposing a child to inappropriate or abusive material through information and communication technology.

Consensual sexual activity involving an adult and an underage person:

In relation to child sexual abuse, it should be noted that in criminal law the age of consent to sexual intercourse is 17 years for both boys and girls. Any sexual relationship where one or both parties are under the age of 17 is illegal. However, it may not necessarily be regarded as child sexual abuse.

Peer Abuse:

In a situation where suspected child abuse is alleged to have been carried out by another child, we will deal with such incidents of peer abuse immediately and sensitively. It is necessary to gather the information as soon as possible to get the true facts around what has occurred as soon after the child (ren) may have forgotten – this will be carried out by either TUSLA or An Garda Síochana, possibly with the assistance of the concerned mandated person. It is equally important to deal with it sensitively and think about the language used and the impact of that language on both the children and the parents when they become involved. If the matter is deemed to be a Child Protection Concern, we will follow the organisations' policy on Safeguarding.

Child Abuse Online

Developments in technology have facilitated the abuse of children on line. This is an ever-growing concern and includes the following:

- Grooming.
- Sexting
- Cyberbullying

Bullying:

It is recognised that bullying affects the lives of an increasing number of children and can be the cause of genuine concerns about a child's welfare.

Bullying is defined as "repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, among school aged children that involves a real or perceived power

imbalance, which could reasonably be regarded as undermining the individual's right to dignity. An isolated incident of the behaviour described in this definition may be an affront to dignity but as a once off incident is not considered to be bullying." The behaviour is repeated, or has the potential to be repeated, over time. Both young people who are bullied and who bully others may have serious, lasting problems.

Examples of Bullying include:

- Personal insults and name calling; such as homophobic bullying, e.g. "that's so gay".
- Persistent unjustified criticism and sarcasm; making threats, spreading rumours, attacking someone physically or verbally or for a particular reason e.g. size, hair colour, gender, sexual orientation, and excluding someone from a group on purpose.
- Sexting: Sexting is when someone sends or receives a sexually explicit text, image or video. This includes sending 'nude pics', 'rude pics' or 'nude selfies.'
- Cyberbullying: Cyberbullying is the use of instant messaging, e-mail, chat rooms or social networking sites such as Facebook and Twitter to harass threaten or intimidate someone for the same reasons as stated above.

Organised Abuse

Typically this is when one or more adults conspire to abuse children – usually sexually. It also refers to cases where an adult may move into an institution or area in order to entrap children. Cases such as this are complex; they require detailed investigation, sometimes over a period of years and sensitive cooperation between the CHILD AND FAMILY AGENCY and An Garda Síochána.

Retrospective Disclosures by Adults

Where a retrospective disclosure takes place, consideration needs to be given to the current context to ascertain if there is a possible current risk to children from the alleged abuser named by the adult.

Further information in *Appendix 1: Child Abuse Signs and Appendix 2: Safe use of Social Media*

Section 3: Confidentiality

This section outlines and provides guidance on KDYS's code on confidentiality. Youth work is based upon trusting relationships and the sharing by young people of personal information and problems to youth workers is not uncommon. Anyone (youth worker/leader/young person) disclosing information in this context needs to know in advance the limits of confidentiality and the responsibilities attached.

Therefore, all staff and volunteers need to be aware that a young person or a colleague may disclose that they are being abused or know of someone who is being abused.

Confidentiality is about managing sensitive information in a manner that is respectful, professional and purposeful. All information provided to KDYS by a child or young person, volunteer or staff member must be treated in a confidential manner.

All staff and volunteers have a responsibility to handle all sensitive information in line with KDYS's Code on confidentiality.

In matters of child abuse a youth worker can never promise to keep secret any information that is divulged. A youth worker should explain to the young person disclosing why s/he cannot keep this information secret and also explain to the young person what h/she intends to do with the information. Every effort should be made to get the young person to understand this strategy and consent to it. Those working with a child and family should make this clear to all parties involved.

There is an obligation and duty on the person receiving this information to act in accordance with the organisations' Child Safeguarding Policy & Procedures.

Code of Confidentiality:

1. All information regarding a Child Safeguarding concern or suspected case of Child Abuse must be only shared on a 'need to know basis' and always in the best interests of the child's general welfare and safety. The subject should never be discussed with other persons in the organisation, including staff, volunteers or young people if they are not directly involved.
2. In the case of a Child Safeguarding concern, a member of staff or volunteer should never promise that they can keep a secret to any person disclosing the information. The person receiving the information should also never state that they would keep a secret if the organisation did not have a policy on this. This could give the person who made the disclosure think that the information is not that serious or infer a range of mixed messages. It must be made clear to the person(s) making the disclosure that secrets cannot be kept but that the information will only be shared with the appropriate person who will handle the information sensitively.
3. Sharing information with an appropriate / designated liaison person for the protection of a child is not a breach of confidentiality. Codes of confidentiality do not intend to prevent the exchange of information between individuals who have a responsibility to protect children.
4. Personal information, which is gathered for a specific purpose, should never be used for any other purpose without consulting the person who provided that information as per Data Protection Act.
5. All staff and volunteers working with children must have some training on understanding the importance of confidentiality and the limitations of confidentiality in relation to Child Safeguarding issues.

Section 4: Key roles in Safeguarding

Child Safeguarding Manager:

- This staff member has a lead role in the development of guiding principles and child safeguarding procedures.
- Ensuring that policies and procedures are consistent with best practice as detailed herein.

HR Officer:

- Training Coordinator for all staff and Volunteers in relation to Safeguarding.
- Managing Garda vetting in KDYS for staff and volunteers.

Child Safeguarding Team

A dedicated Child Safeguarding Team has been established in the organisation comprising of the Designated Liaison Persons, the Senior Manager of KDYS and staff trained in the National Youth Council of Ireland (NYCI) Child Safeguarding Awareness Programme.

Relevant Person

As defined in the Children First Act 2015, this 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’. The relevant person is Gemma O’Brien, gemmaobrien@kdys.ie

Designated Liaison Person

There are a number of Designated Liaison Persons appointed in KDYS. The Designated Liaison Person will act as a resource to any young person, staff member and volunteer who have Child Safeguarding concerns. The D.L.P.’s are available Monday to Friday 9.00 am to 6.00pm, 11.00pm for TYFS/volunteer led programmes and detached work and Saturdays for the same provisions from 12.00pm to 8.00pm. All concerns relating to Child Safeguarding go through the Designated Liaison Person who in turn may make a referral to Tusla: (Child and Family Agency) or Gardaí.

KDYS Designated Liaison Persons:

- Redmond Powell
- Gareth Hartevelde
- Alfie Hughes
- Linda Kearin

The role of the Designated Liaison Person is as follows:

- To be familiar with KDYS duties in relation to the safeguarding of young people.
- Have a good working knowledge of KDYS’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 youth workers and volunteers and consider if reasonable grounds exist for reporting it to the Tusla.
- Consult informally with a Tusla Duty Social Worker if necessary.
- Where appropriate, make a formal report of a child protection or welfare concern on behalf of the organisation, using the Child Protection and Welfare report form.
- To report suspicions and allegations of Child Abuse to Tusla.

- To provide information and advice on Child Safeguarding within the organisation.
- Ensure that the organisation’s reporting procedure is followed, so that child protection and welfare concerns are referred promptly to Tusla.
- To give advice on individual cases, where appropriate.
- To advise on good practice and guidelines on Child Protection.
- To liaise with Tusla, Gardaí and other agencies as appropriate.
- Ensuring that supports are put in place for the young person, employees or volunteers in cases of allegations being made.
- Where requested, jointly report with a mandated person.
- To maintain proper records on all referred cases in a secure and confidential manner.
- To ensure that all young people, staff & volunteers are familiar with the Designated Liaison Person.
- Provide feedback to the referrer, as appropriate.
- Ensure that a secure system is in place to manage confidential records.
- To keep informed about current developments regarding the provision, practice, support services, legal obligations etc.
- The Designated Person is accessible to everyone in the organisation and is supported by on-going training and supervision. When she/he receives a report about suspected or actual abuse, she/he will consider whether there are reasonable grounds for reporting it to the Child & Family Agency
- Advise the organisation on child protection training needs and ensure that training is provided for all new and existing staff/volunteers in KDYS on the child protection policy.
- To ensure that systems are in place for recording and retaining all relevant documentation in relation to child protection issues.
- Keep the relevant people informed within the organisation i.e. KDYS Board, CEO.
- To keep the CEO & Board of the KDYS up to date on number and type of referrals.
- To review KDYS policy and procedures on child protection on an annual basis and amend as appropriate.

KDYS Designated Persons:

Area of Work	DP	Contact Details
KDYS DLP	Redmond Powell	redpowell@kdys.ie
CYW	Gareth Harteveld	garethharteveld@kdys.ie
KEY Service	Linda Kearin	lindakearin@kdys.ie
Springboard	Red Powell	redpowell@kdys.ie
NYP	Alfie Hughes	alfiehughes@kdys.ie

In the absence of the Designated Liaison Persons, staff, volunteers and young people can contact:

- **Kerry Duty and Intake Social Work Service:** 066 7184501
- **Out of hour contact for mandated persons:** 0818 776315. This operates between 6.00pm and 6.00am every evening and 9.00am-5.00pm on Saturday, Sunday and Bank Holidays.
- **Or** if a child is in immediate danger: An Garda Síochana.

Report to the KDYS Board of Management:

At each Board of Director's meeting, the KDYS Senior Manager will give a report outlining:

- a) The number of reports made to the CFA by the DLP since the last Board of Directors meeting.
- b) State the number of cases, since the last Board meeting where the DLP sought advice from the CFA and as a result of this advice, no report was made.
- c) Where there were no such cases at (a) or (b) above.

Mandated Persons:

Mandated persons are individuals who have contact with children and/or families and who, because of their qualifications, training and/or employment role, are in a key position to help protect children from harm. Mandated persons include professionals working with children in the education, health, justice, youth and childcare sectors.

Mandated persons have two main legal obligations under the Children First Act 2015.

These are:

- To report the harm of children above a defined threshold to Tusla;
- To assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report.

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

All sexual abuse falls within the category of seriously affecting a child's health, welfare or development.

Threshold of Harm: Is reached when you know, believe or have reasonable grounds to suspect that a child has been, is being or is at risk of being:

- Ill-treated (Emotional Abuse)
- Neglected
- Physical Abuse (assaulted), to the point where the child's health, development or welfare have been or are being seriously affected or are likely to be seriously affected.

"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.

Procedure to maintain a list of Mandated Persons:

The list of mandated Persons is held by the KDYS HR Dept and Relevant Person.

Procedure:

1. As new staff members are appointed to KDYS, it will be clarified if they are mandated persons on the basis of their qualification and post of employment by HR in conjunction with the Relevant Person.
2. The list of mandated reporters will be updated accordingly by HR when new staff are appointed.
3. The list will be updated when mandated reporters leave the organisation.
4. Mandated persons will receive a briefing on their role and responsibility as part of their induction training.
5. Mandated persons will be informed in writing of their role.
6. Mandated persons will be required to sign a letter of agreement and forward a copy of same for retention by the HR Department.

