



SHA Child Protection Policy

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1.0 INTRODUCTION

- 1.1 All children and young people have the right to be protected and kept safe from harm from others. We all as individuals have a responsibility to help protect them, whether we work with children or families, are a parent, family member or a concerned member of the community.
- 1.2 Southside Housing Association as an organisation also has a specific duty of care to children and young people living in or visiting our properties or participating in our services, and we will take all necessary precautions to safeguard their wellbeing.
- 1.3 The Children (Scotland) Act (1995), sets out the range and scope of interventions in the lives of children and their families, as well as outlining which agencies are responsible, in line with the United Nations Convention on the Rights of the Child. This legislation places a duty on all services – health, education, police, social work, care, housing and voluntary organisations – to improve how they work to support children and young people.
- 1.4 The Association's Child Protection Policy and Procedures ensures that these requirements and duties are met.
- 1.5 The Association is committed to the protection of children and regards the safeguarding and promoting of the interests and wellbeing of children as of paramount concern. We are also committed to the protection of vulnerable children from exploitative relationships.
- 1.6 The Association consider it the duty of all those employed or involved with the organisation to prevent the physical, sexual or emotional abuse of all children with whom they come into contact, including reporting any abuse discovered or suspected. The Association is also committed to ensure safe transitions of vulnerable young people towards adult life and services.
- 1.7 The individual protected characteristics, including the religious and cultural background of the child and family must be taken into consideration when any decisions are being taken.
- 1.8 The following policy outlines the way in which Southside Housing Association deals with suspected abuse or allegations of abuse of a child or young person.
- 1.9 This policy has been developed making reference to the following: -
 - Health and Social Care Standards;
 - Scottish Social Services Code of Practice for Employers and Employees;
 - Glasgow Child Protection Committee Guidance;
 - National Guidance for Child Protection in Scotland 2021;
 - The United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024, and;

- Southside Housing Association's other related Policies and Procedures, including Domestic Abuse Policy, Complaints Handling Procedure, Privacy Policy, Employment Conditions of Service and Health and Safety Control Manual.

1.10 The Association is committed to the protection of all vulnerable individuals. For individuals out with the remit of the Child Protection Policy, please refer to the Adult Protection Policy.

2.0 PURPOSE

2.1 This policy and procedure is mandatory for all Southside Housing Association staff and volunteers. The purpose of this policy is to ensure that all Southside Housing Association staff and volunteers are fully aware of what they should do if they are faced with a concern for a child or young person. It also sets out the process that children, young people and their families should expect from the Association when staff have a concern about them.

2.2 The Association recognises the collective responsibility to work together with statutory and non-statutory services as well parents/carers to prevent harm from abuse or neglect from pre-birth onwards, including safe transitions of vulnerable young people towards adult life and services.

3.0 PRINCIPLES

3.1 Southside Housing Association staff at all levels and volunteers should use the principles of policy as a guide in all their contact with children/young people and their families/carers.

3.2 Staff should understand their role and responsibilities in keeping children safe.

3.3 Staff should understand their role in intervening early and in a positive manner in the lives of children/young people and families who need support.

3.4 Staff should ensure that children, young people and their families can express their views, especially when a concern is raised while the best interests of the child are a priority.

3.5 All staff should have appropriate training to identify vulnerability and indicators of abuse or neglect. Staff should be able to identify early signs of a family's support needs or evidence that safeguarding measures needs to be put in place.

3.6 All staff should be able to raise concerns about a child's safety or wellbeing with their line manager/Named Person at the Association without delay.

3.7 All staff should be able to understand what, how and when to report information to keep children and young people safe while maintaining confidentiality when possible. However, when there is reasonable cause to

believe that that there is high risk of harm, the Association will share relevant information with key agencies.

- 3.8 All staff should work together with the children/young people and seek their consent and cooperation when raising a concern. This may not be possible or appropriate in all circumstances when considering safety needs which should be prioritised.
- 3.9 Staff should be able to work in partnership with other agencies such as social work, NHS and Police Scotland to ensure the safety of children and young people.
- 3.10 All staff should have appropriate support and supervision (when working frontline with children/young people) to discuss any concerns in relation to a child's safety and wellbeing.
- 3.11 The Association will maintain records of concerns in relation to the wellbeing or safety of children and young people.
- 3.12 Southside Housing Association requires checks of all relevant staff and volunteers through Protecting Vulnerable Groups Scheme or Disclosure Scotland Scheme as per the Recruitment and Retention Policy, to ensure that children and young people who live or visit our properties or participate in our services are protected.

