March 2025
Management Circular 57

Child Protection and Safeguarding

1. Child Protection and Safeguarding

1.1 Education Services, in all aspects of its operation, has a fundamental duty to contribute to the protection and safeguarding of all children and young people.

The UNCRC (Incorporation) (Scotland) Bill (2024) ensured that children's rights are protected in Scots Law. Human rights are the basic rights and freedoms that belong to every person in the world. Children and young people in Scotland have the same human rights as adults. They also have specific children's rights under the UNCRC that recognise their special needs so that they can develop to reach their full potential. Children and young people have a right to be safe and protected.

The National Guidance for Child Protection in Scotland (Updated 2023) outlines the responsibilities and expectations for all involved in protecting children. The guidance outlines how statutory and non-government agencies should collaborate with parents/carers, families and communities to prevent harm and to support the protection children and young people from abuse and neglect.

1.2 "All staff working in education establishments, including early learning and childcare (ELC) settings, have a key role in the support and protection of children and young people. Day to day professional experience of, and relationship with, children is a fundamental protective factor. All staff must be aware of and must follow child protection procedures". (P45 National Guidance 2023)

In fulfilling this duty, Glasgow City Council (GCC) Education Services must have robust child protection and safeguarding procedures in place. Education establishments must engage in close partnership working with parents/carers, learning community networks, relevant agencies, primarily Health and Social Work Services, within the framework of the Health and Social Care Partnership structure and Scottish Children's Reporters Administration (SCRA).

All agencies, professional and public bodies and services that deliver children's services and work with children and their families have a responsibility to recognise and actively consider potential risks to a child. They are expected to identify and consider the child's needs, share information and concerns with other agencies and work collaboratively with other services, as well as the child and their family to improve outcomes for the child.

1.3 Management Circular 57 provides overall direction to education staff where there are concerns that a child may be at risk of harm. It outlines the procedures to be undertaken when there are concerns related to the protection and safeguarding of a child or young person or the potential of risk to their wellbeing and safety.

1.4 Whilst child protection procedures may be considered for a person up to the age of eighteen, the legal boundaries of childhood and adulthood are variously defined within the National Guidance for Child Protection in Scotland (Updated 2023). There are identified overlaps. To ensure clarity, MC57 processes should be followed where there are any child protection or safeguarding concerns relating to a pupil who attends a Glasgow City Council education establishment or a Glasgow City Council partnership nursery placement.

1.5 The National Guidance from Child Protection in Scotland (Updated 2023) defines abuse and neglect as forms of maltreatment. Somebody may abuse a child by inflicting harm or by failing to act to prevent significant harm to the child.
'Child protection refers to the processes involved in consideration, assessment and planning of required actions, together with the actions themselves where there are concerns that a child may be at risk of harm'. (P14 National Guidance Updated 2023)

The National Guidance for Child Protection in Scotland (Updated 2023) has identified specific support needs and concerns to help practitioners consider the multi-dimensional vulnerabilities that children and young people may be exposed to, that place them at risk of significant harm.

The individual character and definition of these types of abuse and harm are noted in the National Guidance for Child Protection in Scotland (Updated 2023) within sections 1 and 4, with hyperlinks to specific reference pages and resources.

1.6 In a child protection context, there are different types of abuse that can be identified.

- Physical abuse is the causing of physical harm to a child or young person.
- Emotional abuse is persistent emotional neglect or ill treatment of a child which can cause severe and persistent adverse effects on the child's emotional development. To some extent, emotional abuse is present in all types of ill treatment of a child.
- Sexual abuse is any act that involves the child under 16 years of age in any activity for the sexual gratification of another whether or not it is claimed that the child either consented or assented. Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether the child is aware of what is happening or not.
- Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect is consistently one of the highest risk indicators used in child protection registration within Glasgow.

1.7 All GCC education staff have a significant role in terms of safeguarding children and young people. In Scotland, safeguarding is linked to Getting It Right for Every Child, (GIRFEC) 'the national approach in Scotland that puts the rights and wellbeing of children and young people at the heart of services that support them and provides a framework within which services can offer the right help, at the right time, from the right people.'

The National Guidance for Child Protection in Scotland (Updated 2023) [P46] notes,

"When concerns about risk of harm arise, education services are well placed to notice and respond to:

- Additional needs or factors that may impact on a child's ability to voice concerns.
- Physical and emotional changes in a child that may indicate abuse or neglect.
- Family, school, cultural and community context of concerns about a child or children.
- Escalating support needs of a child or their family.

- Risk and stresses for some children in transitional stages as they move into a new school or onto adult life and service".

1.8 Education Scotland observed safeguarding as a golden thread that runs through the curriculum. Establishments must ensure that wellbeing, personal safety and child protection issues are addressed within the curriculum and considered in school improvement planning.

Safeguarding is promoted through all elements of education including leadership, values, vision, the curriculum, learning and teaching, positive relationships, ethos and building resilience in our learners. Safeguarding supports the development of learner's knowledge, skills and resilience to keep themselves safe and to protect themselves and develop an understanding of the world so that they can respond to a range of issues and potential risky situations arising throughout their lives. Safeguarding and wellbeing issues are addressed through our personal, social and health education curriculum and care should be taken to ensure our children have opportunity to develop such knowledge and understanding within our establishments.