Section5: Responding to & Reporting Child Protection or Welfare Concerns & Dealing with Disclosure

Handling Disclosure

Youth Work can provide an environment, which encourages security, confidence and trust, which thereby enable young people to share their concerns. A young person or adult leader will select carefully the recipient of his/her disclosure and the person chosen will be the one who is trusted and in whom they have confidence.

It is important that a child, who discloses child abuse, feels supported and facilitated in what, for them may be a frightening and traumatic process. A child may feel perplexed, afraid, angry, despondent and guilty. It is important that any negative feelings that the child may have are not increased by the response the disclosure elicits. A child who divulges child abuse to an adult makes a profound act of trust and must be treated with respect, sensitivity, **dignity** and care.

How to respond

- Take what the child says seriously.
- React in a calm manner.
- Reassure the child that it was right to tell someone what has happened.
- Use language that the child understands for example when naming different parts of the body.
- Listen carefully and attentively to the child.
- Be careful when asking questions and never ask leading or probing questions. Do not seek intimate details beyond those volunteered by the child.
- Only ask questions for the purpose of clarity.
- Do not express any opinions about the alleged abuser.
- Do not confront the alleged abuser.
- Write down immediately afterwards what was said. All reports should be signed, dated and forwarded to the Designated Liaison Person.
- Check with the child to ensure what has been heard and understood by you accords with what the child actually said.
- Make no promises that cannot be kept.
- Do not promise to keep a secret. what has been revealed.
- Explain and make sure the child understands what will happen next.
- Allegations should not be investigated by KDYS but passed on to the Child & Family Agency or Gardaí to follow through if necessary.

Ongoing Support

Following a disclosure by a child, it is important that KDYS Staff and volunteers continue in a supportive relationship with the child. Disclosure is a huge step for many children.

Staff should continue to offer support, particularly through:

- Maintaining a positive relationship with the child.
- Keeping lines of communication open by listening carefully to the child.
- Continuing to include the child in the usual activities.
- Any further disclosure should be treated as a first disclosure and responded to as mentioned above. Where necessary, immediate action should be taken to ensure the child's safety

Reasonable Grounds for Concern

Dealing with a Suspicion of Child Abuse

In situations where a suspicion/concern may be deemed vague i.e. where there is no specific allegation but there is some concern based on the emotional behaviour and/or physical presentation or behaviour of the child, then staff/volunteers should consult the Designated Liaison Person for advice. The Designated Liaison Person will assess whether or not a report is warranted and will seek the advice of Tusla if required. Details of the consultation will be recorded and filed. A formal report to Tusla may follow as advised.

Reasonable Grounds for Concern (Children First National Guidance)

If you have reasonable grounds for concern that a child may have been, is being, or is at risk of being abused or neglected please follow the organisational reporting procedures.

The following examples would constitute reasonable grounds for concern:

- 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/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 the child being abused.

Circumstances which may make children/young people more vulnerable to harm.

It is acknowledged in Children First National Guidance 2017 that some children are more vulnerable to abuse than others. Also there may be particular times or circumstances where a child may be more vulnerable to abuse in their lives. In particular, children with disabilities, those with communication difficulties, children in care or living away from home or children with a parent or parents with problems in their own lives may be more susceptible to harm. Parent or carer factors could include drug and alcohol misuse, addiction, mental health issues, domestic violence etc.

Other factors could include ethnicity, gender, age, sexuality etc, Community factors cultural or religious/faith based norms which may not meet the standards of child welfare or protection in Ireland. Environmental factors can include homelessness, poverty, begging, bullying etc. Categories of abuse may be the same but the forms of abuse may differ, for example, abuse may take the form of deprivation of basic rights, harsh disciplinary regimes or the inappropriate use of medications or physical restraints.

It is important to remember that the presence of any of the above factors does not necessarily mean that a child in those circumstances or settings is being abused.

Concerns over vulnerable adults- over 18

Currently, there are no national guidelines in the Republic of Ireland in relation to vulnerable adult abuse. Nor is there a specific classification of crime in terms of age. Incidents of physical and sexual assault, fraud and financial exploitation are crimes and should be reported to the Gardaí. In the case of Sexual Offences involving people with disabilities,

specific provision is contained in Section 5 of the Criminal Law (Sexual Offences) Act 1993. Ireland is a signatory to the UN Convention on the Rights of Persons with Disabilities.

Abuse of vulnerable adults can constitute the physical, psychological, emotional, financial or sexual maltreatment or neglect of a vulnerable adult by another person. The abuse may be a single act or repeated over a period of time, it may take one form or a multiple of forms. The lack of appropriate action can also be a form of abuse.

Referral Procedure & Reporting

Everyone must be alert to the possibility that children with whom they are in contact may be experiencing abuse or have been abused in the past. There are four recognised forms of child abuse: **Neglect, Physical Abuse, Emotional Abuse and Sexual Abuse.**

See appendix 1

It is not your responsibility to decide whether a child is being abused or neglected, but you must act on and report your concerns.

This is an important responsibility for staff and volunteers when working with children and young people.

The guiding principles in regard to reporting children abuse are summarised as follows:

- The safety and well-being of the child or young person is paramount.
- Reports should be made without delay to the Child and Family Agency using their standard report form - *see appendix ??*
- While the basis for concern must be established as comprehensively as possible, children or parents should not be interviewed in detail about the suspected abuse.

Reporting by Mandated Persons:

Section 14 of the Children First Act 2015 requires mandated persons to report a mandated concern to Tusla 'as soon as practicable'. You should submit a report of a mandated concern to Tusla using the required report form, on which you should indicate that you are a mandated person and that your report is about a mandated concern.

The KDYS Procedure for all staff and volunteers is as follows:

- A volunteer should approach his/her KDYS support staff member for guidance and advice.
- A staff member should get in touch with the KDYS DLP assigned to their area to outline the concern/issue incident and discuss with Designated Liaison Person if a Mandated Report needs to be made (if meets threshold for harm.)
- For a concern that does not meet threshold but has reasonable grounds complete Child Protection and Welfare Report form with D.L.P.
- Make report jointly with Designated Liaison Person or if DLP is not available complete report and submit to Tusla.
- Furnish D.L.P. with copy of report immediately on their return which they will file appropriately and safely.
- Authorised persons are obliged to acknowledge in writing all mandated reports they receive.
- If you feel the concern may require urgent intervention to make the child safe, section 14(7) of the Children First Act 2015 allows you to alert Tusla either in person or by phone

in advance of submitting a written report. You must then submit a mandated report to Tusla on the report form within three days. (Appendix 6)

Alerting Parents

It is usually good practice (but not required under the Act) to tell the family that you are making a report, unless:

- By doing so the child will be placed at further risk.
- Where the family knowing about the report could affect Tusla's ability to carry out a risk assessment.
- You believe that doing so would place you at risk of harm from the family.

Retrospective Reporting & Disclosure

Retrospective abuse refers to abuse that an adult discloses that took place during their childhood. A report needs to be made (under CF Guidance) where there is a current or potential future risk to children from the person against whom there is an allegation. If concern relates to Retrospective Abuse; complete Retrospective Abuse Report Form with D.L.P.

Consequences of Non-Reporting

The Children First Act 2015 does not impose criminal sanctions on mandated persons who fail to make a report to Tusla. However, Tusla may:

1. Make a complaint to the Fitness to Practice Committee of a regulatory body of which you are a member.
2. Pass information about your failure to make a report to the National Vetting Bureau of An Garda Síochána. This information could therefore be disclosed to your current or future employers when you are next vetted.

Specific procedures relating to KDYS Staff & Volunteers

Responding to Allegations against a Staff Member/ Volunteer

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.

The following procedures are in line with Children First National Guidance in the event of suspicion or disclosure of abuse against an employee, volunteer or CEO.

KDYS will give due regard for the rights and interest of the child on one hand, and those of the person against whom the allegation is made on the other.

The CEO of the KDYS will deal with the staff member / volunteer in question; the Chairperson of the Board will address allegations against the CEO while the Designated Liaison Person will have the responsibility of dealing with /reporting the issue to TUSLA.

Staff / volunteers/ CEO may be subjected to erroneous or malicious allegations; therefore, any allegation of abuse should be dealt with sensitively and support provided for staff as well as the child, including counselling where necessary.

However, the primary goal is to protect the child while taking care to treat the staff member/volunteer fairly.

KDYS accepts the possibility that a number of factors may have a bearing on the organisation and will need to be considered:

- Possible reactions of other members of staff / volunteers including anger, disbelief, doubt, fear, guilt, shock, anxiety and confusion.
- The effects on the alleged abuser of the internal disciplinary proceedings, the Child Safeguarding investigation and the criminal investigation.
- The reactions of other staff / volunteers and the other children towards the young person who has been abused or whose allegation is being investigated.
- The reaction of parents / carers and other family members of the young person.

Any allegation of abuse against a worker/volunteer will be dealt with sensitively and support will be provided by the organisation for both the worker and volunteer who allegedly abused a child/young person and the worker or volunteer who reported the alleged abuse. Appropriate levels of confidentiality will be adhered to at all times.

When an allegation of abuse is made against an employee of KDYS, there are two procedures that KDYS will put in place:

1. The reporting procedure in respect of the child / young person.

2. The procedure for dealing with the employee.

In the case of the allegation being against the employee of KDYS, the same person will not deal with both the young person and the alleged abuser.

1. The reporting procedure in respect of the child / young person

- The DLP will follow the normal reporting procedure in KDYS (as outlined in 'Reporting procedure in respect of child abuse.')

2. The procedure for dealing with the employee /volunteer

It will be the responsibility of the CEO to deal with an employee/volunteer against whom an allegation has been made through the following:

- The CEO will deal with all aspects of the case relating to the employee/volunteer.
- The allegation will be assessed by the Organisation DLP to establish if there are reasonable grounds for concern and whether a formal report will be made to the statutory authorities at this point. The DLP may wish to contact the Child and Family agency for advice on the issue.
- The organisation may seek legal advice.
- The safety of the Child/Young person is the first priority of KDYS and all necessary measures will be taken to ensure the child is safe. The measures taken will be proportionate to the level of risk.
- KDYS will ensure that no other children/young people are at risk during this period. The measures which can be taken to ensure the safety of children and young people can include the following:
 - Suspension of duties of the person accused;
 - Re-assignment of duties where the accused will not have contact with children/young people;
 - Working under increased supervision during the period of investigation, probation or other measures deemed appropriate by the CEO.
- If a formal report is being made, the CEO will notify the employee that an allegation has been made and what the nature of the allegation is. The employee has a right to respond to this and this response should be documented and retained.
- KDYS will ensure the principle of "natural justice" will apply.
- KDYS will work in co-operation with the Child and Family Agency and An Garda Síochana and any decisions or actions to be taken in regard to the employee will be taken in consultation with these agencies.
- The person against whom the allegation is made will need support during this period and KDYS will provide advice on how to access the relevant support services.
- In relation to informing parents/guardians/carers the DLP or the most appropriate staff member of KDYS will firstly inform parents/guardians/carers in the event of a child disclosing an incident of abuse, unless this could put the child in danger.

KDYS is committed to ensuring that staff who are concerned about potentially inappropriate behaviour by a colleague can report their concerns to the DLP without fear of recrimination.