4.0 CRITERIA – who needs protection?

- 4.1 The Children (Scotland) Act 1995 defines a child as someone who is:
 - Under 16 years of age or
 - Still attending school or
 - Under 18 years of age and is under supervision.
- 4.2 While, the Children and Young People (Scotland) Act (2014), defines a child as someone who is under 18 years of age. The Act also defines that a young person born on or after 1 April 1999 who is looked after in foster, kinship or residential care is generally eligible to remain in their current care placement and be provided with accommodation and other assistance by the local authority, until they turn 21 as part of Continuing Care.
- 4.3 The Act places duties on local authorities and health boards including provision of a Children's Services Plan for which they have joint responsibility. For the purpose of Children's Services Plans, a 'child' is a person under 18 years old or a care leaver aged 18-25 years old eligible to receive 'children's services'.
- 4.4 Southside Housing Association's Adult Protection Policy provides detailed advice on dealing with concerns about the protection of adults. The Act can be applied to over-16s when the criteria are met.

- 4.5 Child protection means protecting a child or young person from abuse or neglect. Abuse or neglect need not actually have taken place, there may instead be an identified significant likelihood or risk of harm, abuse or neglect. Child Protection includes the process of consideration, assessment and planning of required action, together with the actions themselves, where there are concerns that a child may be at risk of harm.
- 4.6 ‘Getting it Right for Every Child’ is Scotland's approach to supporting children and young people. It stresses the importance of understanding risks and needs within a framework of the child's world and wellbeing. The approach sets out that services provided to children should support, promote and safeguard the wellbeing of children. It states that every child should be:
- Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included.

5.0 UNITED NATIONS CONVENTION ON THE RIGHTS OF THE CHILD

- 5.1 The United Nation Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024 came into effect from July 2024 and enacts the provisions of the United Nations Convention on the Rights of the Child (UNCRC) into Scots Law.
- 5.2 The Act places obligations on organisations carrying out duties of a public nature like social landlords, to consider the impact of their decision-making and actions upon children's rights, and to act in a way that is compatible with the UNCRC.
- 5.3 In delivering our core housing and other services, and in our decision making for example with regard to allocations decisions or recovering a tenancy, the Association will take account of the convention on the rights of children in how we make decisions and in our service delivery.

6.0 DEFINITIONS OF HARM AND SIGNIFICANT HARM

- 6.1 ‘Harm’ refers to the ill treatment or the impairment of the health or development of the child, including, for example, impairment suffered as a result of seeing or hearing the ill treatment of another. ‘Development’ can mean physical, intellectual, emotional, social or behavioural development. ‘Health’ can mean physical or mental health.
- 6.2 There is no legal definition of significant harm or the distinction between harm and significant harm. The extent to which harm is significant will relate to the severity or anticipated severity of impact upon a child's health and development.

- 6.3 The general definition of child abuse adopted in Scottish Government guidance states: “Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting, or by failing to act to prevent, significant harm to the child. Children may be abused in a family or in an institutional setting, by those known to them or, more rarely, by a stranger. Assessments will need to consider whether abuse has occurred or is likely to occur.”

7.0 TYPES OF ABUSE

- 7.1 The following definitions show some of the ways in which abuse may be experienced by a child but are not exhaustive:

- 7.2 **Physical abuse** is the causing of physical harm. This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating. Physical harm may also be caused when a parent or carer feigns the symptoms of or deliberately causes ill health to a child they are looking after.

- 7.3 **Emotional abuse** is persistent emotional neglect or ill treatment that has severe and persistent adverse effects on a child’s emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may involve the imposition of age – or developmentally – inappropriate expectations on a child.

It may involve causing children to feel frightened or in danger or exploiting or corrupting children.

Some level of emotional abuse is present in all types of ill treatment of a child, but it can also occur independently of other forms of abuse.

- 7.4 **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.

It may involve a parent or carer failing to provide adequate food, shelter or clothing, to protect a child from physical harm or danger, or to ensure access to appropriate medical care or treatment. It may also include neglect of, or failure to respond to a child’s basic emotional needs.