2. GCC Education Services Professional Commitment

2.1 All GCC Education Services staff must have awareness and knowledge of current, relevant legislation and guidance including the:

- The National Guidance for Child Protection in Scotland (Updated 2023)
- Management Circular 57
- Education (Additional Support for Learning) (Scotland) Act 2004,
- Equality Act 2010
- Getting it Right for Every Child
- UNCRC (Incorporation) (Scotland) Bill (2024)
- The Promise
- Included, Engaged and Involved Part 1: Promoting and managing School Attendance
  Included, Engaged and Involved Part 2:Preventing and Managing School Exclusions
- Included, Engaged and Involved Part 3: A relationship and rights-based approach to physical intervention in Scottish schools where relevant.

- have knowledge and understanding of the GIRFEC National Practice Model and demonstrate a secure knowledge and understanding of the wellbeing indicators.

- undertake professional learning related to child protection and safeguarding and Management Circular 57 on an annual basis as a minimum.

- ensure they are fully conversant with Management Circular 57 and understand their related responsibilities in relation to child protection and safeguarding.

- focus on preventative, early intervention strategies.

- contribute to a proactive establishment ethos which seeks to minimise the risk of harm and which places listening to children and young people at its heart.

- respond effectively and timeously to any concerns, especially where there may be imminent risk to a child or young person.

- report concerns immediately, to the establishment Child Protection Coordinator or to the appropriate member of the establishment senior management team.

- share information, both within establishments and on an inter-agency basis which is of benefit to a child or young person's safety and wellbeing.

- promote safeguarding through all aspects of learning.

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

- a high profile of inclusion, equality, fairness and openness.

- a clear understanding and commitment to Getting It Right for Every Child, fostering safeguarding and wellbeing of all children and young people.

- a clear commitment and adherence to Management Circular 57 guidance and procedures for dealing with suspected or identified abuse.

- the authority summary on Child Protection and Safeguarding Procedures for Public Display (Appendix 1) should be in public areas including staff bases, offices, parent waiting areas.

- The Summary of Referral procedures following Receipt of a ROC (Appendix 2) is prominently displayed within establishment offices, staff bases, staff room.

- the Child Protection and Safeguarding Handbook Insert is within the establishment handbook (Appendix 6)

- the active involvement of the child/young person and parents/carers where appropriate when arrangements relating to their wellbeing and support are being considered.

- an active pupil voice group which has an influential role in how the school delivers on the rights of children and takes cognisance of additional support needs in seeking their views.

- learning which equips children and young people with knowledge, skills and resilience to keep themselves safe and to protect themselves and develop an understanding of the world so that they can respond to a range of issues and potential risky situations arising throughout their lives, including internet and online safety.

- strong pupil support systems which are alert and responsive to early signs of need, including Staged Intervention and Inclusion Meetings, Learning Community Joint Support Teams and liaising with Glasgow Educational Psychology Service

- robust internal referral systems regarding safeguarding and child protection from staff to senior leadership using Management Circular 57 process.

- a robust establishment Anti Bullying Policy which is in line with Glasgow City Council's Every Child is included and Supported Revised Anti Bullying Policy, which includes recording and reporting procedures for incidents through the use of the SEEMiS Bullying and Equalities Module.

- consistent recording of information around children, young people and families which is stored confidentially and securely within SEEMiS Latest Pastoral Notes or Gateway Pastoral Notes for Early Years establishments.

- consistent recording of SEEMiS Latest Pastoral Notes related to significant events which creates the child protection and safeguarding chronology. This is accessed through the COSE function on SEEMiS or through the Gateway Early Years Pastoral Notes system.

- Cognisance and adherence to the Care Inspectorate reporting and recording procedures including E-Form completion, where the notifications are for Early Years establishments or authority funded childcare placements.

- the proactive role of the Head of Establishment in ensuring robust case management of those children and young people whose care, protection and additional support needs, require a multi-agency response to meet identified need.

- the use of the Glasgow City Council Child Protection Case File for children and young people on the Child Protection Register. In Glasgow Online, the Child Protection Casefile is located within the Support for Child Protection Coordinators section.

- the use of the Glasgow City Council Vulnerable Pupil Case File for children and young people who are Care Experienced, previously on the Child Protection register, where there are safeguarding or child protection concerns or where there are other specific vulnerabilities. In Glasgow Online, the Child Protection / Vulnerable Pupil Casefile is located within the Support for Child Protection Coordinators section.

- The Care Experienced Toolkit provides specific advice and guidance to support improvement in meeting the needs of our care experienced learners and underlines Glasgow City Council's commitment to The Promise.

- the inclusion of child protection and safeguarding within school's improvement planning processes.

- mandatory child protection training for all staff, including support staff and administration teams at the start of the academic year and for new staff joining establishments including students and temporary staff. Child protection and safeguarding professional learning resources are available in the Child Protection area within Glasgow Online. Good practice would be to revisit Child Protection and Safeguarding as part of the continuous professional learning provided within establishments.