1. If the complaint is against a staff member/volunteer:

- The CEO on receiving/being made aware of the allegation will 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/HR Manager will inform the worker/volunteer that an allegation has been made against him or her and the nature of the allegation.
- The worker/volunteer will be afforded an opportunity to respond.
- A decision will be made based on the information provided whether an investigation is warranted. Should this be the case the organisation will follow its procedures on Discipline in the workplace.
- It may be necessary to inform Tusla/An Garda Síochana based on the outcome of the investigation. The worker/volunteer will be kept informed at all stages
- A separate report may be made to Tusla by the Designated Liaison Person.
- Parents/guardians will be informed of any action planned while having regard to the confidentiality rights of the person against whom the allegation has been made.

2. If against the CEO:

- Should the complaint be against the CEO, the complainant should address the Chairperson of the KDYS Board.
- They will decide if an investigation is warranted and the Complainant will receive an acknowledgment within seven working days of receipt of the complaint and the timeline that may be involved.
- The Chairperson will inform the CEO that an allegation has been made against him or her and the nature of the allegation.
- The CEO will be afforded an opportunity to respond and the response will be recorded.
- The principles of natural justice will prevail in all instances.
- A decision will be made based on the information provided whether an investigation is warranted. Should this be the case the organisation will follow its procedures on Discipline in the workplace.

3. Concerns regarding a co-worker :

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. 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.
- 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).
- It may be necessary to follow the organisation's procedure for responding to allegations of abuse against workers and volunteers.

- 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.

Please refer to code of behaviour page 34 and KDYS Disciplinary policy.

It is important to note that “The Protection for Persons Reporting Child Abuse Act, 1998” applies equally to organisations provided they report the matter “**reasonably and in good faith**”.

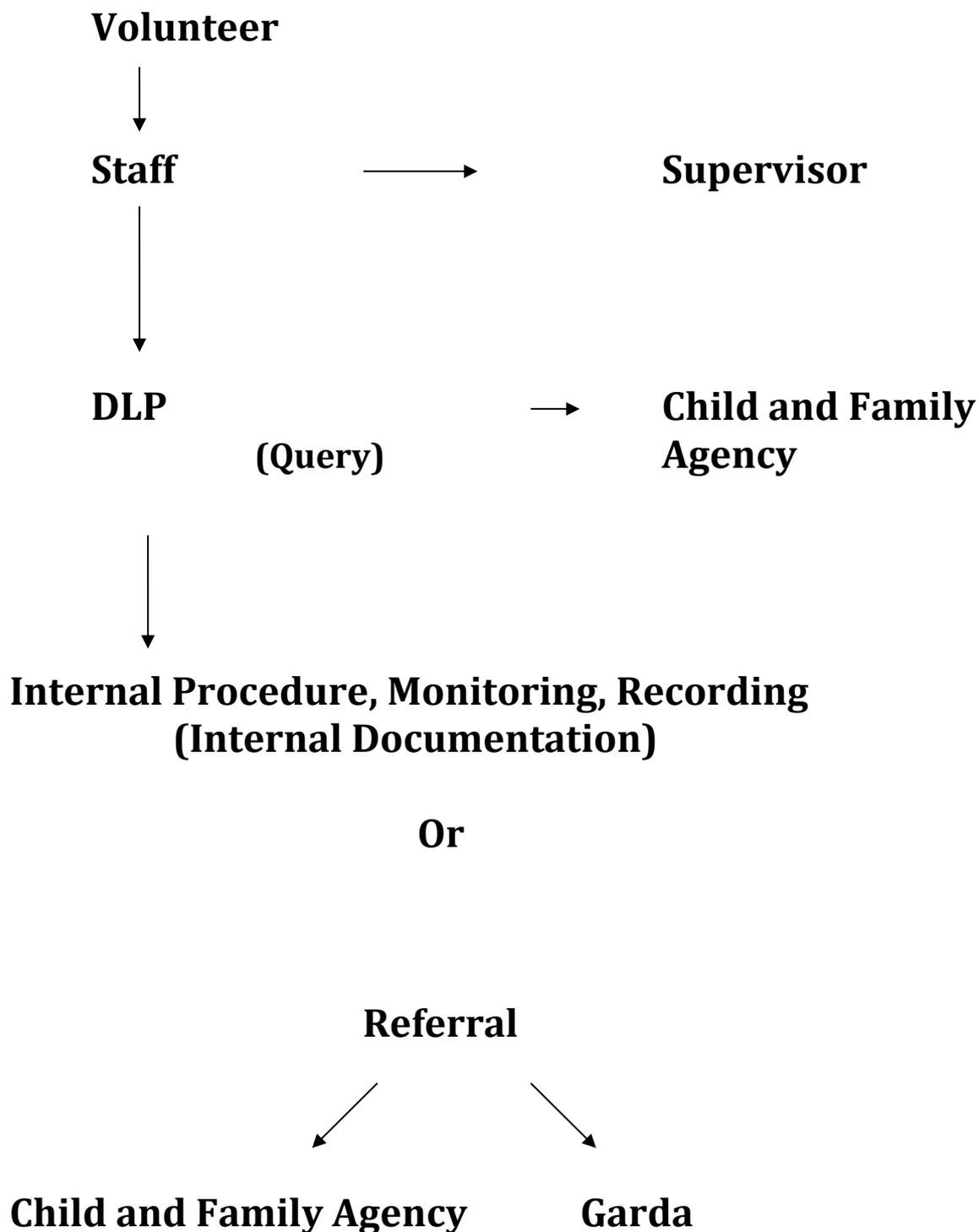
Protection for persons reporting abuse:

The protection for persons reporting abuse act 1998, makes provision for the protection from civil liability of persons who have reported child abuse ‘reasonably and in good faith’. This protection applies to organisations as well as individuals. It is considered therefore that, in the first instance, it is the organisation, i.e. the KDYS who should assume responsibility for reporting abuse to the relevant authorities.

Remember:

If a staff member or volunteer has misgivings about the safety of a child and would find it helpful to discuss their concerns with a professional, they should not hesitate to contact someone in the Child and Family Agency such as the duty social worker to discuss the matter.

Child Safety Disclosure Procedure in the KDYS



Record Keeping

The DLP is responsible for keeping the following records related to child protection in a locked filing cabinet.

- Any complaints about the safety and welfare of children/young people while under The supervision of KDYS.
- Any disclosures, concerns or allegations of child abuse - DLP's are required to forward records of disclosures, concerns or allegation centrally to KDYS Organisational DLP.
- These records may include: follow up to any complaints, disclosure, concerns, allegations, reports to the Child and Family Agency, including informal advice from the Child and Family Agency and information given to parents/guardians.
- Any bullying complaints related to KDYS work with children/young people and the follow-up action.
- Garda vetting forms will be securely stored by the Regional Garda Vetting Officer within KDYS.

The DLP and the CEO are the only officers who have access to these records.

Written records should

- Be clear. Brief and include the date;
- Be timely – where possible should be recorded shortly after the event;
- Be written in a way that the service user is able to understand
- Include only essential and relevant details;
- Be accurate and complete - use complete sentences;
- Events should be described sequentially
- Objective and factual and describe what is stated/observed /evidenced.
- Use the child/young person's own words.

When a report is being made as much as possible of the following detail should be given:

Indisputable evidence:

Where a worker or volunteer has indisputable evidence that a fellow worker or volunteer has abused a young person e.g., they actually see the abuse-taking place, the matter must be reported through the Designated Liaison Person. S/He will then get in touch with the Child and Family Agency Duty workers or the Gardaí. The employee or volunteer will be suspended from their work without pay for the duration of the investigation.

Section 6: Working Safely with Children and Young People Code of Behaviour for Staff & Volunteers

Safe Recruitment & Selection Procedures

KDYS adopts the safe recruitment and selection practices outlined in **Children First** National Guidance endeavouring to protect young people from harm.

The procedures are designed to be clear, unambiguous and equitable and in the best interest of young people and adults alike.

Safe practice starts with safe recruitment procedures and involves:

Staff:

- **Recruitment and selection;** Thorough Selection Procedures. Application Form. In-depth Interview Process. References. Declaration of Suitability; Garda Vetting;
- **Induction Period:** Training, (Health & Safety, Manual Handling, Child Safeguarding, and any other relevant training relevant to the role.
- Probationary Period.
- Clarification of Job Role and thorough Job Description
- Issue of Staff Handbook
- Support & Supervision
- Contract of employment

Volunteers:

The Club support workers are responsible for the distribution of Volunteer Packs to clubs and Projects. All new and potential volunteers are issued with an Application Pack. This includes completing an application form, Garda Vetting, references, and Induction Training. Only volunteers that have been satisfactorily Garda vetted and references returned are permitted to volunteer.

All new volunteers are required to attend training- KDYS Volunteer Induction Training. Training is a continual process, which begins at the stage of induction and includes the following:

- NYCI Child Safeguarding Awareness Training.
- Developmental group work
- Respect and dignity (anti-bullying)
- Dealing with challenging behaviour
- Conflict resolution
- Leadership
- Health and safety
- Practical skills

The Service strives to meet the training needs of all staff/volunteers, where possible.

Code of Behaviour for Staff & Volunteers:

The child-centred ethos of KDYS creates an environment in which children and young people are valued, encouraged and listened to. We respect the rights of young people as individuals in society. Through training and education we ensure that young people know their rights and responsibilities.

The following code of behaviour is established to provide a clear understanding of the standards of behaviour of all staff / volunteers / students who work with KDYS for the purpose of the safe care of children and young people. It will help foster an environment where young people feel secure and are treated with dignity and respect.

- It is not recommended that staff/volunteers give lifts in their cars to individual young people. In the event, that this is deemed necessary, the **KDYS Guidelines in relation to the transportation of Young People** ([Appendix 12](#)) must be adhered to.
- It is recommended that volunteers/workers be sensitive to the potential risk to personal safety and false allegations, which arise when they meet alone with a young person in a room. Where it is feasible you should consider leaving the door slightly ajar or informing another colleague that you will be alone in the room with the individual in question. Please reference **KDYS Procedures in relation to Lone Working** ([Appendix 14](#))
- Staff/volunteers must be sensitive to the possibility of becoming over involved or spending a great deal of time with any one young person. We need to be clear about the purpose and nature of the relationship with any young person e.g. is the relationship constructive in building up the independence and autonomy of the person or is it being used to satisfy our own agenda? Where staff/volunteer has such a concern about the nature of a particular relationship with a young person they should discuss it with someone e.g. supervisor, experienced colleague. Similarly long term 'helping' or 'support' relationships, which arise in one's work, should also be reviewed on a regular basis.
- Staff/volunteers should ensure, in so far as possible, that buildings or facilities, which they use for activities with young people are safe and secure for the people in it. All occupied parts of the building should be monitored and parts not in use should be isolated or secured.
- For experienced staff the member/worker ratio should be no more than ten members to one worker. It is recommended that for new staff the ratio should be smaller i.e. no more than five members per worker. Local circumstances, safety and the nature of the activities being undertaken may require that this member/worker ratio be even lower.
- When dealing with young people with challenging behaviour, it is recommended, where possible, that more than one worker is present
- It is recommended that instances of disruptive behaviour, which requires the intervention of the staff/volunteer and which put at risk the safety and wellbeing of others, be documented using the KDYS Accident/Near Miss or Incident Report Form. The KDYS volunteer induction training defines an incident as, 'an action, outside of acceptable behaviour, that requires the attention of at least two volunteers/staff – these should always be documented.' ([Refer to Appendices 10, 11, and 12](#))

- Staff /volunteers should always be respectful of the privacy of young people in dormitories, changing rooms, showers and toilets. When present in such areas workers should never be alone and are advised not to spend time alone with a young person.
- Staff /volunteers should be sensitive to the risks in participating in some contact sports with young people and ensure that the young people are treated with dignity and respect.
- Young people should be encouraged to report cases of bullying to staff /volunteer of their choice.
- Staff/volunteers should never physically punish or be in any way verbally abusive to a child, nor should jokes of a sexual nature be told to or in the presence of a young person.
- Under no circumstances give alcohol, tobacco or drugs to children/young people.
- Do not use alcohol, tobacco or e-cigarettes or drugs in the company of children/ young people, including when they are asleep.
- Use only age appropriate language, media products and activities in working with children and young people.
- Do not take pictures of children/ young people unless you have prior parental consent and consent from the young person to do so.
- All staff /volunteers are required to maintain a positive attitude towards children/young people that respects their personal space, safety and privacy.
- Never do anything of a personal nature for children/young people which they can do for themselves.
- Personal contact outside of youth work business should not be made with children/ young people, especially on social media platforms.