‘Persistent’ means that there is a pattern which may be continuous or intermittent which has caused or is likely to cause significant harm. However, single instances of neglectful behaviour by a person in a position of responsibility can be significantly harmful. Early signs of neglect indicate the need for support to prevent harm.

- 7.5 **Child sexual abuse (CSA)** is an act that involves a child under 16 years of age in any activity for the sexual gratification of another person, 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 or not the child is aware of what is happening.

The activities may involve physical contact, including penetrative or non-penetrative acts.

They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or in watching sexual activities, using sexual language towards a child or encouraging children to behave in sexually inappropriate ways.

For those who may be victims of sexual offences aged 16-17, child protection procedures should be considered. These procedures must be applied when there is concern about the sexual exploitation or trafficking of a child.

- 7.6 **Child sexual exploitation (CSE)** is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a person under 18 into sexual activity in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact. It can also occur through the use of technology. Children who are trafficked across borders or within the UK may be at particular risk of sexual abuse.
- 7.7 **Child trafficking** involves the recruitment, transportation, transfer, harbouring or receipt, exchange or transfer of control of a child under the age of 18 years for the purposes of exploitation. Transfer or movement can be within an area and does not have to be across borders. Examples of and reasons for trafficking can include sexual, criminal and financial exploitation, forced labour, removal of organs, illegal adoption, and forced or illegal marriage.
- 7.8 **Female genital mutilation (FGM)** is an extreme form of physical, sexual and emotional assault upon girls and women. It involves partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. Such procedures are usually conducted on children and are a criminal offence in Scotland. FGM can be fatal and is associated with long-term physical and emotional harm.
- 7.9 **Forced marriage** is a marriage conducted without the full and free consent of both parties and where duress is a factor. Duress can include physical, psychological, financial, sexual, and emotional abuse. Forced marriage is both a child protection and adult protection matter.

Child protection processes will be considered up to the age of 18. Forced marriage may be a risk alongside other forms of so called 'honour-based' abuse (HBA). HBA includes practices used to control behaviour within

families, communities, or other social groups, to protect perceived cultural and religious beliefs and/or 'honour'.

8.0 INDICATORS OF RISK

- 8.1 When Southside Housing Association staff make judgements about the risks and needs of a child, there are a range of indicators that should trigger assessment of risk and when appropriate, action. Not all the indicators are common, nor should their presence lead to any immediate assumptions about the level of risk for a child/young person. Where identified though, staff should act promptly and they should consider how they may impact the child.
- 8.2 A list of possible indicators is attached as **Appendix 1**.

9.0 REDUCTION OF RISK

- 9.1 Southside Housing Association will ensure that policies regarding the recruitment, selection and screening of staff reflect their commitment to ensuring that staff and volunteers are suitable, skilled and trained to meet their commitment to protect children. The Association is committed to ensuring services are directed to reducing the risk of abuse occurring and that staff receive appropriate support, supervision and training.
- 9.2 The Association will ensure that all staff and volunteers involved in recruitment, training and supervision, are aware of this policy and have received appropriate training and support to ensure its full implementation.
- 9.3 Staff will work closely with Social Work Services in assisting children who are assessed as being abused and/or where they are considered to be particularly at risk.
- 9.4 Customers will be made aware of the Association's Complaints Procedure.

10.0 CONFIDENTIALITY

- 10.1 If a child or young person may be at risk of harm this will always override a professional or organisational requirement to keep information confidential. Those employed or involved with the organisation have a responsibility to act to make sure that a child whose safety or welfare may be at risk is protected from harm. Parents should usually be notified of the concerns prior to referral. Consent should only be sought when the individual has a real choice over the matter. However, this might place the child in a more dangerous situation or prejudice the outcome of any subsequent Social Work Services or Police investigation. The family should be made aware of the circumstances when confidentiality needs to be breached. Preferably during the initial stages of contact with the family. Where there are these concerns, Social Work Services or Police will advise on when parents should be informed.

