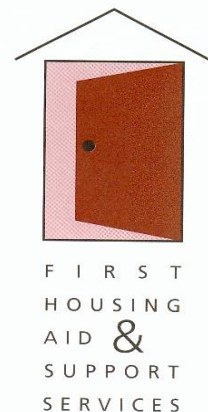


CHILD PROTECTION AND YOU FIRST HOUSING POLICY AND PROCEDURE GUIDE



This Policy and Procedural guide encompasses the Children's Services Co-Operation Act (NI) 2015. The legislative framework for Northern Ireland's child protection system is set out in The Children (NI) Order 1995 which sets out parental responsibilities and rights and the duties and powers public authorities have to support children. It also incorporates guidance from Document Keeping Children Safe Our Duty to Care (Volunteer Now) 2017

POLICY STATEMENT

The purpose of this document is to inform all staff and volunteers of FHASS safeguarding policy in relation to children and young people and to ensure our commitment to practices, which protect children and young people from harm.

First Housing believes that it is always unacceptable for a child or young person to experience abuse of any kind. Any staff member whose work may bring them into contact with children and young people has a responsibility to report concerns about their safety and well-being. Effective Child Protection is firmly based on co-operation and commitment between staff and agencies and shared decision-making. It therefore follows, that safeguarding children and young people is characterised by joint working, shared decision making, and by a management overlay that ensures that in each case, that decisions are taken and that plans are always fully implemented. The systems for child protection are primarily to protect the interests of children and young people considered to be at risk. It also recognises that good child protection policies and protocols also protect staff

To ensure good practice and multi agency collaboration FHASS has adopted guidance from [Document Keeping Children Safe Our Duty to Care \(Volunteer Now\) 2017](#)

A copy of this document is held at Head Office and in each individual project.
A copy can also be viewed in First Housing One Drive Organisational Policies 2018

We will endeavour to safeguard children and young people by:

- a) Implementing Regional Policies and Procedures throughout the organisation.
- b) Reporting concerns to the relevant safeguarding bodies
- c) Following procedures carefully for recruitment and selection of staff, and volunteers; and
- d) Providing effective management for staff, and volunteers through support and training.

In addition to these policies and procedures the framework for the sharing of information about those who pose a risk to children can be found in:

- ❖ Chapter 8 of 'Co-operating to Safeguard Children'
- ❖ MASRAM Practice Guide – (Multi-agency Procedures for the Assessment and Management of Sex Offenders)

Copy of Preliminary Assessment UNOCINI for the purpose of safeguarding can be found in Policies 2018 held in First Housing One Drive document for sharing policies to everyone who works for the organisation. This form can be used to make referrals Website – www.dhsspni.gov.uk/unocini

Following the Criminal Justice (NI) Order 2008, from October 6, 2008, the MASRAM arrangements were placed on a statutory footing under a new name of the Public Protection Arrangements Northern Ireland (PPANI).

Governance Arrangements

FHASS is committed to reviewing its Safeguarding & Child Protection Policy and Code of Practice. Our Senior Management Group led by our Safeguarding Champion, will conduct reviews of Policies and Procedures at regular intervals, no less than 3 years and in response to changes in legislation. The Chief Officer and Board of Directors have overall responsibility for ratifying all policies within First Housing.

Reviewed 6 June 2019 Next Review Date June 2022

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CHILD PROTECTION AND YOU

A good practice guide for all First Housing Staff

INTRODUCTION

If you are concerned that a child may have been abused or neglected, this guide will help you to meet your legal, professional and ethical duties to protect the child.

It is written in the form of questions and answers that provide clear and simple messages to help you protect children.

First Housing Aid & Support Services have approved it for use by all First Housing Staff including anyone whose primary work is with adults but may have contact with children.

Remember, you have a personal and professional responsibility to act if you have concerns about child abuse and neglect.

Who may be the alleged Abuser?

Children and young people may be abused by a wide range of people including relatives and family members, professional staff, paid care workers, other vulnerable children, volunteers, other service users, neighbors, friends, associates, people who deliberately exploit children, strangers and opportunistic people.

Staff should be aware that by the nature of their work with children and young people they too fit in to the above list of potential abusers. Working with children puts people in a position of power and sometimes this power can be abused.

First Housing has a Code of Conduct and Professional and Personal Boundaries Policy See Employee Handbook to protect both children young people and staff. These and other related policies outlined in this document form part of our safeguarding children, young people and vulnerable adult procedures and practices.