- In recognition of the need for differing levels of awareness of training needs within an establishment's workforce, and the need for specificity with respect to training, the Scottish Government have published the National Framework for Child Protection Learning and Development 2024.

- The Head of Establishment must ensure that guidance within GCC MC97 Administration of Medicines is adhered to and that relevant staff are aware of Scottish Government guidance (2017) Supporting Children and Young People with Healthcare Needs in Schools.

- The Head of Establishment must ensure that Catering and Facilities Management staff, working within their establishment, know the procedures for raising any concerns around child protection and safeguarding. Catering and Facilities Management staff must be informed of the identity of the establishment Child Protection Coordinator and Depute Child Protection Coordinator. They must be briefed on the process to follow should they have any concerns about a child or young person. This briefing can be in

person or written. A record should be maintained to note Catering and Facilities Management staff have received this information.

- If Catering and Facilities Management staff can attend the annual child protection training provided within the school, this would provide further contextualised learning around child protection and safeguarding.

3. The Role of the Child Protection Coordinator

3.1 Every Early Years, primary, secondary establishment and peripatetic service will have a member of the senior leadership team nominated as the Child Protection Coordinator.

Depending on the size of the senior leadership team within an establishment, the role of Child Protection Coordinator may be undertaken by a member of the senior leadership team other than the Head of Establishment.

The Head of Establishment, however, as with all delegated duties, has the ultimate responsibility to ensure effective practice.

There must be at least one named Depute Child Protection Coordinator to undertake child protection duties should the designated Child Protection Coordinator be unavailable. This builds shared understanding and capacity across an establishment team.

The name of the Child Protection Coordinator and Depute Child Protection Coordinator/s should be known to all establishment staff, parents, carers, children and young people and visitors to the school. The names of Child Protection and Depute Child Protection coordinator should be on signage at the entrance to the school. Photographs are helpful to support identification. It is also helpful to consider how this information can be shared in different languages.

All visitors should be directed to read this information and note that they have received this information on the establishment sign in sheet. The creation and availability of child protection and safeguarding information leaflets are helpful for parents, carers and visitors. There are examples in the Support for Child Protection Coordinators section in Glasgow Online.

Information should be displayed with respect to the following at the entrance to the school to ensure all visitors are awareness of:

- the identity of the Prevent Lead for the establishment.
- the identity of the Designated Manager for Care Experienced Children and Young People
- the identity of the Additional Support Needs Coordinator
- First Aid procedures within the establishment.
- Fire Evacuation procedures.

The Child Protection home page on Glasgow Online holds:

- relevant national and local policy documents.
- information in relation to risk.
- Link to the Support for Child Protection Coordinators Page
- Glasgow Education Services Child Protection and Safeguarding processes including VP/Child Protection Casefiles, MC57 appendices.

- Child Protection and Safeguarding Support document.
- examples of excellent practice in Child Protection and Safeguarding.
- GCC CLPL for bi annual updates.
- Signposting for organisations which can support children, young people and families.

3.2 The Child Protection Coordinator will ensure that all establishment staff undertake annual professional learning relating to child protection, safeguarding and Management Circular 57 at the start of each academic session. MC57 should be revisited during appropriate staff meetings to ensure all staff are aware of and confident in the processes to follow in the event of a child protection concern emerging.

The Child Protection Co-ordinator must ensure that staff with direct or indirect contact with children and young people have the competence, knowledge and skills they need to fulfil their roles in relation to the care and protection of children and young people.

The Child Protection Coordinator will reflect on identified child protection and safeguarding needs within their establishment and identify professional learning opportunities to meet these needs. Such reflection may also identify learning opportunities for children, young people, parents / carers and establishment partners within the Learning Community. Contextualisation of continuous professional learning ensures identified needs are met on a local basis.

3.3 The Child Protection Coordinator is responsible for the timeous referral of child protection concerns to Social Care Connect or to the child or young person's allocated social worker. Child Protection Coordinators and Depute Child Protection Coordinators must ensure that there is no delay in informing Social Care Connect or the allocated social worker. If the allocated worker is not available, contact should be made with the allocated worker's team leader or with the Locality Duty Team.

3.4 In Early Years establishments, the Child Protection Coordinator must ensure that any Child Protection Notification of Concern to social work is also recorded through the Care Inspectorate E-Form Notification process.

Private nursery schools working in partnership with Glasgow City Council will follow MC57 processes regarding child protection and safeguarding for children who have Glasgow City Council funded placements.

3.5 The Child Protection Coordinator will be responsible for ensuring that the appropriate procedures are followed in the event of concerns regarding a child's or young person's general wellbeing or evidence of the risk of abuse or harm.

3.6. The Child Protection Coordinator will ensure that a child or young person is supported following a child protection disclosure, referral, any subsequent investigation and will ensure where possible, attendance at multi-agency assessment and planning meetings including Interagency Referral discussions. (See section 6)

3.7 The Child Protection Coordinator will also provide direct advice and support to staff members who work with the child or young person.

3.8 The Child Protection Coordinator will be the key link person with associated agencies and will ensure that, if necessary, the child's Wellbeing Assessment and Plan is reviewed taking account of emerging safeguarding or child protection concerns and is closely monitored.