11.0 DATA PROTECTION

- 11.1 Southside Housing Association Tenants have a right to request copies of the personal information the Association keeps about them under the United Kingdom General Data Protection Regulation (UKGDPR) and Data Protection Act 2018. All staff should be aware that any personal information they record and/or process in relation to an individual may be accessed by that individual under the rights of access provided by the UKGDPR and Data Protection Act 2018.
- 11.2 The issue of information sharing between services and in respect of children and young people is noted in the National Guidance for Child Protection in Scotland (2021)¹
- 11.3 The UKGDPR and Data Protection Act 2018 introduce new elements to existing data protection law and staff must have due regard to the relevant data protection principles which allow them to share information, and which place increased importance on the Association being transparent and accountable in how we process personal data.
- 11.4 UK Data Protection laws do not prevent or limit the sharing of information for the purposes of keeping children and young people safe. As set out at Section 10.1 of this policy concerns about sharing information must not obstruct the need to protect the welfare or prevent harm or raising concerns with regard to welfare and harm.
- 11.5 Where there is a child protection concern, relevant information should be shared with police or other agencies without delay provided it is necessary, proportionate and lawful to do so. The Data Protection Act 2018 includes 'safeguarding of children and individuals at risk' as a condition that allows information sharing legally without consent if unable to, or where someone cannot reasonably be expected to gain consent from the individual, or if gaining consent could place a child at risk.

12.0 STAFF TRAINING AND DEVELOPMENT

- 12.1 As an allegation of abuse can come to the notice of any member of staff at any time, all staff members will be made aware of this policy and procedure and their responsibilities, with relevant staff receiving Child Protection training.
- 12.2 Staff can access the most up to date version of this policy on the SHA Hub – Policies area, or by request from your line manager.
- 12.3 In addition, staff can access National Guidance for Child Protection in Scotland here: <https://www.gov.scot/publications/national-guidance-child-protection-scotland-2021-updated-2023/>

¹ National Guidance for Child Protection in Scotland – *Information Sharing: Inter-Agency Principles* (Pg 27 – 31)

- 12.4 These procedures outline how all organisations work together to identify, investigate and respond to child protection concerns.
- 12.5 The Staff Training and Development plan identifies how staff training needs around child protection will be identified and met. Managers are responsible for ensuring that staff and volunteers are adequately trained and updated, especially where there are changes to guidance and legislation.
- 12.6 Staff development and training are necessary to support competence, confidence and supervisory understanding in child protection across all departments of the Association.
- 12.7 Staff who work directly with families, children and young people should be familiar with the trauma informed approach involved in child protection (NES, 2018). Staff should be aware of the impact harm can have for children.

13.0 RECORDING INFORMATION

- 13.1 All witnessed incidents of abuse will be recorded by staff using the Association's Incident Reporting Form.
- 13.2 The incident report must be completed with full details of the incident or grounds for suspicion and must include time, date, location, who was involved and details of mood and behaviour. Staff must record all known details of the child, and anyone else involved in the incident (age, date of birth, known disability or communication needs), anything the child or young person may have told you using, so far as possible, the words used by the child or young person should also be recorded. There must be a clear distinction made between factual information and subjective opinion. Staff must be aware that reports may form the basis for later legal action.
- 13.3 Recorded information may be viewed and accessed by a child's family members and multi-agency professionals within the child protection process and/or via rights of access set out in UK data protection laws.
- 13.4 Using this procedure will ensure that incidences are monitored and reviewed, and where appropriate, statistics made known to relevant bodies.
- 13.5 Given the potentially sensitive nature of such information, records, including any ongoing records, must only be accessed on a need-to-know basis and therefore should be stored accordingly to ensure that there is limited access to the information.
- 13.6 Where a staff member suspects abuse or risks of abuse, they should record this appropriately using our housing management system, alongside any referrals that are required to be made to other agencies.

14.0 REPORTING OF ABUSE

- 14.1 Be supportive to the child or young person; listening with care and not asking any unnecessary questions. What the child or young person is saying should be taken seriously and they should be advised that you will have to pass the information on.
- 14.2 You must write down the nature of your concern and anything that the child or young person may have told you using, so far as possible, the words used by the child or young person. Staff must sign and date the notes taken.
- 14.3 It is the responsibility of all staff to report any incident or suspicion of abuse **IMMEDIATELY** and without delay. Staff must immediately report the grounds of their concerns to Pauline Fletcher – Director of Housing & Communities, who will take steps to pass the information on to the appropriate person or organisation who will investigate the concerns.
- 14.4 Staff must not delay reporting their concerns. The Director of Housing & Communities should be advised on the same day the concerns arise. The Director of Housing & Communities will arrange to have the information reported by staff to Social Work Services within 24 hours.