Professional Abuse

A professional is any one, who is in a contractual relationship with an agency which results in them being in a position of trust in relation to children and young people, Professional abuse is seen to be significant harm caused by professionals.

Examples of professional abuse,

- ❖ To take advantage of child or young persons trust
- ❖ To exploit their vulnerability
- ❖ Fail to act in their best interests
- ❖ Fail to keep professional boundaries

THE INTERESTS OF CHILDREN COME FIRST.

1. SUMMARY OF WHAT TO DO IF YOU ARE CONCERNED ABOUT CHILD ABUSE OR NEGLECT

- **LISTEN TO THE CHILD**
- **SPEAK TO YOUR LINE MANAGER**
- **TAKE ALL CONCERNS AND DISCLOSURES SERIOUSLY**
- **DO NOT CONDUCT YOUR OWN INVESTIGATION**
- **DO NOT ACCUSE ANYONE**
- **WRITE DOWN WHAT YOU ARE CONCERNED ABOUT**
- **GET HELP IMMEDIATELY-SEE THE FLOW CHART**
- **PUT THE INTERESTS OF THE CHILD FIRST**

- **REMEMBER THAT GOOD CHILD PROTECTION PRACTICE PROTECTS YOU**

THE INTERESTS OF CHILDREN COME FIRST

2. WHAT'S MY ROLE WHEN CHILDREN NEED PROTECTION?

- All members of First Housing staff are required, by the Children (NI) Order 1995 to protect children. If you work for First Housing then child protection is your business.
- The principles that must govern work with children and their families are set in Appendix 1. Parents and children should be treated with respect but the interests of the child must always come first.
- **It is not your job to conduct your own investigation, neither should you accuse parents.**
- You have a clear duty, however to notify the appropriate person in First Housing, using the flow chart in section 4, of any concerns that you have and give them any assistance they ask of you.
- You should then co-operate fully with any investigating agency representative e.g. Social Services or PSNI.

THE INTERESTS OF CHILDREN COME FIRST.

3. RECOGNISING CHILD ABUSE WHEN SHOULD I BE WORRIED?

The following signs may signal the presence of child abuse or neglect.

- Shows sudden changes in behaviour or school performance
- Has not received help for physical or mental problems brought to the parent's attention
- Has learning problems (or difficulty concentrating) that cannot be attributed to specific physical or psychological causes
- Is always watchful, as though preparing for something bad to happen
- Lacks adult supervision
- Is overly compliant, passive, or withdrawn
- Comes to school or other activities early stays late, and does not want to go home

The Parent:

- Shows little concerns for the child
- Denies the existence of- or blames the child for- the child's problems in school or at home
- Asks teachers or other caregivers to use harsh physical discipline if the child misbehaves
- Sees the child as entirely bad, worthless, or burdensome
- Demands a level of physical or academic performance the child cannot achieve
- Looks primarily to the child for care, attention, and satisfaction of emotional needs

The Parent & Child:

- Rarely touch or look at each other
- Consider their relationship entirely negative
- State that they do not like each other

Types of abuse:

The following are some signs often associated with particular types of abuse: physical abuse, neglect, sexual abuse, and emotional abuse. It is important to note, however, that these types of abuse are more typically found in a combination than alone. A physically abused child, for example, is often emotionally abused as well, and a sexually abused child also may be neglected.

Signs of Physical Abuse

Consider the possibility of physical abuse when the **child**:

- Has unexplained burns, bites, bruises, broken bones, or black eyes
- Has fading bruises or other marks noticeable after an absence from school
- Seems frightened of the parents and protests or cries when its time to go home
- Reports injury by a parent or other adult caregiver

4. THE INTERESTS OF CHILDREN COME FIRST.

Consider the possibility of physical abuse when the **parent or other adult caregiver**:

- Offers conflicting, unconvincing, or no explanation for the child's injury
- Describes the child as "evil" or in some other very negative way
- Uses harsh physical discipline with the child
- Has a history of abuse as a child

Signs of Neglect:

Consider the possibility of neglect when the **child**:

- Is frequently absent from school
- Begs or steals food or money
- Lacks needed medical or dental care, immunizations, or glasses
- Is consistently dirty and has severe body odour
- Lacks sufficient clothing for the weather
- Abuses alcohol or other drugs

- States that there is no one at home to provide care

Consider the possibility of neglect when the **parent or other adult caregiver**:

- Appears to be indifferent to the child
- Seems apathetic or in a bizarre manner
- Is abusing alcohol or drugs

THE INTERESTS OF CHILDREN COME FIRST.