3.9 The Child Protection Coordinator will ensure robust self-evaluation processes are established around Child Protection and Safeguarding using evaluation tools including the

Glasgow City Council Child Protection and Safeguarding Support Document and Section 2.1 in How Good is our School 4. It is helpful to undertake self-evaluation with establishment leadership teams to ensure shared knowledge, understanding and expectation in relation to child protection and safeguarding practice, thus building capacity.

3.10 The Child Protection Coordinator will ensure that the Glasgow City Council Child Protection Case File / Vulnerable Pupil Case File system is used within their establishment. This system provides clear guidance to schools around structure and contents of Child Protection and Vulnerable Pupil Case files.

3.11 Child Protection Case Files and Vulnerable Pupil Case Files should be stored within a locked filing system/cabinet within the HT or designated Child Protection Coordinator's office. There must be a Record of Access (Appendix 8) to note when such files are accessed and returned.

3.12 Individual Child Protection Case Files and Vulnerable Pupil Case Files must be securely passed on at points of transition between Early Years and Primary, Primary and Secondary and where educational placements change. There are forms which must be completed to support this process:

- Bulk Transfer form for files from EY, Primary and Secondary transition stages (Appendix 7a)
- In Term Transition form should be completed for transfer to a new establishment. (Appendix 7b)

These forms should be completed then held in the child protection filing system/cabinet. The physical files Child Protection / Vulnerable Pupil files must be transferred. A copy should not be retained.

3.13 Transfer of CP/VP files

When the establishment /school knows the child has moved and to which local authority area:

- Do not action any request for made over the telephone. Establishments must seek written confirmation by email or letter. Establishments must note these details in the Pastoral Care Notes as a significant event. The written request should be from the receiving school clearly detailing the pupil involved and the records they seek.

- The establishment must make a copy of the files and transfer the originals via recorded delivery which requires the other party to sign on receipt. This ensures there is proof of delivery. If using Royal Mail, you can get confirmation on line using the tracking number.

- Once the delivery has been confirmed, the school should use a secure method to remove all paper copies and any electronic records held by the school alone (SEEMIS records is not to be deleted).

- Where there are child protection files and the information is very sensitive and concerning you may wish to seek advice from the data protection team at dataprotection@glasgow.gov.uk.

When the establishment was not told family was moving or which area they moved to:

- Confirm with parents via the contact information held on record, that the pupil has moved and to which school. If the school is the same as the one requesting the information, proceed as above.
- If the pupil has moved elsewhere and the school requesting the information is incorrect or not known to them, contact the data protection team and discuss before taking any further action.

When the family transfers out with the U.K:

There are special considerations required for international transfer of pupil records and any personal / sensitive data they may contain. In these cases, engage with the Data Protection Team immediately to discuss appropriate steps. Each case will be different, therefore bespoke advice and actions will be required.

It is essential to ensure that the transitioning of any Wellbeing Plan on the Seemis Wellbeing Application is progressed timeously to ensure that support for children and young people, who are moving establishment, is continuous and uninterrupted.

Arrangements to ensure prompt transfer of Child Protection / Vulnerable Pupil Case files and Wellbeing Plans through the Wellbeing Application transitioning process should be embedded in practice when a child moves establishment.

3.14 When a young person leaves school at the end of S4, S5 or S6 or leaves GCC, the Child Protection Case File and Vulnerable Pupil Case files must be archived and held securely within the school. We have been advised that due to the current Scottish Child Abuse Enquiry, no child protection records should be destroyed. Data Protection team will advise of the retention process and expectation for archiving of the Child Protection Case File and Vulnerable Pupil Case files, and this will be communicated across the estate as an update once such advice has been received.

3.15 The Child Protection Coordinator must ensure that pastoral notes are maintained on SEEMiS within Latest Pastoral Notes or Gateway Pastoral Notes for children and young people. Pastoral notes should be entered using the following three stage entry process:

- Event / Concern
- Decision / Action
- Outcome / follow-up

This should be used by all staff who enter pastoral notes and is best practice. Where notes relate to concerns around wellbeing or child protection, they should be recorded as <u>significant events</u> within latest pastoral notes. Significant events should also be used to record strengths and positive events for a child or young person.

3.16 The chronology, which is accessed on Gateway or on SEEMiS within the COSE function, provides a brief description and summarised account of significant events to date for the child or young person.

3.17 A chronology is:

- a summary of events key to the understanding of need and risk, extracted from comprehensive case records and organised in date order.
- a summary which reflects both <u>strengths</u> and <u>concerns</u> evidenced over time.

- A summary which highlights patterns and incidents critical to understanding of need, risk and harm.
- A tool which should be used to inform understanding of need and risk

Significant event information in pastoral notes should include the author, date, nature and sequence of events, outcomes or impact on the child and family, the source of the information and responses to the event. Further advice in relation to chronologies can be found within the National Guidance for Child Protection (Updated 2023) and within the Practice Guide to Chronologies, Care Inspectorate (2017)

4. The role of Education Improvement Service [EDIS]

4.1 EDIS has a key role in working with establishments to support the delivery of MC57 and to support improvement within child protection and safeguarding within establishments.