All staff and volunteers are required to follow the above code of behaviour, thus providing a safe, comfortable and positive environment for staff/volunteers and young people.

The Safe Management of Activities

In addition to the Code of behaviour all staff / volunteers are required to follow the guidelines below when conducting any activity with young people:

- Each child / young person must be registered on the Member Youth Service' standard registration form.
- Parental consent forms and contact details for parents / guardians for each child / young person taking part in any activity.
- Ensure that all primary carers and young people are aware of our Child Protection policy and procedures.
- Ensure all staff / volunteers and young people are aware of emergency procedures for fire and other accidents.
- All staff / volunteers must follow the procedures for dealing with challenging behaviour.
- All activities carried out must be done so by qualified and experienced personnel.
- Any accidents must be recorded in the KDYS Accident Report Form and the parents / guardians must be informed.
- Activities and/or outings undertaken must be covered by suitable insurance.
- Children and young people must not be left unattended during activities and sufficient supervision must be ensured at all times.
- A safety check will be carried out on all facilities and equipment utilised.
- Attendance records must be kept of all activities, outings etc. stating details of all participants, leaders, programmes etc.

The Procedures to follow on Day Trips and Residential with Young People

When taking young people away on day trips and residential, staff and volunteers should always be attentive to such matters as:

- Safety – activities, buildings, transport etc.
- Insurance – ensure that it is adequate to cover all aspects of the trip.
- Parental consent – staff / volunteers must ensure that they have written consent from parent(s)/guardian(s) before taking young people away on trips. It must also be ensured that they have permission for the young person to receive medical treatment in the event of an emergency.
- Staff / volunteers should ensure that they are made aware of any medical information which may be relevant e.g. allergies.
- Sleeping arrangements – sleeping areas for males and females should be in separate and supervised quarters and supervised by at least two people. However, consideration needs to be given here to LGBTQ+ groups, where a gender divide may not be relevant or may need more attention.
- Adequate supervision should be available for the duration of the residential. Provisions should be made for any emergencies that may arise i.e. should a young person take ill, or become homesick then transport should be at hand and there should be enough staff / volunteers present to deal with the situation and also to supervise the other young people.
- Staff / volunteers should respect the privacy and never enter the bedroom or bathroom of a young person without knocking or letting the young person know you are entering. Time should never be spent alone with a young person during a residential.

- If in an emergency situation an adult considers it necessary to enter a young person's bedroom / bathroom without another adult present, they should:
 - Keep the door open
 - Immediately inform another adult in a position of responsibility
 - Make a written record of the circumstances
- Staff / volunteers should always be aware of avoiding compromising situations with young people.
- Maintaining standards and good youth work practice is essential for residential. Please ensure that procedures in relation to the Code of Behaviour are followed.

Note: Maintaining standards and good youth work practice. In the relaxed atmosphere of a trip away normal boundaries and standards of behaviour can be crossed over. Experience indicates that many of the cases of alleged child abuse within the youth work setting occurs during trips away. Also, disclosures of child abuse have also been commonly made during trips, as the child may feel safer away from their home environment.

Good practice guidelines for youth exchanges

Many youth services and specialist exchange organisations have issued a range of guidelines and published checklists for those wishing to participate, host or organise youth exchanges. The purpose of this section is to summarise some of these guidelines and to highlight instances of best practice, based on previous experience of youth exchanges and residential trips away from home.

Far too often the energies of the young people, their parents/guardians and at times, the concentration of volunteers /staff and local community representatives are diverted by the organising of fundraising activities so as to ensure that the costs of such exchanges are met. It is equally important, if not more important, that the health, safety and child protection aspects of youth exchanges and trips away from home are closely examined and agreed prior to the exchange taking place, during the youth exchange and as part of any review process.

These guidelines will be of assistance to those wishing to participate in youth exchanges and are divided into three sections.

- 1. PREPARING FOR THE EXCHANGE**
- 2. DURING THE EXCHANGE**
- 3. EVALUATION AND MONITORING**

1. Preparing for the Exchange:

1.1 Partner finding:

An advance or pre-planning visit is essential. Two people if possible should undertake this task whether it is to a pre planning meeting or a visit to a proposed host organisation that may wish to undertake an exchange with your group. Only choose a partner that meets your needs, matches your interests and is seen to be compatible with your own group.

Use a common agreement and a risk assessment checklist to assist in drawing up the formal agreement between the two groups. This will include the type and range of programmes planned the aims and objectives, the role of leaders and appointing a leader in charge. The agreement should also contain a statement on the welfare of participants and on specific child

protection procedures. This will include adherence to your own organisation's child protection procedure even if your host partner has adopted their own child protection practices.

1.2 Accommodation:

During the planning stage all accommodation requirements should be thoroughly checked out. Safety issues in relation to accommodation should also be examined. This would include the number of people allocated to rooms or dormitories, fire exits, washing facilities and the general condition of accommodation etc.

In the case of a host family they should:

- Receive the personal details of all participants;
 - Be aware of your organisation's child protection policy;
 - Receive a copy of the entire exchange programme;
 - Be party to a formal agreement with your group;
 - Have knowledge of any special medical or dietary requirements of your participants under strict confidence.
-
- Invariably, host families will have been recommended to you by a host organisation or some other local agency. Please check their suitability and where available seek references/police checks/screening relating to the host family.
 - Inform families where their child will be accommodated. This includes sleeping accommodation arrangements, addresses, telephone numbers and any other relevant information.
 - Ensure that all leaders have a complete rooming list.
 - When using non-home stay accommodation ensure that the building has been passed as suitable for it's' use.
 - Single gender dormitory accommodation is an essential requirement.
 - Ensure that the accommodation allocated to leaders is equally appropriate.

1.3 Selection of participants:

- Ensure you have written approval of parents/guardians for all participants under 18 years of age. All participants should complete the member application form.
- A health form should also be completed by members which will contain any reference to current medication, specific medical conditions, medical allergies, doctor details and instructions on whether leaders may be permitted to administer certain medication to the young person. This form should be signed by parents/guardians.
- The selection process should be clear and unambiguous. Young people should participate in the drafting of this selection process.

1.4 Leaders:

- A leader in charge or overall leader should be appointed for each group.
- All leaders should be qualified for the task that they undertake whether it is outdoor pursuit activity, water sports, indoor games or indeed first aid.
- Leaders should be given clear roles and responsibilities in writing.
- Newly recruited leaders should be required to fill out an application form even if it is your intention to employ them for the duration of the exchange.
- Where Garda (Police) screening is available it should be availed of for all leaders.
- Ensure gender and an age appropriate balance among leaders.
- All leaders should have undertaken familiarisation training on the entire exchange programme and at least one leader should have advanced training in first aid.
- Leaders should have access to an emergency fund or have reached agreement beforehand in the event of having to access additional funds.
- Leaders should have undertaken specific child protection training, be aware of reporting procedures and have contact details for their organisation's designated child protection person.

1.5 Pre Programme Planning:

- The programme should have been agreed and understood by all prior to the commencement of the exchange.
- Participants should undertake a familiarisation session on the exchange programme (which may include their parents/guardians).
- All programmes should be structured, scheduled times and include time off slots where appropriate.
- Ensure you have adequate and appropriate insurance for all stages of the activity including your planning visit.
- Be satisfied that the centre(s) in use during the exchange are properly maintained and that all equipment adheres to safety standards.
- Participants should all be given an information pack including a 'Help Me' card.
- Participants should agree a group contact and a set of ground rules between themselves, the leaders and the host group.

1.6 Emergency Procedures:

- The exchange leaders should have clear emergency plans and procedures agreed in advance of the programme. This will include emergency home contact details for all participants and relevant emergency contact details in the host country or in the place of residents.
- Bring a fully stocked medical kit with you.
- A designated leader may be required to bring prescribed medication on behalf of a participant. This needs to be agreed with the young person's parents/guardians prior to departure, as does the method and frequency of taking medication. Such permission should be sought in writing.
- At least one leader should have advanced first aid training.

2. During the Exchange

2.1 Documents to bring with you:

- Bring details of your insurance cover plus copies of any special indemnification required or taken out for the duration of the exchange.
- Copies of the following should be made and retained by the leaders in charge in safe and confidential surroundings:
 - Daily programme
 - Contract between your organisation and the host organisation
 - Participants application forms
 - Parental/guardian consent forms
 - Health forms
 - Group contract
 - Emergency home contact details
 - Travel documentation
 - Insurance details
 - Child protection guidelines

2.2 Programme and Debriefing Meetings

- Leaders and participants should meet daily (preferably at an agreed time) to review the day's activities, act as a support group, carry out an evaluation to date and discuss the following day's programme.
- Leader meetings should also take place each day to review the programme, to act as a support structure for each other, discuss any on-going issues and to inform themselves as to any difficulties that may have arisen within the agreed programme or within their own group of participants.
- Due to the intensity of their work, leaders may require additional supports and time off slots should be built in to their schedule.
- Leaders should know where participants are at all times – even during free time.
- Have a back-up plan if the programme needs to be amended, for whatever reason.
- The host group should appoint a leader in charge or a support person to act as a liaison person throughout the exchange.

2.3 Orientation on arrival

The host organisation should organise an orientation meeting within the entire group to outline and explain the following:

- Practicalities and logistics
- Programme introduction, including details of where events and activities are happening
- Cultural information, including what may be acceptable as cultural norms and what may not be acceptable
- Local contact details in case of emergencies.
- The traditional 'Help Me' card, which will include all necessary telephone numbers and addresses, telephone codes, bank details, emergency contact numbers, medical contacts etc.
- The group contract and agreement to amend the contract if deemed necessary on arrival, taking local circumstances into consideration.

There should be one central information point for participants displaying information in all languages of the exchange groups.

2.4 *Child Protection Issues:*

- Leaders should be fully aware as to how to deal with child protection issues if and when they arise. This involves fully familiarising themselves with their own organisation's child protection procedures and practices.
- The first priority of the organisation is to ensure that no child is exposed to unnecessary risk.
- Leaders are also required to have an awareness of the host organisation's child protection procedures which is preferably gained from a local Child Protection Officer.
- Leaders should have relevant contact details for the Child Protection Designated Person (in their own organisation) should they deem it necessary to contact him/her at any time.
- A detailed account of any child protection issues or misdemeanours that may have arisen during the exchange should be recorded by the leaders, for future reference.