In her absence, one of the staff listed in **APPENDIX 2** must be contacted.

- 14.5 Action should not be delayed in the unlikely event that a member of staff listed on **Appendix 2** is unavailable. The person raising concerns should seek the advice of the most senior person available.
- 14.6 If staff are unhappy with the response from the named person, they should contact the local Social Work Services Office and outline their concerns and the basis for them.
- 14.7 When any Southside Housing Association staff report a concern to statutory services, do not delay in sharing this even if you do not have all the information below. Whenever possible pass on the following information:
- Your name, contact details, agency and your involvement with the family;
 - The child's full name, age, date of birth and address. The child's current whereabouts and who they are with and what you are concerned about;
 - The name, age and address of the child's parents/carers and any other adults who might have care of the child;
 - Who it is thought might have harmed the child or may pose risk to them; where and when this might have happened;
 - Is the child in imminent danger?;
 - Any other children who may be at risk. Provide any names, ages you might know of;

- The name, age and address of any other person known to have information on the alleged or suspected abuse;
- Are there any other agencies involved with the family e.g. health visitor, teacher, nurse, support workers?;
- Are there any previous concerns about the child or the other children in the household?;
- Does the child have any disabilities. Provide information regarding diagnosis and communication needs?, and;
- Are there any cultural or faith-based factors which would need to be considered?

14.8 Social Work Service and Police details are included as **APPENDIX 3**.

15.0 NEXT STEPS

Action to be taken by the Named Person

- 15.1 All cases of suspected or alleged abuse must be treated seriously, and the local Social Work Services Office should be contacted immediately. The concerns should be clearly stated including the basis for them. When the local office is closed the Emergency Social Work Service should be alerted. (Contacts listed in **APPENDIX 3**)
- 15.2 The named Person should contact Social Work Services to pass on all relevant information verbally (see above about all information that need to be passed on). The Named Person should follow up in writing within 24 hours.
- 15.3 All telephone calls should be followed up in writing within 48 hours using the Glasgow Child Protection Committee Shared Referral Form attached as **APPENDIX 4**. This should be recorded on the relevant recording system the Association has in place.
- 15.4 If you are unhappy with the response from Social Work Services you can contact the local Police Office or the Reporter to the Children's Panel and outline your concerns to them. (Contacts listed in **APPENDIX 3**)

Action to be taken by Social Work Services or the Police

- 15.5 It is the duty of Social Work Services to investigate matters of concern in relation to the protection of the child or young person. Where it is alleged a crime has been committed against a child the matter is likely to be investigated jointly with the Police.
- 15.6 The investigating Social Worker / Police Officer may require to speak to the person with whom the concerns originated. Staff should co-operate fully with any future enquiries.

What to do in an emergency

- 15.7 If you are concerned about the immediate safety of a child, for example a child at risk of immediate harm or injury, contact the local Police office immediately. Do not delay, as this could result in serious injury to a child.
- 15.8 For telephone numbers see **Appendix 2** or call 999.

16.0 ALLEGATIONS REGARDING A STAFF MEMBER

- 16.1 It is recognised that Southside Housing Association staff are usually working with adults in their housing capacity. It is also acknowledged, however, that there are situations where there is contact directly with children who are under the supervision of another adult.
- 16.2 If you have observed a member of staff acting in a way that has caused you to be concerned or where allegations or suspicions about the behaviour of a member of staff are made, you should immediately contact Pauline Fletcher – Director of Housing & Communities, outlining your concerns and the basis for them. Whenever possible, the Chief Executive Officer should also be informed. The named person will take your concerns seriously and decide on an appropriate course of action. This may involve use of the Association's Disciplinary Procedure and/or a referral to Social Work Services/Police.
- 16.3 An interview should be arranged to advise the member of staff that the allegations have been made and that an investigation will be carried out, except when the police have been contacted and have advised a different course of action.
- 16.4 If the concerns involve the Named Person, this should be reported directly to the Chief Executive Officer or Social Work Services/Police.
- 16.5 Action, as is deemed necessary, should be taken to ensure the protection of all involved. This may include limiting duties or suspension pending the outcome of the investigation.
- 16.6 All allegations will be dealt with in the strictest confidence.
- 16.7 All members of staff should be aware that any inappropriate relationship with a child or young person in the course of their work constitutes gross misconduct and as such is subject to disciplinary action. It may also lead to a criminal prosecution and where the employee is a member of a registered body, they will be notified. Notification will also be made to the Care Commission and the funding body in line with registration and contractual requirements.