Signs of sexual abuse

Consider the possibility of sexual abuse when the **parent or other adult caregiver**:

- Is unduly protective of the child or severely limits the child's contact with other children, especially of the opposite sex
- Is secretive and isolated
- Is jealous or controlling with family members

Signs of Emotional Maltreatment

Consider the possibility of emotional maltreatment when the **child**:

- Shows extremes in behaviour, such as overly compliant or demanding, extreme passivity, or aggression
- Is either inappropriately adult (parenting other children, for example) or inappropriately infantile (frequently rocking or head-banging, for example)
- Is delayed in physical or emotional development
- Has attempted suicide
- Reports a lack of attachment to the parent

THE INTERESTS OF CHILDREN COME FIRST.

Consider the possibility of emotional maltreatment when the **parent or other adult caregiver**:

- Constantly blames, belittles, or berates the child
- Is unconcerned about the child and refuses to consider offers of help for the child's problems
- Overtly rejects the child

Risks Posed by Communications Technology

Staff also need to be aware of the important role that Social networking plays in the way in which children and young people communicate today, however First Housing also recognises the potential safeguarding issues social networking brings therefore First Housing recommends that it is good practice for all staff to follow the guidelines outlined in this staff guidance document

What is Social Media?

Social media refers to the latest generation of interactive online services such as blogs, discussion forums, podcasts, and instant messages. Examples

- Social networking sites e.g. Bebo, Face-book, My Space Hi5
- Micro- blogging services e.g. Twitter
- Video –sharing services e.g. U Tube
- Photo-sharing services e.g. Flickr
- Online games and virtual reality e.g. Second Life

Most children and young people use the Internet positively but sometimes behave in ways that may place themselves at risk. Some risks do not necessarily arise from the technology itself but result from offline behaviors that are extended into the online world, and vice versa. Potential risks can include, but are not limited to

- Bullying by peers and people they consider ‘friends’;
- Posting personal information that can identify and locate a child offline;
- Sexual grooming, luring, exploitation and abuse contact with strangers;
- Exposure to inappropriate content;
- Involvement in making or distributing illegal or inappropriate content;
- Theft of personal information;
- Exposure to information and interaction with others who encourage self harm;
- Exposure to racist or hate material;
- Encouragement of violent behavior, such as ‘happy slapping’;
- Glorifying activities such as drug taking or excessive drinking;

- Physical harm to young people in making video content, such as enacting and imitating stunts and risk taking activities; and
- Leaving and running away from home as a result of contacts made online.

First Housing will ensure that social media safeguarding issues are fully integrated into our existing safeguarding policies and procedures

We will adhere to existing good practice policies including safeguarding and child protection, privacy of personal information, the use of photographs and acceptable behavior.

We will continue to review our existing safeguarding policies and procedures to ensure that they address online safeguarding issues, including the potential risks to children and young people online, sexual exploitation, online grooming and cyber bullying.

Staff should ensure at all times that children and young people within all First Housing Projects are appropriately supervised at all times in the use of social media.

PLEASE REMEMBER!