2.5 *Host Organisation and Families:*

- Agree regular review meetings throughout the exchange with your host organisation.
- When using home stay accommodation meet host families regularly. Visit participants in the host family home.
- Meet young people regularly and get a report on the hosting arrangements and if there are any difficulties resolve them expeditiously.

3. Monitoring and Evaluation

- A system for monitoring and evaluation should be discussed and agreed prior to departure and a leader nominated to keep an ongoing record of evaluation throughout the exchange.
- The participants should be fully involved in any monitoring and evaluation process and the regular leader/participants meetings may be used to carry out this task.
- Monitoring and evaluation should also be carried out with the host organisation, with host families and with centre staff or management.
- Participants should be encouraged to keep a journal of the exchange which they may use to contribute to the evaluation process.
- Carry out a full and final evaluation on returning home. Agree the contents of the evaluation report and give a copy to the participants, to your exchange partners and to any funding agency that may have assisted your exchange.

Complaints Procedure

It is the policy of KDYS to encourage young people, parents to provide comment and feedback on any aspect of our work, inclusive of any complaints they may have.

KDYS is committed to this practice, as it is acknowledged that an open, transparent environment benefits all stakeholders of the organisation and allows the service to monitor and regularly review programmes. This forms an integral part of the organisation's commitment to best practice.

All staff or volunteers need to actively involve young people in the planning and decision-making of programmes and actively seek feedback on programmes and activities. The suggestions or complaints expressed by young people should always be taken into consideration and must receive a response.

What is a complaint?

A complaint is any form of criticism or suggestion in respect to any aspect of a service or programme. A complaint should not be confused with a Child Protection concern for which the reporting procedure must be followed.

When a complaint is received that leads to a concern about a child's safety or well-being, KDYS must ensure that it acts appropriately and in the best interests of the child, and that Children First guidance is implemented as appropriate. The welfare of the child is paramount at all times. **KDYS Complaints Procedure - See appendix 8**

Section 7: KDYS Child Protection Procedures and Supports

Kerry Diocesan Youth Service will implement the following procedures in order to guarantee the safety of young people, volunteers and staff involved with the service

1 Recruiting Staff & Volunteers

- KDYS procedures in recruiting Full & Part-time staff are outlined in the KDYS Equal Opportunities Policy. *(see appendix 17)*
- KDYS Procedures in recruiting volunteers are outlined in the KDYS Volunteer Recruitment Procedure. *(see appendix 4)*

2 Induction & Ongoing Training

All staff and volunteers working with young people will be required to attend in-service induction training and Child Protection Awareness training.
All KDYS staff are required to complete the

3 Child Safety Guidelines

Staff and volunteers will be required to adhere to the guidelines on Child Safety documented here to the best of their ability. The Health & Safety Officers designated to each Youth centre will regularly inspect premises to ensure they adhere to safety requirements.

4 Code of Behaviour

The ethos and values of KDYS should inform all our interactions with children and young people. All projects will be requested to draw up a code of behaviour highlighting the child and adult protection procedures they intend to implement throughout the duration of their project.

Supports for Staff & Volunteers

- KDYS will strive to be as supportive as possible to staff or volunteers who are disclosed to or have concerns about an issue. The support options available are:
 - DLP;
 - Line Manager;
 - CEO.
- Observing the bounds of confidentiality: it is important that staff members are aware that the number of people aware of any difficult issue or concern needs to be kept to a minimum.
- KDYS contracts for external support to address and overcome an issue.
- Support will be provided through the services of the Kerry Counselling Service for employees or volunteers about whom an allegation has been made.
- KDYS Employee Assistance Programme is also available to staff.

Procedure for the provision of and access to Child Safeguarding Training and information including the identification of occurrence of harm:

1. On appointment, all new staff members are required to participate in KDYS Induction Training including:
 - a. Child protection awareness training for **youth workers (HR Officer to inform CPAP Administrator).**
 - b. Tusla e-learning module “Introduction to Children First” for **all new staff-youth workers and administrative staff** for general information purposes.
 - c. Briefing for Mandated reporters (if deemed a mandated reporter.)
2. All KDYS staff have a copy of the KDYS Child Safeguarding Statement.
3. All KDYS staff have a copy of the KDYS Safeguarding Policy and procedures.
4. All KDYS Mandated staff receive a briefing on their role and responsibilities and are required to complete the Tusla e-learning training.
5. Existing Youth Workers complete the Tusla E-Learning programme when they are due to update their CPAP training. It is recommended that this takes place every 3 years.
6. All KDYS Volunteers participate in Volunteer Induction Training, a core component of which is the Child Protection and Awareness Training.

List of Appendices

Signs and symptoms of Child Abuse:

Neglect:

- Children persistently being left alone without adequate care & supervision.
- Malnourishment, lack of food, inappropriate food or erratic feeding.
- Lack of adequate clothing.
- Inattention to basic hygiene.
- Lack of protection & exposure to danger.
- Non-organic failure to thrive.
- Failure to provide adequate care for the child's medical and development problems.
- Exploited, overworked.

Sexual:

- Difficulty/pain in passing urine/faeces.
- Noticeable and uncharacteristic change in behaviour.
- Hints about sexual activity.
- Age-inappropriate understanding of sexual behaviour.
- Unusual reluctance to join in normal activities that involve undressing.
- Mood change.
- Bed wetting, soiling.
- Separation anxiety.
- Depression, isolation, anger.
- Running away, missing school.
- Self-harm suicide attempts.
- Eating disorders.
- Drug, alcohol, solvent abuse.

Emotional:

- Rejection.
- Lack of comfort and love.
- Lack of attachment.
- Lack of proper stimulation (e.g. fun & play.)
- Lack of continuity of care.
- Continuous lack of praise and encouragement.
- Serious over-protectiveness.
- Inappropriate non-physical punishment.
- Family conflicts and/or violence.
- Inappropriate expectations of a child relative to his/her age and stage of development.

Physical:

- Bruises.
- Fractures.
- Swollen joints.
- Burns/scalds.
- Abrasions/lacerations.
- Haemorrhages.
- Damage to body organs.
- Poisonings
- Failure to thrive, in comparison with another child of the same age.

- Coma/unconsciousness.
- Death.

Behavioural:

- Over affectionate or inappropriate sexual behaviour or knowledge given the child's age is demonstrated in language, play or drawings.
- Fondling or exposure of genital areas, open masturbation – considered to be outside of 'normal exploration.'
- Sexually aggressive behaviour with others.
- Hints about sexual activity.
- Unusual reluctance to join in normal activities which involve undressing, e.g. games/swimming.
- Overly compliant and submissive.
- Strong dislike of physical contact.
- Prostitution.

Changes in normal behaviour for the person in question:

- Unwillingness to participate in certain activities or go to particular places (that once may have been liked) e.g. school, youth group, swimming pool.
- Running away from home or avoiding school.
- Separation anxiety.
- Isolation.
- Tiredness and poor concentration.
- Unexplained display of wealth of gifts (possibly bribes) or a constant shortage of money and loss of good equipment/clothes/shoes (taken by bullies.)

Illness:

- Eating disorders such as overeating or anorexia.
- Skin disorders.
- Obsessional washing.
- Psychosomatic.

Some signs are more indicative of abuse than others, these include:

- Disclosure of abuse and neglect by a child or young person.
- Age-inappropriate or abnormal sexual play or knowledge.
- Specific injuries or patterns of injuries.
- Running away from home or a care situation.
- Attempted suicide.
- Under-age pregnancy or sexually transmitted disease.

It is important to stress that no one indicator should be seen as conclusive in itself of abuse; it may indeed indicate conditions other than child abuse.

A cluster or pattern of signs is likely to be more indicative of abuse. Signs must be considered in the child's social and family context. It is important to always be open to alternative explanations for physical or behavioural signs.

Inappropriate Behaviours

These are forms of behaviour, which are unacceptable among children, young people, volunteers and staff, which include:

Bullying:

Bullying is defined as repeated verbal, psychological or physical aggression conducted by an individual or group against others. The more extreme forms of bullying would be regarded as physical or emotional abuse and reportable to Tusla/ Gardaí, it is normally the responsibility of the organisation where it is taking place. To this end, each youth group should have a clear policy on bullying which is known to members and implemented by leaders.

Youth workers also need to be sensitive to the fact that the use of certain language may be offensive to those present.

The types of behaviour given below are unacceptable, but may not always require the involvement of the statutory authorities.

- ***Sarcasm;***
- ***Humiliating others;***
- ***Favouritism;***
- ***Exclusion;***
- ***Name calling;***
- ***Derogatory remarks and gestures;***
- ***Destructive criticism;***
- ***Sexual innuendo/harassment (including comments, jokes and gestures.)***

Safe use of Social media
Being updated

KDYS Anti-Bullying Policy

Aim of Policy

The aim of this policy is to ensure that all children and young people are protected from bullying behaviour. It is hoped that the policy will reduce the number of children and young people who experience bullying. The policy aims to ensure that incidents of bullying will be dealt with consistently and in a fair manner by setting out the procedures for dealing with such instances.

Objectives

- To raise awareness of bullying as a form of unacceptable behaviour with staff / volunteers, children and young people and parents / guardians.
- To develop an ethos which encourages children and young people to report incidents of bullying.
- To develop systems for recording and reporting incidents of bullying behaviour.
- To involve children and young people in promoting Youth Work Ireland anti-bullying policy, through class projects, poster making etc.
- To develop clear procedures for investigating and dealing with incidents of bullying behaviour.
- To develop support services for those affected by bullying and for those involved in bullying behaviour.
- To ensure comprehensive supervision and monitoring measures are employed for all activities with young people and children.

Definition of Bullying

“Bullying can be defined as repeated aggression be it verbal, psychological or physical which is conducted by an individual or group against others.

Types of Bullying

(Taken from “Bullying at School: Key Facts” by The Anti-Bullying Centre, Trinity College Dublin, 2001)

There are many different types of bullying that can occur.....

- **Verbal Bullying:** can leave children and young people feeling angry, frightened and powerless. If they are unable to share their feelings with someone else, verbal bullying can leave them emotionally bruised and physically exhausted. Their powers of concentration can suffer, adversely affecting their capacity for learning. Verbal attacks can be of a highly personal and sexual nature. They can be directed at the child’s or young person’s family, culture, race or religion. Malicious rumours are particularly insidious forms of verbal bullying.
- **Physical Bullying:** often written off as “horseplay”, “pretend” or “just a game” when challenged. While children can and do play roughly, in the case of bullying be aware that these “games” can be a precursor to vicious physical assaults. Both boys and girls indulge

in physical bullying, boys perhaps more so as they have a greater tendency towards physical aggression.

- **Gesture Bullying:** there are many different forms of non-verbal threatening gestures which can convey intimidatory and frightening messages, for example gesturing a gun to a head or gesturing slitting a throat.
- **Exclusion Bullying:** this is particularly hurtful because it isolates the child or young person from his/her peer group and it is very hard for the child or young person to combat as it directly attacks their self-confidence and self-image.
- **Extortion Bullying:** younger children are particularly vulnerable to extortion bullying. Demands for money, possessions, equipment etc. may be made, often accompanied by threats. Children or young people may also be dared or forced to steal from others leaving them at the mercy of the bully and open to further intimidation.
- **E-Bullying:** in an ever-more technologically advanced world, a new strain of bullying has emerged amongst children and young people, which utilised web pages, e-mails and text messaging to abuse, intimidate and attack others, either directly or indirectly (for example rumour mongering).