17.0 ALLEGATIONS REGARDING A RELATIVE OR CARER

- 17.1 The usual procedure for reporting and recording must be followed. However, there must be no delay in contacting the Social Work Services/Police.

18.0 ALLEGATIONS REGARDING A TENANT

- 18.1 The staff member should alert the Director of Housing and Communities as soon as possible and where appropriate and Social Work Services/Police will be notified.

19.0 REFERRAL TO THE POLICE

- 19.1 The Association acknowledges the right to contact the Police immediately if they become aware of allegations of abuse of a child whether from a tenant, a relative, friend or member of staff.

20.0 SUPPORTING THE CHILD OR YOUNG PERSON

- 20.1 The child or young person is likely to continue to be involved with the organisation following the reporting of the concerns. Links should be maintained with the Social Work Services office involved in any investigation, in order to offer the appropriate support to the child/family.
- 20.2 It is important that employees and those involved with the child or young person act in a supportive manner. You should:
- Continue to listen with care;
 - Reassure the child or young person he/she was right to tell, if appropriate;
 - Affirm the child or young person's feelings as expressed by them;
 - Not question/interrogate the child or young person;
 - Not show disbelief;
 - Avoid being judgmental;
 - Not introduce personal or third-party experiences of abuse, and;
 - Avoid displaying strong emotions.

21.0 HISTORICAL ABUSE

- 21.1 Where a child or adult discloses historical abuse, the Association's child protection procedure must be followed. A full discussion should take place with the Named Person to agree what course of action is required to ensure the safety and wellbeing of the individual and others.
- 21.2 Where there is information that an adult having care of or contact with a child has a history of any type of harm to child however historical this is, must be

actively considered as relevant information and should be shared with the Named Person.

- 21.3 A child who has been previously subjected to harm is at a greater level of risk of future harm and this should be considered by Southside Housing Association staff and volunteers as a factor in any risk assessment.

22.0 WHAT TO DO IF YOU HAVE GENERAL WELFARE CONCERNS ABOUT A CHILD

- 22.1 There are many circumstances that may cause harm to a child, and require a response, but fall short of a concern that a child is being abused. Nevertheless, a build-up of concerns over time may in time become serious enough that the child is considered to be at risk of abuse.

- 22.2 Where you have general welfare concerns about a child you should:

- Address the incidents as they arise with the parents/carers
- Discuss your concerns with your line manager;
- Liaise with other agencies that are working with the child, and;
- Record your actions and note your concern on the chronology of significant events. This can be done through case recording notes if applicable, and through the Incident Reporting process.

- 22.3 You should review general welfare concerns periodically, to see whether the build-up of concerns is significant enough to pass on to Social Work Services.

23.0 STAFF SUPPORT

- 23.1 Staff involved in any investigation of abuse will be offered ongoing support from the Association, including the opportunity to access Employee Counselling.

APPENDIX 1

The lists below are by no means exhaustive but are designed to give employees and people involved with the organisation some guidance on how to recognise indicators of risk of harm. Any information must be seen in the context of the child or young person's whole situation and circumstances.

Different types of abuse may overlap or co-exist. The following definitions are taken from National Guidance for Child Protection in Scotland 2014 and National Guidance for Child Protection 2021, as updated 2023.

1.0 Physical Abuse:

“Physical abuse is the causing of physical harm to a child or young person. Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child they are looking after.” (Para 34)

1.1 Indicators of Physical Abuse

- Unexplained injuries or burns, particularly if they are recurrent;
- Improbable excuses given to explain injuries;
- Refusal to discuss injuries;
- Untreated injuries or delay in reporting them;
- Excessive physical punishment;
- Arms and legs kept covered even in hot weather;
- Fear of returning home;
- Aggression towards others, and;
- Running away.

2.0 Emotional Abuse:

“Emotional abuse is persistent emotional neglect or ill treatment that has severe and persistent adverse effects on a child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may involve the imposition of age - or developmentally - inappropriate expectations on a child. It may involve causing children to feel frightened or in danger, or exploiting or corrupting children. Some level of emotional abuse is present in all types of ill treatment of a child; it can also occur independently of other forms of abuse.” (Para 35)

2.1 Indicators of Emotional Abuse

- Low self-esteem;
- Continual self-deprecation;
- Sudden speech disorder / refusal to speak;
- Fear of carers;
- Severe hostility / aggression towards other children;
- Significant decline in concentration span, and;
- Self-harm.