4.2 Establishments must ensure they can evidence the following to EDIS staff:

- Management Circular No. 57 has been brought to the attention of all staff on an annual basis including teaching staff, support staff, administration staff, Catering and Facilities Management.
- Procedures are in place to ensure that new, temporary staff and students have, within their induction, key information in relation to child protection and are fully aware of Management Circular 57 processes.
- Procedures are in place to ensure that parents, carers and visitors to the school are aware of the processes to follow and who the Child Protection Coordinator is, should they have any concerns around child protection and safeguarding.
- The Child Protection and Safeguarding: Procedures for Public Display (Appendix 1) is prominently displayed within establishment offices, staff bases, staff rooms and parent/carer/visitor waiting areas.
- The Summary of Referral procedures following Receipt of a ROC (Appendix 2) is prominently displayed within establishment offices, staff bases, staff room.
- Establishment handbooks contain the authority insert for child protection and safeguarding. Establishment handbooks will also contain information noting the identity of the establishment Child Protection Coordinator and Depute Child Protection Coordinator. (Appendix 6)
- Within establishments, child protection and safeguarding are routinely evaluated to support improvement. Child protection and safeguarding is included within school improvement processes. The Child Protection and Safeguarding Support Document provides a clear framework for self-evaluation which can be completed in establishments or with the support of EDIS staff. It is found within the Support for Child Protection Coordinators section in Glasgow Online.

4.3 The designated establishment Quality Improvement Officer and the Head of Service have a specific responsibility to ensure that Heads of Establishment or their nominated Child Protection Co-ordinator are fully aware of Management Circular No.57. Additionally, they should confirm that the Child Protection Coordinator or their designated depute attend the biannual GCC Education Service Child Protection Coordinators Professional Learning Sessions.

4.4 The Head of Inclusion and Equalities has Senior Officer responsibility and will be the Education lead representative on the Child Protection Committee.

4.5 EDIS is represented on relevant Glasgow Child Protection Committee Subgroups.

4.6 The EDIS representative on the above subgroups will report to the Head of Inclusion within Education Services.

4.7 A Child Protection and Safeguarding Report is provided for each monthly Education Services Area Improvement Team meeting. The report has a particular focus on child protection referrals across schools, specific areas of concern or good practice and professional learning opportunities or developments.

4.8 Education Services is also represented at the Social Work Child Protection Area Forum meetings in the North West, South and North East of Glasgow.

4.9 A termly meeting has also been established with the management team at Social Care Connect to review/discuss practice. Any noted areas of concern would be passed to the establishment link within Education Improvement Services and would be addressed with the establishment.

4.10 EDIS staff will provide advice and guidance to schools and establishments as required.

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

5. Information sharing and Confidentiality

5.1 Sharing relevant information is an essential part of protecting children and young people. If a member of staff believes a child or young person is at risk or is at risk of significant harm, we have a responsibility and lawful basis to share and exchange relevant and proportionate information with other professionals. All children and young people are entitled to have matters treated in confidence. Where there is no risk to their wellbeing or safety, establishments should respect that request as far as they do not compromise the safety of the child or young person.

5.2 Children and young people should be advised that there is no guarantee to confidentiality where the school assess them to be at risk.

5.3 The over-riding concern must always be the safety of the child or young person. The key to good multi-agency working is information sharing which supports the identification of those children or young people at risk and the development of appropriate and timeous responses. The 'Getting It Right for Every Child' approach focuses on early intervention.

5.4 Children and young people who are looked after and accommodated have the same rights to confidentiality with the same caveats in respect of assessed risk.

5.5 When there is a child protection concern, relevant information **must be** shared with Social Care Connect or the allocated social worker **without delay** by telephone initially.

5.6 When information is shared, a significant event entry should be made in SEEMiS Latest Pastoral notes or Gateway Pastoral notes. This should contain what was shared, with whom, for what purpose and whether it was disclosed with or without informed consent. Similarly, any decision *not* to share information and the rationale should also be recorded.

5.7 At all times, information shared should be relevant, necessary and proportionate to the circumstances of the child/young person and limited to those who need to know.

5.8 It is important that we are open and transparent and where appropriate, make children and young people aware that we will share information if we suspect they may be at risk of harm. However, there will be occasions where information may need to be shared without consent or their knowledge to ensure their safety.

5.9 Any request for information about a child or young person, from an organisation out with Glasgow City Council, must be progressed through the Data Protection Team in accordance with Management Circular 22, Guidance on Legal Request for Disclosure of Information.

5.10 It should be noted that if there is an urgent request from Police in relation to a child protection matter, contact should be made with Jean Miller, Head of Service who will consider the expediting the request.

5.11 Management Circular 53 provides advice and support for education staff in relation to data protection.

6. The Child Protection Referral and Recording Process

6.1 If any member of staff or visitor in the school or EY establishment has a safeguarding or child protection concern regarding a child or young person, they should alert the Child Protection Coordinator without delay and then complete the Record of Concern Alert (Appendix 3) which should be passed to the Child Protection Coordinator.