All staff and volunteers who work for KDYS are committed to creating an environment that is safe and supportive to all children and young people. We believe that all children and young people with whom we work have the right to be protected from bullying and abusive behaviour. **Bullying in any form is unacceptable in all KDYS programmes and centres.**

Bullying contains 7 key features. These are:

1. An intention to be hurtful;
2. This intention is carried out;
3. The behaviour harms the target;
4. The bully overwhelms the target with his/her power;
5. There is often no justification for the action;
6. The behaviour repeats itself again and again;
7. The bully derives a sense of satisfaction from hurting the target.

The more extreme forms of bullying would be regarded as physical or emotional abuse.

Bullying can only survive in an environment where the victim does not feel empowered to tell someone who can help or in which it is not safe to do so.

- Reassure the child or young person that being bullied is the responsibility of bullies and they are not to blame themselves.

Procedures for Dealing with Bullying

- In any incident of bullying, a staff member should speak separately to the children or young people involved to get both sides with due regard to the rights of each person involved.
- All reports of bullying will be recorded, investigated and dealt with by an appropriate staff member.
- The staff member will interview all involved in a calm manner and will seek answers to what, where, when, who and why.
- The child or young person should be praised for their courage in coming forward to report the bullying incident and or behaviour.
- Reassure the child or young person of the support of staff in Youth Work Ireland in ensuring that the bullying doesn't happen again.
- If the staff member dealing with the complaint concludes that bullying has taken place, then the perpetrator will be met with to discuss the bullying behaviour. They will be informed of the disciplinary action that will be taken as a result of this bullying behaviour and will be supported in undertaking any relevant training and interventions to address their inappropriate behaviour.
- Staff members will at all times be sensitive to the needs of the young person, who may not wish it be made known that they reported an incident of bullying. Such incidents will be dealt with in group work and/or key working sessions.
- Parents will be informed of the incident of bullying and of the outcome of the investigation.
- For less serious incidents of bullying, the child or young person will be asked to apologise to the victim and asked not to engage in any further bullying behaviour. Examples may include slagging, name calling, gestures etc.
- Staff /volunteer would then closely monitor the behaviour of the child or young person.
- For serious incidents of bullying, the perpetrator will be suspended or excluded from activities, depending on the nature of the incident(s). Examples may include assaults or threats of physical assaults, exclusion, racist remarks, homophobic comments etc. and may require referral to Tusla
- All serious incidents of bullying should be discussed with the Designated Person.
- The examples given above are not exhaustive and as such the Anti bullying policy, along with the other sections of this document, is under constant review. A series of anti-bullying posters are displayed throughout various sections of the organisation and the topic is built into a number of personal and social development programmes run with young people.

Recruitment of Volunteers Procedure

This is the process of recruitment for all new potential volunteers.

A potential volunteer contacts (via phone, email, reception) KDYS requesting information about volunteering with KDYS.

- Direct them to the Centre Administrator.
- The Centre Administrator will then meet with and/or contact the person and provide them with a brief overview of KDYS, provide them with an application form, informing them to complete it and return to the HR Department.
- Once the HR Department receives the application, they will on the basis of the information they have at the time in relation to volunteering opportunities in the organisation, forward the form to the KDYS staff member in the relevant area of work.
- If this area of work has no requirement of this potential volunteer, the form is returned to the HR Department and the process is repeated.
- The KDYS staff member then meets the potential volunteer and following this meeting decides they would like to recruit this person they will:
 - a) Request the issuing of the KDYS Garda Vetting procedure and pack to the potential volunteer (this is issued via Nicola O Sullivan using the existing template). All volunteers are to be Garda Vetted within KDYS. The potential volunteer completes the Garda Vetting form and returns it directly to KDYS using the SAE supplied in the pack. The Garda Vetting process can take up to 12 to 16 weeks currently, so it is imperative that the potential volunteer returns the Garda Vetting form as soon as possible.
 - b) Check the references of this person, both verbal and written using the KDYS Verbal Reference Form and Volunteer Reference Form
 - c) Once the application form and references are in order, they are to be forwarded to the HR Department for filing. At this stage the volunteer may start volunteering with the club project in a supervised capacity until the Garda Clearance has been approved. *Please note to complete the section for Office Use Only at the bottom of the Application Form before submission.*
 - d) The KDYS Worker will discuss with the newly recruited volunteer, the expectations and requirements of KDYS and the club/project, the volunteers role and plan their access to the KDYS Volunteer Induction Training programme which is a necessary requirement of all new volunteers.
 - e) The HR Department will send periodical reports to the KDYS Support Workers on the status of their active volunteers. (Nov, April, July).
 - f) The KDYS staff member will forward to the HR Department any updates regarding same at this time or as necessary.

If a potential volunteer approaches a KDYS Worker directly, seeking to volunteer within the local youth club/project, the KDYS worker will:

- Provide the volunteer with the application form, and follow steps a) to f)
- If they have no requirement at that time for a new volunteer, they will discuss this with the person, giving them an overview of KDYS and explore other volunteering opportunities within the organisation. They will then provide the person with the application form, instructing them to complete it and return to the HR Department.

If a potential volunteer approaches the local youth club/project directly, the key volunteer in that club will:

- If the club/project wishes to recruit the volunteer, the key volunteer issues the KDYS Volunteer Application form with the name of the KDYS support worker and their contact details. The Key volunteer will then inform the KDYS support worker.
- The potential volunteer returns the application form to the KDYS worker.
- At this stage the KDYS worker will follow steps a) to f)
- If the local youth club/project has no requirement at that time for a new volunteer, they will inform the potential volunteer of this and provide them with the contact details of the local KDYS Support worker who will contact them to explore other opportunities in the organisation.

When possible, the HR Department / KDYS Support worker will seek to ensure that all potential volunteers will be placed successfully.

It is the responsibility of each area of work to inform the HR Department of all potential volunteering opportunities within the organisation.

It is the responsibility of each support worker to ensure that each volunteer is recruited, vetted and receives induction training accordingly as per KDYS standards and procedures.

To be updated/removed?

KDYS Internal Child Protection Report Form:

To be filled out by staff or volunteers in the event of an alleged or suspected abusive situation

<u>Name of child/young person involved:</u>	<u>Age:</u>
<u>Address:</u>	
<u>Parents/Guardians Name/s:</u>	<u>Contact telephone number:</u>
<u>Address (if different from above)</u>	
<u>Name of person alleged to be causing harm:</u>	<u>Telephone number:</u>
<u>Address:</u>	
<u>Describe the incident or situation, which is causing concern:</u>	
<u>Source of information:</u>	
<u>Any explanation offered to account for injury/distress etc:</u>	
<u>Child's own statement if relevant:</u>	

Signed:

Date:

Please submit to Red Powell KDYS Designated Person



Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS
(Children First Act 2015 & Children First National Guidance)

Use block letters when filling out this form.
Fields marked with an * are mandatory.

1. Tusla Area (this is where the child resides)*	
---------------------------------------------------------	--

2. Date of Report*	
---------------------------	--

3. Details of Child

First Name*		Surname*	
Male*	<input type="checkbox"/>	Female*	<input type="checkbox"/>
Address*		Date of Birth*	
		Estimated Age*	
		School Name	
		School Address	
Eircode			

4. Details of Concerns*

Please complete the following section with as much detail about the specific child protection or welfare concern or allegation as possible. Include dates, times, incident details and names of anyone who observed any incident. Please include the parents and child's view, if known. Please attach additional sheets, if necessary

Please see '*Tusla Children First – A Guide for the Reporting of Child Protection and Welfare Concerns*' for additional assistance on the steps to consider in making a report to Tusla

5. Type of Concern

Child Welfare Concern	<input type="checkbox"/>		
Emotional Abuse	<input type="checkbox"/>	Physical Abuse	<input type="checkbox"/>
Neglect	<input type="checkbox"/>	Sexual Abuse	<input type="checkbox"/>

6. Details of Reporter

First Name		Surname	
Address if reporting in a professional capacity, please use your professional address		Organisation	
		Position Held	
		Mobile No.	
		Telephone No.	
Eircode		Email Address	

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS
(Children First Act 2015 & Children First National Guidance)

Is this a Mandated Report made under Sec 14, Children First Act 2015?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Mandated Person's Type				

7. Details of Other Persons Where a Joint Report is Being Made

First Name		Surname	
Address If reporting in a professional capacity, please use your professional address		Organisation	
		Position Held	
		Mobile No.	
		Telephone No.	
Eircode		Email Address	

First Name		Surname	
Address If reporting in a professional capacity, please use your professional address		Organisation	
		Position Held	
		Mobile No.	
		Telephone No.	
Eircode		Email Address	

8. Parents Aware of Report

Are the child's parents/carers aware that this concern is being reported to Tusla?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If the parent/carer does not know, please indicate reasons:				

9. Relationships

Details of Mother			
First Name		Surname	
Address		Mobile No.	
		Telephone No.	
		Email Address	
Eircode			

Is the Mother a Legal Guardian?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----------------------------------------	-----	--------------------------	----	--------------------------

Details of Father			
First Name		Surname	
Address		Mobile No.	
		Telephone No.	
		Email Address	
Eircode			

Child Protection and Welfare Report Form

MANDATED PERSONS AND NON MANDATED PERSONS
(Children First Act 2015 & Children First National Guidance)

Is the Father a Legal Guardian?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
----------------------------------	-----	--------------------------	----	--------------------------

10. Household Composition

First Name	Surname	Relationship	Date of Birth	Estimated Age	Additional Information e.g. school, occupation, other

11. Details of Person(s) Allegedly Causing Harm

First Name*		Surname*	
Male*	<input type="checkbox"/>	Female*	<input type="checkbox"/>
Address		Date of Birth	
		Estimated Age	
		Mobile No.	
		Telephone No.	
Eircode		Email Address	
Occupation		Organisation	
Position Held			

Relationship to Child	
Address at time of alleged incident	
If name unknown please indicate reason	

First Name*		Surname*	
Male*	<input type="checkbox"/>	Female*	<input type="checkbox"/>
Address		Date of Birth	
		Estimated Age	
		Mobile No.	
		Telephone No.	
Eircode		Email Address	
Occupation		Organisation	
Position Held			

Relationship to Child	
Address at time of alleged incident	
If name unknown please indicate reason	

Child Protection and Welfare Report Form

*MANDATED PERSONS AND NON MANDATED PERSONS
(Children First Act 2015 & Children First National Guidance)*

12. Name and Address of Other Organisations, Personnel or Agencies Known to be Involved Currently or Previously with the Family

Profession	First Name	Surname	Address	Contact Number	Recent Contact e.g. 3/6/9 months ago
Social Worker					
Public Health Nurse					
GP					
Hospital					
School					
Gardaí					
Pre-school/ crèche					
Other					

13. Any Other Relevant Information, Including any Previous Contact with the Child or Family

Please ensure you have indicated if this is a mandated report in section 6.

Thank you for completing the report form.