3.0 Sexual Abuse:

“Sexual abuse is any act that involves the child in any activity for the sexual gratification of another person, 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 or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of indecent images or in watching sexual activities, using sexual language towards a child or encouraging children to behave in sexually inappropriate ways (see also section on child sexual exploitation)”. (Para 36)

3.1 Indicators of Sexual Abuse

- Sleep disturbances or nightmares;
- Complaints of genital itching or pain;
- Self harm;
- Eating disorders;
- Unexplained pregnancy;
- Acting in sexually explicit manner;
- Anxiety / depression / withdrawn;
- Fear of undressing, e.g. for physical exercise;
- Low self-esteem;
- Inappropriate sexual awareness;
- Running away;
- Developmental regression, and;
- Lack of trust in adults or over familiarity with adults.

4.0 Neglect:

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. It may involve a parent or carer failing to provide adequate food, shelter and clothing, to protect a child from physical harm or danger, or to ensure access to appropriate medical care or treatment. It may also include neglect of, or failure to respond to, a

child's basic emotional needs. Neglect may also result in the child being diagnosed as suffering from 'non-organic failure to thrive', where they have significantly failed to reach normal weight and growth or development milestones and where physical and genetic reasons have been medically eliminated. In its extreme form children can be at serious risk from the effects of malnutrition, lack of nurturing and stimulation. This can lead to serious long-term effects such as greater susceptibility to serious childhood illnesses and reduction in potential stature. With young children in particular, the consequences may be life-threatening within a relatively short period of time (Para 38)

4.1 Indicators of Neglect

- Constant hunger or inappropriate / erratic eating patterns;
- Poor personal hygiene;
- Constant tiredness;
- Lack of adequate clothing;
- Failure to seek appropriate / necessary medical attention, and;
- Unhygienic home conditions.

5.0 Significant Harm:

Significant harm can result from a specific incident, a series of incidents or an accumulation of concerns over a period of time. It is essential that when considering the presence or likelihood of significant harm that the impact (or potential impact) on the child takes priority and not simply the alleged abusive behaviour. To understand and identify significant harm, it is necessary to consider:

- the nature of harm, either through an act of commission or omission;
- the impact on the child's health and development, taking into account their age and stage of development;
- the child's development within the context of their family and wider environment;
- the context in which a harmful incident or behaviour occurred;
- the capacity of parents or carers to meet adequately the child's needs, and;
- the wider and environmental family context.

6.0 Domestic abuse:

Domestic abuse is a pattern of controlling, coercive, threatening, degrading and/or violent behaviour, including sexual violence, by a partner or ex-partner. Domestic abuse is overwhelmingly experienced by women and perpetrated by men. It is a significant societal issue that can affect someone regardless of age, race or ethnicity,

class, disability, or whether they have children – anyone can be a victim of abuse (Scottish Women's Aid, 2025). Domestic abuse is not limited to physical violence. It often involves patterns of controlling, coercive, threatening, degrading, and harmful behaviour that may leave no visible injuries but can have devastating consequences, including loss of life. All forms of abuse, whether physical, emotional, psychological, sexual, or financial are serious and require an appropriate response, and we have a key role to play.

Domestic abuse should always flag up to staff the vulnerability of the child as a victim as well as the adult being abused. In addition, any previous incidence of abuse to a child in the current household or previous households by the parent or carer must be fully considered and never ignored. A child that has been previously subjected to harm is at greater risk of future harm and this should be considered by Southside Housing Association staff.

7.0 Child criminal exploitation (CCE):

CCE is a cause of significant harm and should trigger child protection processes and consideration of relevant preventative action. CCE is not defined in law, but practitioners should be alert to the possibility that some children who are victims of trafficking may be exploited by gangs and organised criminal networks. CCE can be associated with 'county lines', which refers to criminal exploitation by gangs which export illegal drugs into one or more areas (within the UK). Gangs may use dedicated mobile phone lines or other form of 'deal line'. Such gangs are known to exploit children and vulnerable adults to move (and store) drugs and money and often use coercion, intimidation, violence (including sexual violence) and weapons. However, CCE can also occur in the absence of these features.