6.2 The Child Protection Coordinator will speak with the member of staff and child/young person and risk assess the information noted within Record of Concern Alert. (Appendix 3)

6.3 If the Child Protection Coordinator's assessment is that the safeguarding concern can be supported with school-based action, this should be recorded on the Record of Concern Alert (Appendix 3) and in Latest Pastoral Notes on SEEMiS / Gateway with a note of the event/concern, decision and action and outcome /follow up. This should be recorded as a significant event.

6.4 A Vulnerable Pupil (VP) Case File should be established for the child / young person. The Record of Concern Alert (Appendix 3) should be stored within the VP Case file.

6.5 A summary of Referral Procedures following receipt of a Record of Concern is noted in Appendix 2.

6.6 When the Child Protection Coordinator's assessment is that the concern should be referred to social work as there are safeguarding or child protection concerns, a Notification of Concern (Appendix 4) should be completed electronically via the Notification of Concern Portal via www.glasgow.gov.uk/noc_rfa

There are Guidance Notes to support completion of the online Notification of Concern in Appendix 4.

6.7 If the child or young person **is not** allocated to a social worker, the Child Protection Coordinator should call Social Care Connect (0141 287 0555) as soon as possible to raise the concern and the Notification of Concern (Appendix 4) should then be completed via the online Notification of Concern Portal www.glasgow.gov.uk/noc_rfa.

Social Care Connect will email an immediate acknowledgement of receipt of the Notification of Concern along with a PDF copy of your Notification of Concern submission.

Social Care Connect opening hours are Monday –Thursday from 8.45am until 4.45pm and Friday 8.45 until 3.55pm. Outside of this time, Glasgow & Partners Emergency Social Work Services on 0300 343 1505 should be contacted in event of any child protection concerns.

6.8 If the child or young person **is** allocated to a social worker, the Child Protection Coordinator should phone the allocated social worker to raise the concern, and the Notification of Concern (Appendix 4) should then be completed via the online Notification of Concern Portal www.glasgow.gov.uk/noc_rfa. If there is an allocated worker, the child / young person will already have a Vulnerable Pupil file, and the copy of the NOC should be stored there.

A copy of phone lists for all HSCP Child Protection Social Work Area Teams is sent to Child Protection Coordinators annually. Phone numbers and email addresses are also available on the telephone directory on the Glasgow Connect website, through Outlook or within the HSCP contacts in the Support for Child Protection Coordinators section of Glasgow Online.

If the allocated worker is unavailable, the allocated social worker's Team Leader should be contacted by telephone and the concern should be raised with them. If the Team Leader is not available, the locality Duty Team Leader should be contacted at the area office. If none of these people are available, please call Social Care Connect and advise of the challenges in speaking to the relevant team.

6.9 It is important that consideration is always given to discussing the NOC referral with the child or young person and their parents / carers.

The Child / Young Person

- The discussion and their response should be recorded.
- If the referral has not been shared with the child/ young person, it is important to record why it was not appropriate to discuss it with them e.g. age of child, capacity of child.
- Please note the child/ young person may disagree with the referral, however it may still need to be submitted for their protection and safeguarding.

The Parents / Carers

- It is important that consideration is always given to discussing a Child Protection referral with a parent/ carer, and the discussion and their response is recorded.
- There will be child protection situations where the referral should not be shared, as it might compromise the safety of the child.
- This is outlined in greater detail in Section 8.

6.10 A copy of the Notification of Concern (Appendix 4) should be stored within child or young person's Child Protection Case File or Vulnerable Pupil Case File and the information / action logged as a significant event in SEEMiS Latest Pastoral notes or Gateway Pastoral Notes.

6.11 Following submission of a Notification of Concern (Appendix 4) to SW via www.glasgow.gov.uk/noc_rfa, the Intimation of NOC/RFA (Appendix 5) must be completed and submitted to the Children and Young People's Section at cypsenquiries@glasgow.gov.uk. The CYPS team log all referrals.

6.12 In Early Years establishments, the Child Protection Coordinator must ensure that any Child Protection Notification of Concern (Appendix 4) to social work is also recorded through the Care Inspectorate Electronic Notification process.

6.13 Social Work will determine the action to be taken following a referral and confirm their decision and action with the referrer within 2 days. This can be communicated in person, via email or by telephone call. If no feedback is received within the 2 days, contact should be

made with Social Care Connect or the allocated worker if there is one by email/telephone. If this contact does not elicit a response, please use contact lists to escalate this to the Duty Team leader or to the Team leader for an allocated child or young person. If this continues to be an issue, please contact L. McCracken or B Finlayson.

6.14 The outcome should be recorded in pastoral notes as a significant event.

6.15 Should multiagency meetings be convened following the submission of a Notification of Concern (Appendix 4), [e.g. Inter-Agency Referral Discussion, Initial Child Protection Case Discussion, Child Protection Planning Meeting, Core Group meeting, YPSP meetings] representatives from education establishments should attend and contribute fully to the meeting. Attendance at such meetings should be noted within pastoral notes as a significant event with key actions for education noted and minutes stored in the Child Protection Case File or Vulnerable Pupil Case File.

6.16 Where a child or young person exhibits a concerning injury or has disclosed, they are the victim of an assault, emergency services should be contacted.