In completing this report form you are providing details on yourself and on others. Details such as name, address and date of birth fall under the definition of 'Personal Data' in the Data Protection Acts, 1988 & 2003. Tusla has a responsibility under these Acts in its capacity as a Data Controller to, amongst other things, obtain and process this data fairly; keep it safe and secure; and to keep it for a specified lawful purpose. That purpose is to fulfil our statutory responsibility under the Child Care Act 1991 to promote the protection and welfare of children. Tusla may, during the course of the assessment of this report disclose such Personal Data to other agencies including An Garda Síochána. Further details about Tusla's responsibilities as a Data Controller and your rights as a Data Subject can be found on our website, www.tusla.ie. As you are providing Personal Data on others, you are a Data Processor. We ask that you only provide those details that are necessary for the report and that you keep this report and the Personal Data contained in it secure from unauthorised access, disclosure, destruction or accidental loss.

14. For Completion by Tusla Authorised Person on Receipt of Report

Report Received by			
First Name		Surname	Date

Mandated Report Acknowledgement by

Child Protection and Welfare Report Form

*MANDATED PERSONS AND NON MANDATED PERSONS
(Children First Act 2015 & Children First National Guidance)*

First Name		Surname		Date Sent	
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Authorised Person Signature*	
Date*	

Child Previously Known	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Allocated Case No				

To be updated in line with Data Protection?

Agreement to Share your Information

We would like your permission to collect and share information between workers involved in your care, so that we can understand your needs better, improve services and avoid asking you for the same information more than once. This might include sharing information with your nurse, social worker or other relevant workers as discussed with yourself.

This agreement covers information gathered and recorded during your assessment. It also covers information that will be contained in your care plan. This is to provide you with the best possible care.

There may be occasions where there is sufficient concern about your or others safety or wellbeing, that will require information to be shared before your consent is given or even if you do not agree to that information being shared.

Because some of the information that agencies hold about you is sensitive, they must follow the principles of the Data Protection Act. These principles ensure that the information agencies have is:

- Used fairly and legally
- Only used for the purposes for which it was collected
- Adequate, relevant and not excessive
- Correct and up to date
- Kept only for as long as needed
- Processed in accordance with a person’s rights
- Stored safely

I agree that personal information about me may be shared with other agencies and with other professionals.

Signature of service user: _____

Date of signing this agreement: _____

You can change your mind at any time by contacting one of the workers involved in your care. This will be recorded on your file and logged onto this original consent.

Date consent withdrawn: _____

Signature of worker: _____

KDYS Complaints Procedure

Kerry Diocesan Youth Service (KDYS) is a voluntary youth work organisation providing a range of quality services responding to the needs of young people, their families and communities in the Diocese of Kerry.

We work hard to maintain and improve the standard of service we provide. However, we recognise that mistakes occasionally occur. If you are not satisfied with any element of our service, please let us know so that we can work at improving this. We welcome your feedback and will deal with your complaints in confidence.

KDYS has developed a **Complaints Procedure** in order to: -

- To provide a mechanism for the organisation to put something right, which has gone wrong or is not working well.
- To restore the service to the required standard.
- To ensure that faults/mistake are acknowledged.
- To provide a remedy where needed or required.

KDYS Management and staff team will attempt to address any complaint that is brought to the attention of the organisation in a fair, balanced and objective manner. Complaints will be dealt with at the appropriate level and will be resolved as quickly as possible.

Complaints Procedure Steps: -

1. If you have a complaint, you are encouraged to express your concerns to the KDYS Staff Member or the person in charge of the service that you are dealing with. It is hoped that the matter can be resolved at this stage.
2. If your complaint is not resolved at this stage, please put your complaint in writing to the KDYS Complaints Manager, KDYS Youth Centre, Fairhill, Killarney, Co. Kerry. Written complaints will be acknowledged within seven working days and the complaint will be investigated within 30 working days.
3. KDYS management will ensure the complaint is investigated and ensure that a written response is sent to the complainant. Where appropriate, KDYS may institute any changes necessary following a complaint. This will be subject to contractual obligations and budgetary constraints.

Complaints involving child welfare/child protection concerns:

Should the complaint involve an allegation of child abuse and/or neglect then the advice of the Child and Family Agency and/or Gardaí will be sought by KDYS in keeping with KDYS Child Protection Guidelines.

When are complaints not investigated?

A complaint may not be investigated by the KDYS if in the opinion of the KDYS Complaints Manager it is vexatious or frivolous or not in good faith.

KDYS Incident Report Form

<u>Name of Project:</u>		
<u>Describe the incident: (Continue overleaf)</u>		
<u>Who was involved?</u>		
<u>Date of incident</u>	<u>Time of incident</u>	<u>Place of incident</u>
<u>How was the incident dealt with at the time?</u>		
<u>Follow up to incident (meetings etc)?</u>		
<u>Disciplinary action (if any)?</u>		
<u>Any comments/other information?</u>		
<u>Other Witnesses present at incident:</u>		

Signed

Date:

KDYS Accident Procedure

Even when care and attention is paid to safety, accidents and injuries occur. It is important to follow the correct procedures in the event of an accident:

- Summon medical assistance.
- Administer first aid only if you or others are competent to do so.
- Do not move the injured person until medical assistance arrives.
- Inform the family of the injured person.
- Inform Gardaí if necessary.
- Do not transport the individual in your own vehicle.
- The KDYS Accident Report Form should be filled in after every accident.
- KDYS Volunteers should not make an admission of liability or responsibility to the injured party.
- If the accident takes place in a Youth Project, and there is no KDYS Youth Support Worker present, the key club leader should inform the KDYS as soon as possible.

If your youth group is meeting in a KDYS youth centre then there is a Health and Safety Statement available relating to safe practice in the premises. You must be familiar with this. You can also access this through the centre if you wish to develop a similar health and safety statement for your own premises. This Statement refers to the health and safety practices that operate within the KDYS youth centres. The emphasis of the Safety Statement is on creating an environment that is hazard free for Youth Workers and young people. It describes how safety measures and precautions should be taken in all aspects of youth work.

KDYS Report on Accident / Near Miss

Name of person involved:	Time of accident/incident:
Location of Accident/incident:	Date of accident/incident:
Start time on day of accident/incident <i>[if employee]:</i>	Finish time on day of accident <i>[if employee]:</i>
Exact location of accident/incident:	
Exact details of cause of accident: <i>Provide photo or sketch</i>	
Nature of occupational injuries/ill-health:	
Name & Phone number of witness, if any:	
If treated and where:	
Name of Doctor/Medics involved:	If absent from work and for how long:
What can be done to prevent a reoccurrence:	
Additional information:	

Signature of person injured: _____

Signature of co-ordinator/support worker: _____

Signed: _____

Dated: _____

KDYS Guidelines for the Transporting of Young People

The issue of transporting young people in employee's cars has become a very sensitive issue for those involved in Youth Justice Work and family support work. The KDYS Child Protection and Welfare Policy recommends and advises as best practice that workers do not transport young people in their personal cars, but circumstances may arise where it is necessary to do so.

If in the need to achieve the best and most appropriate outcomes for the young person, you as a worker are required to use your personal car to either transport a young person or a family member, it is important that this is done safely in the interests of both the young person and the worker. To reduce risk and ensure safety for all the following needs to be considered:

a. Assessment of Appropriateness of the Proposed Journey

The offer to escort a young person, their carers and / or family in an employee's personal car is always the choice of the employee. However such transportation must only be offered with the knowledge and agreement of the line manager. The following should be considered before agreement and approval is given:

- Evidence that the journey can be made safely in terms of a risk assessment (Verbal or written to line manager)
- Young people, their carers and / or family must give their verbal consent to being transported in a private car.

b. Risk Assessment

- Conduct a verbal risk assessment with line manager; this should include any risks previously identified with the young person's family and rationale for bringing young person in the car. Worker to record and maintain records of outcome of verbal risk assessment with line manager.
- Prior to approving a staff member to transport a young person in their private vehicle the managers will consider all risks such as gender match between driver and passenger, and number of staff required to accompany the individual
- Once approved, worker is to contact the Coordinator or designated KDYS contact person e.g. Administration by text/call on collection of young person outlining the destination and length of journey. Text/call on arrival and/or drop off of young person.

In general it is not recommended that workers give lifts in their cars to individual young people, especially on long journeys. This view has been taken as our knowledge has grown of how those who want to harm children have developed. Best practice is clearly to avoid transporting a child alone, but circumstances do arise where it is necessary to do so. In these instances it is important to put safety measures in place to minimise risk, the following aims to do that:

- Parents should be informed of the person who will be transporting their child, the reasons why and how long the journey will take.
- A person other than the planned driver should talk to the child about transport arrangements to check they are comfortable about the plans.

- The driver must ensure that they have insurance to carry others, particularly if they are in a paid position or claiming expenses.
- The driver should attempt to have more than one child in the car.
- When leaving children off after an activity /group, workers/ volunteers should alternate which child is dropped off last. Ideally two children would be left off at an agreed point i.e. one of their family homes.
- The person who leaves children home should be alternated; this would reduce the risk of any one individual from always being alone with the child.
- The driver should have a point of contact and mobile phone should they break down.
- Ensure that children are aware of their rights and they have someone to turn to or report any concerns they may have. If a culture of safety is created within the group/organisation then the child is more likely to talk to another person if they are feeling uncomfortable about a situation.
- Late collections. These can present groups/organisations with particular difficulties. Parents/guardians should be provided with guidelines addressing the issue and outlining their responsibility and the consequences of late collections. Groups should have contact numbers for parents/guardians and if possible be provided with an alternative contact number. Parents/guardians should have a contact number for the group to inform them of emergencies and possible late collections.
- Children should wear seatbelts at all times.
- With regard to the vehicle being used to transport the young person, the vehicle needs to be insured for the purpose of driving for business use and have a valid NCT.
- The driver must have a valid driver's license.
- The driver cannot be under the influence of any illegal substance whilst driving
- Seatbelts must be worn at all times while travelling in the car
- Mobile phones should not be answered by the worker while driving, or text messages sent. It is the responsibility of the worker to respond to all phone calls and text messages at the appropriate time.

Approved: Date:

Review: Date

KDYS Guidelines for Home Visits

These guidelines are informed by the KDYS Child Protection and Welfare Policy and Procedures, & Health, Safety and Welfare considerations. At all times, the safety and welfare of young people and staff is of paramount importance.

Home Visits:

- a. Staff should endeavour to meet young people in a KDYS base, but where this is not possible the provisions of this section should be adhered to.
- b. Staff cannot work alone with a young person outside a KDYS building. Staff may conduct lone working off site in the following circumstances;
 - i. 1-2-1 key working meetings in a public place (e.g. schools, coffee shop)
 - ii. 1-2-1 key working meetings in the young person's home
 - iii. Accompanying the young person to appointments / meetings
- c. If it is necessary for staff to meet with a young person off site on their own, this will be arranged in agreement with Coordinator/Manager
- d. If a staff member feels uncomfortable meeting a certain young person alone, they must inform the manager of this and a second staff member/Outside Agency Professional (e.g. JLO/Social Worker/EWO etc.) may be contacted by the worker and made available to accompany them. If a second staff member cannot be made available, the young person meeting can be postponed or held in a more suitable location, i.e. inside the workplace.
- e. Staff will only engage in lone working off-site if risks can be adequately assessed. Where information is not available for risk assessment (i.e. new referred young person), the meeting will involve two members of staff/Outside Agency Professional or work will be conducted on-site.