Child criminal exploitation takes a variety of different forms and affects both male and female children. It can include children being forced to work in cannabis factories, being coerced into moving drugs or money across the country, forced to shoplift or pickpocket, or forced to threaten other young people.

7.1 'Cuckooing':

Practitioners should also be alert to reports which may indicate someone's home has been taken over by intimidation or other means for the purpose of criminal activities.

7.2 Indicators of cuckooing might include:

- bags of clothing or bedding around the address;
- increased visitors throughout the day or night;
- increased vehicles outside the address, including taxis, new vehicles and hire cars;
- increased anti-social behaviour in the area;
- disengagement with support services;

- drug paraphernalia around the address, and the smell of drugs such as cannabis, and;
- barricades within and around the address, including weapons

APPENDIX 2

NAMED PERSON FOR SOUTHSIDE HOUSING ASSOCIATION LTD	
Name	Pauline Fletcher
Position within Organisation / Title:	Director of Housing & Communities
Address	Southside House 135 Fifty Pitches Rd Glasgow G51 4EB
Telephone Number [Daytime]:	0141 422 1112 Extn. 144
STAFF TO BE CONTACTED IN THE ABSENCE OF THE NAMED PERSON FOR SOUTHSIDE HOUSING ASSOCIATION LTD	
Name	Jenna Stevenson
Position within Organisation / Title:	Housing Manager
Address	Southside House 135 Fifty Pitches Rd Glasgow G51 4EB
Telephone Number [Daytime]:	0141 422 1112 Extn. 303
Name	Chris O'Brien
Position within Organisation / Title:	Housing Manager
Address	Southside House 135 Fifty Pitches Rd Glasgow G51 4EB
Telephone Number [Daytime]:	0141 422 1112 Extn. 163

APPENDIX 3

GLASGOW CITY HEALTH AND SOCIAL CARE PARTNERSHIP SOCIAL WORK SERVICES OFFICES	
Contact Health and Social Care Connect	0141 287 0555
Out with Office Hours Phone	0300 343 1505
Local Office Information	https://hsciglasgow.org/article/14620/Local-social-work-offices

POLICE SCOTLAND	
How to report child sexual abuse?	Greater Glasgow division police stations
If you suspect someone is in immediate danger, call 999. If it is not an emergency, please get in touch by: Calling 101 or using the on-line form. Visiting a Police Station in person	https://www.scotland.police.uk/police-stations/greater-glasgow-police-stations/
If a child or young person under 18 is worried about online sexual abuse or the way someone has been communicating with them online, they can report it to CEOP. The CEOP child protection advisors will work to keep that child safe from sexual abuse and grooming online.	

OTHER USEFUL CONTACTS	
SCOTTISH CHILDREN'S REPORTERS ADMINISTRATION	GLASGOW CHILD PROTECTION COMMITTEE WEBSITE
https://www.scra.gov.uk/	http://www.glasgowchildprotection.org.uk

APPENDIX 4

GLASGOW CHILD PROTECTION COMMITTEE

SHARED REFERRAL FORM

The Shared Referral Form and further guidance and information is available from:

<https://www.glasgow.gov.uk/article/4039/Information-request-to-Health-and-Social-Care-Connect>

When dealing with any child protection concerns, please use the checklist below.

CHILD PROTECTION AND SAFEGUARDING CHECK LIST FOR ACTION

To be read in conjunction with Southside Housing Association Child Protection Policy and Procedure

- ☐ What is my concern?
- ☐ Am I clear about my concerns?
- ☐ Have I discussed and shared my concerns with my line manager/Named Person?
- ☐ What have I seen/heard/been told?
- ☐ What impact do I think this is having on the child/young person?
- ☐ How safe is the child?
- ☐ Have I considered the age and stage of development of the child?
- ☐ Are there any other children I should be concerned about?
- ☐ Does this need to be shared with social work/Police Scotland immediately?
- ☐ Do I need to complete a Critical Incident Form or make a Referral to Social Work?
- ☐ Who else can help?
- ☐ Do I need to speak to any other agencies?
- ☐ Have I written down my concerns or recorded what happened?
- ☐ Who do I need to share this information with, and do I need consent?



Southside Housing Association

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E: CSD@southside-ha.co.uk

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Glasgow
G51 4EB