6.17 It is our role to listen to the child/young person and hear what they say. It is not the responsibility of Education Services staff to investigate suspicions or disclosures. Social work and police will undertake child protection investigations where necessary.

6.18 Where child protection concerns have been received by police, social work or health and there is concern that a child may have been abused or neglected and / or is suffering or likely to suffer significant harm, an Inter-Agency Discussion (IRD) must be convened without undue delay.

6.19 The decision to convene an IRD is agreed through a daily Glasgow Triage meeting involving social work, police and health.

The possible decisions within the IRD Triage are as follows:

- An IRD should be convened.
- No further action under child protection but the decision could be: No further action, Single Agency, ongoing contact with core services, ongoing 3rd sector contact, child already on the child protection register).

6.20 Once agreement to convene an IRD has been made, police, social work and health must participate. An IRD will ensure a coordinated inter-agency child protection process until an Initial Child Protection Case Discussion is held or until alternative action is identified e.g. single agency action.

6.21 The National Guidance for Child Protection in Scotland 2021 – Updated 2023 notes that other professionals, particularly education staff should be considered in relation to attendance at the IRD, based on their involvement with and knowledge of the child. Education and early learning and childcare are critical sources of contextual information about children

and young people. Education staff are well placed to provide valuable information in relation to any specific additional support needs. The National Guidance for Child Protection in Scotland 2021 – Updated 2023 notes that consideration during an IRD should be given to the child's development including their language abilities, memory retrieval competences, suggestibility and the effects of stress or trauma which all may impact on the child protection investigation, joint investigative interviews, planning and support.

6.22 IRDs are coordinated within Glasgow by Police Scotland and invitations to the online meeting are sent via a Web X link in advance of the meeting. Education staff must research SEEMiS or Gateway management information systems including pastoral notes and other information held in relation to additional support needs to share relevant and proportionate information which will support assessment of risk and decision making. An IRD meeting is not a case conference. The process considers risk and identifies necessary action to ensure the safety of the child.

6.23 An IRD Education Pilot started in January 2025. Establishments from three Learning Communities are involved in the pilot. Learning from the pilot will inform the next steps in including GCC establishments more widely.

6.24 The Child Protection Coordinator or the Depute Child Protection coordinator should attend the IRD and prioritise attendance where possible. The online meeting should last no longer than thirty minutes. The Child Protection Coordinator should submit the completed Education IRD Report. (Appendix 9)

6.25 If the Child Protection Coordinator or Depute Child Protection Coordinator are unable to attend, the Education IRD Report (Appendix 9) should be submitted to Police to ensure the valuable information held by education is considered in relation to risk and planning to ensure child safety. This should be returned to the named police officer noted on the IRD invite in advance of the meeting to ensure education information is factored into the risk assessment and informs decision making.

6.26 The IRD outcome will be shared with education via email and should be recorded in pastoral notes as a significant event and store the IRD outcome form in the VP or Child Protection case file.

7. The Request for Assistance Referral and Recording Process

7.1 Receipt of a Record of Concern Alert may not instigate the submission of a Notification of Concern following the assessment of risk of significant harm or abuse. Sometimes a school-based response will suffice but there may be occasions where support from social work or Third Sector Organisation may help a child, young person or family in terms of early intervention. To this end, a Child Protection Coordinator may consider the submission of a Request for Assistance Referral to social work to provide early intervention to support a child, young person or family through the online referral process. This form is available through the online NOC/RFA portal www.glasgow.gov.uk/noc_rfa

The Request for Assistance (Appendix 4) referral is a rights-based, inclusive approach to working with a family. The aim is for children and young people to be referred to Social Work Services prior to requiring a Child Protection response, thus securing earlier intervention with families.

7.2 The referral needs to be discussed with parents/carers and if appropriate with the child/ young person, prior to being submitted to Social Work. If the parents/ carers do not agree with the referral, please consider if they require a statutory social work response and consider other

pathways for support e.g. third sector partners, Joint Support Team. A Request for Assistance Referral (Appendix 4) can still be submitted without family consent, however the views and wishes of the family should be represented clearly within the form.

7.3 The Request for Assistance Referral (Appendix 4) should outline the reasons for referral, including the area of concern, the experiences and impact for the child/ young person, the strengths of the family and what has worked well for them.

7.4 If a child has an allocated Social Worker, a Request for Assistance form (Appendix 4) should not be completed and contact with the allocated Social Worker should be progressed directly to discuss current information, concerns and assessment.

7.5 There are guidance notes to support completion of the online Request for Assistance Referral within Appendix 4.

7.6 The submission of a Request for Assistance (Appendix 4) via the online NOC/RFA portal www.glasgow.gov.uk/noc_rfa should be recorded in pastoral notes as a significant event.

7.7 Social Care Connect will email an immediate acknowledgement of receipt of your Request for Assistance Referral (Appendix 4) and this will also include a copy of the referral in PDF format. This should be stored securely in the child or young person's Vulnerable Pupil Case File.

7.8 Any outcome arising from the Request for Assistance Referral should be recorded in pastoral notes as a significant event.