Note: Risk assessment is:

- I. Formal, written structured assessment and/or
 - II. A structured and documented discussion between manager and staff member to anticipate risk and plan responses, considering the following: young person's relationship to the worker and service, young person's history, environmental factors, any other relevant factors.
- f. Prior to undertaking off-site lone working staff will:
 - i. Conduct a verbal risk assessment with a manager; this should include any risks previously identified with the young person's family or if the young person is not known to the service for a lengthy duration.
 - ii. Ensure staff/management on duty have the name of the young person, the exact location of the appointment, an approximate start and end time of the appointment, as well as any issues flagged in risk assessment.
 - iii. Ensure their mobile phone is fully-charged and sufficiently topped up.
 - g. A number of precautions may be taken to support safer lone-working off site including:
 - i. Park car as close to the location as possible and in a brightly lit place.
 - ii. Keep car keys and phone in an easily accessible place (e.g. pocket rather than handbag).
 - iii. Wear suitable clothing and footwear to ensure capacity to leave risky situations quickly.
 - iv. Ensure unblocked access to exits.

- v. Ensure they ask if there is anyone else home or who will be arriving home during the course of the visit.
 - vi. Staff will always carry panic alarms, and check that these are in working order???
- h. While conducting lone-working off site staff will:
- i. Follow provisions of these guidelines
 - ii. Contact the Coordinator or designated KDYS contact person e.g. Administration by text/call on arrival at destination and on leaving destination.
 - iii. If the young person is in the company of others who were not scheduled to be in attendance and/or are not known to the worker/service, staff can rearrange an appointment for a future date when the meeting can be conducted as initially agreed.
 - iv. If the staff member feels in anyway threatened or unsafe, they should remove themselves from the situation, ending the intervention / meeting as politely and respectfully as possible.
 - v. In the event of an off-site meeting running overtime, responsibility falls on the individual staff member in question to let someone else on the team know that they are running overtime.
- i. If a member of staff has not contacted the office within half an hour of his/her agreed time then the following steps must be taken by coordinator/designated staff member:
- i. Call the member of staff on his/her mobile phone.
 - ii. Contact the coordinator/manager to inform them of the situation.
 - iii. Send a minimum of two colleagues to check location.
 - iv. Phone the Gardaí and ask for assistance.
 - v. If coordinator/manager is unavailable/on leave, it is the workers responsibility to implement this procedure with another member of staff.

Approved: **Date:** _____

Review: **Date:** _____

KDYS Lone Working Procedures

Lone Working refers to those staff who may find themselves working alone from time to time. The purpose of this document is to ensure a safe and healthy working environment for all staff employed by the KDYS and to outline and advise staff on the correct procedure to be followed when working alone.

Examples of instances where an employee might be working alone:

- Home visits
- Group meetings with families etc.
- Working outside normal working hours alone on the premises. (weekends, early mornings, late evenings)
- Only person on the premises
- Work outside in the community

In addition, the document strives to ensure the reduction so far as is reasonably practicable, of all reasonably foreseeable risks associated with Lone Working and to detail arrangements to achieve this reduction in line with legislative requirements. The document has been developed to provide guidance to all staff on how to maintain personal safety when working alone.

Principles:

KDYS will ensure, in accordance with its legal obligations, a safe working environment and safe systems of work for all staff so far as is reasonably practicable. It is committed to identifying & implementing the necessary controls to minimise any hazards or risks that the employee may be exposed to in the course of carrying out their duties.

Responsibility is twofold with a requirement for staff to ensure a safe working environment for colleagues, volunteers, young people and visitors at the organisations premises. Employees, under Section 13 of the Safety, Health and Welfare at Work Act 2005, have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers to enable the employer comply with health and safety legislation. All staff will need to be familiar with their responsibilities in this regard by familiarising themselves with the Health & Safety Policy. Section 19 of the Safety, Health and Welfare at Work Act 2005 requires an employer to undertake a risk assessment and this risk assessment shall determine whether or not an employee may work alone

Staff Responsibilities

- Use tools and other equipment properly in accordance with any relevant safety instructions and training they have been given;
- Ensure that they are not under the influence of any intoxicant that they could be a danger to themselves or others while at work;
- Not to engage in improper conduct or other behaviour that is likely to endanger themselves or anyone else;
- Report any defects in the place of work, equipment, systems of work etc. which might endanger safety and health.

Generally, staff should try to avoid working alone whenever this is possible. However, the organisation acknowledges that there may be occasions where it is necessary to work alone in ensuring effective service delivery and to progress work with young people. In such situations all staff must be aware of the risks and how to minimise them. No staff member shall be compelled to work at or in any area where there is a threat to that person's health & safety.

Hazards that a staff member may encounter include, but are not limited to:

- Accidents or emergencies arising out of the work, including inadequate provision of first aid
- Sudden illnesses
- Inadequate provision of rest, hygiene and welfare facilities
- Physical violence from members of the public and/or intruders/young person
- Is there a hazardous substance or process that makes it unsuitable for lone working.

Minimising Risk Procedures

1. Carry out a risk assessment: Refer to Risk Assessment policy
2. Ensure safety of the person
3. Ensure incident report is available.
4. Monitor and revise and implement changes where necessary

Procedures need to be in place in the event of no contact from the worker:

Escalation:

5. Try to contact lone worker, try a colleague
6. Contact Senior Manager
7. Ring Gardaí

Supervision

Supervision can help to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out. It provides a platform to discuss any concerns the employee may have and that person's ability to handle safety and health issues.

Addressing Specific Risks

1. Lone working with a Young person

Prior to any worker undertaking lone working with a young person, any potential hazards in that situation should be identified, recorded and a risk assessment should be completed by the Line Manager in conjunction with the worker. All relevant information about the young person, including information from referral agencies should be obtained and made available to the worker.

2. Home Visits

All initial visits should be undertaken by 2 workers. Some prior knowledge of the working area & associated risks within that area e.g. Drugs, criminal activity etc.

Clear records should be kept of all lone working being undertaken within the organisation. Workers should give a name, address and concise relevant information relating to the circumstances of a lone working visit. Time of starting and finishing the visit should be recorded and a system should be made available to a Line Manager or colleague.

A record should be kept of any instances that constitute a threat or risk to the worker's safety and any instances of actual harm.

Background information on family / young person should be accessible by colleague or Line Manager.

3. In the Community

Before any outreach work is undertaken in a community setting sufficient information is gathered. The employee is required to

- Ensure that Line Manager or work colleague know work schedule and have contact details
- Ensure arrangements in place with someone to action if you do not return from planned visit?
- Ensure mobile phone charged.
- Ensure that in as far as possible the employee avoid a place where person or hazards may cause excessive risk.
- Ensure vehicles are in good repair and enough fuel for the journey
- Be aware of surroundings.

4. Working from Home

- Staff working from home must ensure that their place of work is safe; there is adequate space to conduct work. If using equipment from work, i.e. laptop, printer, internet, ensure they are properly maintained, ensure there is a safe place for storing equipment and or documentation. Ensure that data is password protected. Details must not be divulged to other members of the household.
- Staff must ensure that if working from home their personal address and contact number remain confidential and not given out to non-staff members.
- Employees are advised that working from home may affect the provisions of any home contents insurance and are advised to inform their insurers prior to commencing working from home.

5. Evening and weekend work

Staff working in KDYS buildings after 6.00pm should not normally be working alone. A risk assessment should be completed for the delivery of out of hours services and appropriate staffing assigned to ensure safe delivery of services. Staff should consult with their line manager to plan and agree out of hours delivery.

Staff Responsibility

Staff also have a responsibility for minimising potential risks. These include but are not limited to the following:

- To take reasonable care of their own safety and the safety of others when working alone.
- To co-operate with the organisations procedures on health & safety
- Report all accidents, injuries, near-misses and other dangerous occurrences without unreasonable delay
- To report any work being carried on, or likely to be carried on, in a manner which may endanger the safety, health or welfare at work of the employee or that of any other person
- Do a risk assessment, identifying any potential risks.
- Check that mobile phones, personal alarms, Fire Safety Equipment in the premises are in good working order.
- Ensure mobile phone is charged and has sufficient credit.

- Always ensure you have a reliable contact and prearranged password in case of an emergency.
- Always carry an up to date I.D card with picture.
- Any deviation from the initial plan must be communicated the Line Manager in the first instance.
- Where required staff must ensure that sign in and sign out of the building
- Ensure that co-worker or Line Manager knows of your whereabouts.
- Not misuse equipment provided for their safety and health
- All persons seeking out of hours access are strongly encouraged to disclose the details of any medical conditions or disabilities during the risk assessment process, especially where there may be particular risks to their health and safety, or that of another individual, whilst working alone.

Managers

- To adequately risk assess any staff/areas that fall within the scope of these guidelines
- To be responsive to the concerns of staff in relation to lone working
- To be familiar with and understand the contents of these guidelines
- To ensure that lone workers receive adequate information, instruction, training and supervision to enable them to perform their work safely
- To ensure that appropriate support is provided to staff involved in any incident in terms of both immediate and follow up support.
- Review of incidents /near misses in order to determine effectiveness of these guidelines (i.e. to identify trends/patterns)
- Monitor staff practices in relation to compliance with these guidelines

Contact Information

KDYS Centres

KDYS, Denny Street, Tralee, Co Kerry	066 7121674
KDYS, Fairhill, Killamey Co Kerry	064 6631748
KDYS, Church Street, Listowel, Co Kerry	068 23744
KDYS, Lower Bridge Street, Killorglin, Co Kerry	066 9790444
KDYS, Lower Main Street, Castleisland, Co Kerry	066 7142648

CEO:

Mr Tim O Donoghue, Fairhill, Killarney, Co Kerry, t: 064 663148, e: timodonoghue@kdys.ie

Designated Person/s:

Redmond Powell, KDYS Tralee	e: redmondpowell@kdys.ie
Alfie Hughes, KDYS, Killorglin	e: alfiehughes@kdys.ie
Gareth Harteveld, KDYS Listowel	e: garethharteveld@kdys.ie
Linda Kearin	e: lindakearin@kdys.ie

TUSLA Child and Family Agency South

Tralee

Tralee Social Work Department, Rathass, Tralee, Co. Kerry. T: 066 7184500
Office Hours are 9a.m. - 5p.m. Mon - Fri and closed between 1.30pm - 2.30pm daily

Killarney

Killarney Social Work Department, St. Margaret's Road, Killarney, Co. Kerry. T: 064 66 36030
Office Hours are 9a.m. - 5p.m. Mon - Fri and closed between 1pm - 2pm daily

- **Kerry Duty and Intake Social Work Service:** 066 7184501
- **Out of hour contact for mandated persons:** 0818 776315. This operates between 6.00pm and 6.00am every evening and 9.00am-5.00pm on Saturday, Sunday and Bank Holidays.
- **Or** if a child is in immediate danger: An Garda Síochana

Outside Working Hours all matters should be referred to An Garda Síochana. Under the protocols developed by An Garda Síochana and the Child and Family Agency, all cases of suspected child abuse would then be referred to the Child and Family Agency in the normal way.