7.9 Any action arising from submission of a Request for Assistance Referral should be communicated with the parent/carer.

7.10 Following submission of a Request for Assistance (Appendix 4) to SW via www.glasgow.gov.uk/noc_rfa, the Intimation of NOC/RFA (Appendix 5) must completed and be submitted to Education Services. The Children and Young People's Section [CYPS] will log all referrals. The Intimation of NOC/RFA (Appendix 5) must be sent by email to CYPS at cypsenquiries@glasgow.gov.uk.

7.11 Submission of a Request for Assistance (Appendix 4) from an Early Years Establishment does not require a Care Inspection Notification to be submitted.

8. Persons in a position of trust and concerns around abuse, neglect or exploitation of a child or young person

8.1 Referrals relating to a person who has a position of trust over a child or young person under the age of 18 years and who may have caused harm to a child or young person through abuse, neglect or exploitation must be progressed through MC57 processes.

8.2 The Head of Establishment must contact their respective Head of Service for Education or Early Years. If the person who may have caused harm to the child or young person is a GCC employee, worker or volunteer, the Strategic HR Manager for Education Services must also be notified to consider any appropriate actions that may be required in line with relevant policies and procedures.

8.3 Where the individual is not a GCC employee, the Head of Establishment must notify the employer or relevant organisation of a person's actions as the employer/relevant organisation may wish to investigate further**.**

9. Engagement with Parents/Carers

9.1 Partnership with parents and carers is best practice. Page 10 of the National Guidance for Child Protection 2021 in Scotland (Updated 2023) outlines helpful advice and guidance in relation to the definitions of parents and carers and provides a link to the Scottish Government guidance around parental rights and responsibilities. Glasgow City Council Management Circular 92: Equal Parents - Involving Non-Resident Parents in their Children's Education provides authority direction.

9.2 Where concerns relate to on ongoing wellbeing or safeguarding issues e.g. assessment of care/ neglect, Child Protection Coordinators should already be working in partnership with the parents/carers. Child Protection Coordinators should advise parents/carers of their intention to refer their concerns to Social Work, where appropriate.

9.3 It is important that consideration is always given to discussing a Child Protection referral with a parent/ carer, and the discussion and their response is recorded.

There will be child protection situations where the referral should not be shared, as it might compromise the safety of the child.

It is important to comment when the referral has not been discussed with the parent/ carer and the reasons for this.

Although this is not an exhaustive list, such situations may include the following:

- Child/young person has disclosed physical abuse by the parent/ carer.
- Child/young person has disclosed familial sexual abuse.
- Child/young person has disclosed sensitive information in relation to being exposed to harm/ abuse within the family home.
- Concerns in relation to Forced Marriage.
- When you suspect that a parent/ carer is engaged in the exploitation or trafficking of their child.
- When there is a flight risk associated with the family.

In the context of concerns about significant risk of harm in the home setting or involving parents/carers, the Heads of Establishment should submit a Notification of Concern without reference to or sharing with the parent/carer.

10. Engagement with Partners

10.1 It is the responsibility of the Head of Establishment to ensure that any volunteer, organisation or service engaged by education and external to Education Services and Social Work is:

- fully briefed on Management Circular 57
- has clear procedures and training in place to ensure the care and safety of the children and young people with whom they are working.

10.2 Establishment Heads should ensure that all employees and volunteers who care, teach, instruct, train or supervise children as part of what they are required to do will be

deemed to be carrying out a regulated role and therefore will require to be covered by the Protecting Vulnerable Groups Scheme.

The Protection of Vulnerable Groups scheme is designed to strengthen protection for vulnerable groups and reinforces Glasgow City Council's continuous drive towards improving child protection.

A copy of their PVG number should be retained for the duration of their volunteering period within the establishment. Further information is available in Management Circular 42: Safer Selection Policy.

10.3 It is the responsibility of those central staff engaging with partners at a city level, to ensure that they are provided with a copy of MC57 and are made aware of the processes to follow should any child protection or safeguarding concerns emerge during partnership working. This would include for example, FE/HE partnership programmes, counselling organisations, vocational partners, partnership nurseries and Early Years organisations.

10.4 The ultimate responsibility however, for any child or young person on the establishment roll, lies with the Head of Establishment and they must be satisfied that there are clear and unequivocal lines of communication between the establishment and partner providers where concerns are raised in respect of Management Circular 57.

11. Whistleblowing

11.1 Glasgow City Council Whistleblowing Policy outlines the processes in place to support individuals should they wish to escalate concerns beyond their establishment. Child protection concerns can be escalated out with the establishment where a member of staff believes their manager, Head Teacher or Child Protection Coordinator has not dealt with a child protection concern appropriately. This can be where concerns are minimised or dismissed. It can also be when an individual suspects that a colleague who forms part of the management structure may be harming a child or young person.

Staff can also access the online Whistleblowing Form to raise concerns.

In addition to the above pathways for whistleblowing, if an individual has concerns that a child is at risk of harm, they should call:

- Social Care Connect on 0141 287 0555
- Glasgow & Partners Emergency Social Work Services on 0300 343 1505. [Out of Hours]
- Police on 101 or 999 if there is immediate risk of harm.