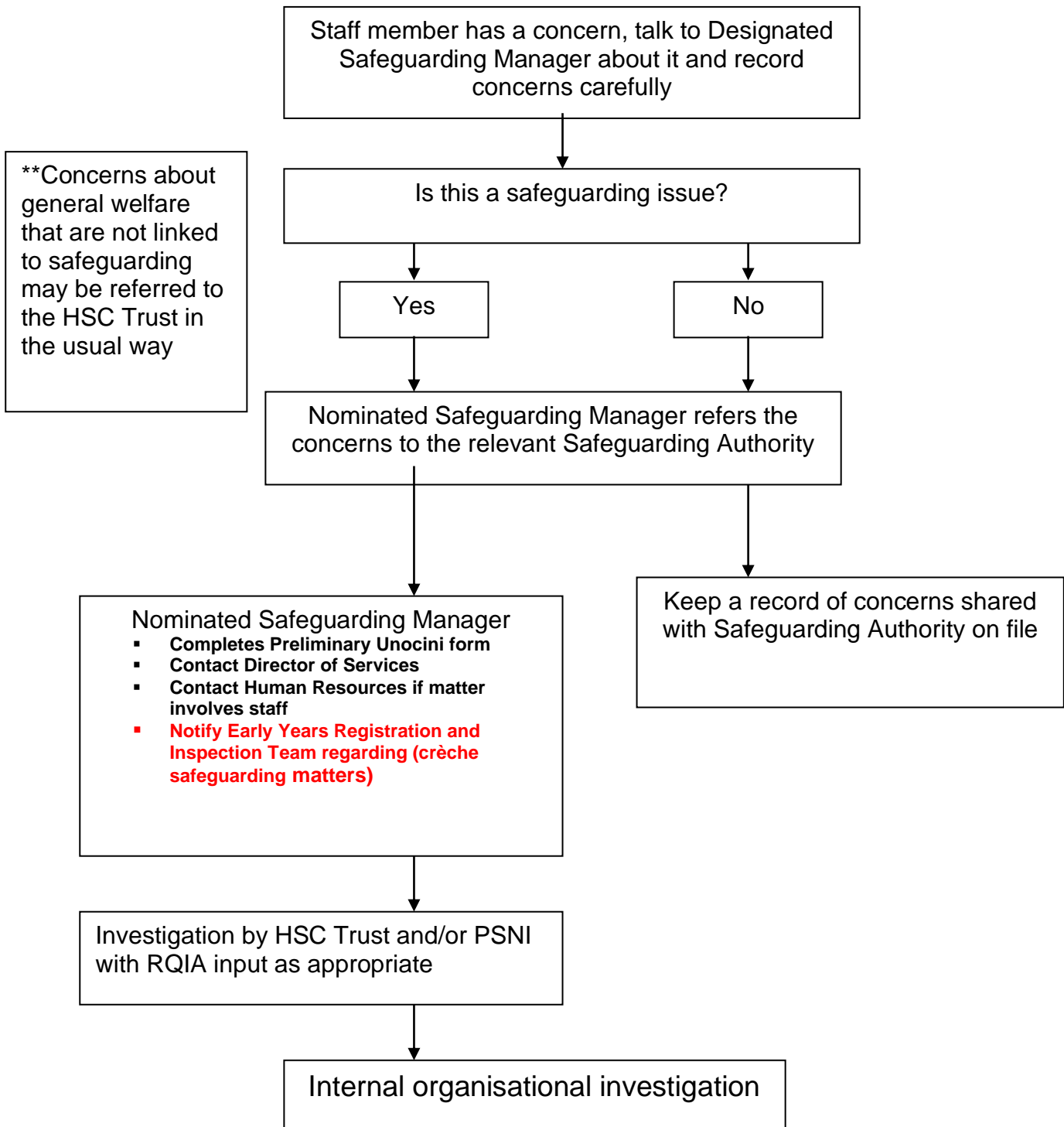
- Disabled children are especially vulnerable to abuse and neglect
- If you are worried about something that does not fit neatly into any of the above categories, get help
- A more complete statement of signs and symptoms can be found in the Document Keeping Children Safe Our Duty to Care Section 4 located within your Project.
- A medical diagnosis of illness does not exclude the possibility of abuse occurring at the same time. Sick children can also be abused.
- Don't forget you can contact expert nursing, medical, police or social work help to discuss your concerns before deciding to make a referral.
- You should get help even if no one else within your Project shares your concerns.
- If you are concerned about the conduct of a member of staff, contact your line manager. Some child abusers actually work with children.

THE INTERESTS OF CHILDREN COME FIRST.

4.WHERE CAN I GET HELP?

(CHILD PROTECTION FLOW CHART)

REPORTING PROCEDURE – FLOW CHART



What information do I need to make a Referral?

FORM FOR REPORTING CHILD PROTECTION CONCERNS

CONFIDENTIAL

Where a referral is made, this form will be sent to the children's social care services as a written confirmation of the referral with a copy retained by the DSP.

Name of Child

Child _____

Age if known

Date _____

Venue _____

What prompts your concerns? Please be specific and include the dates and times of any incidents

Were there any physical or behavioural signs? Any other causes for concern?

Have you spoken to the child? If so, what was said?

Have you spoken to the child's parents / carers? If so, what was said?

Has anybody been alleged to be the abuser? If so, give details.

Please give your name and contact details.

Signature_____ Today's date_____

This form must be completed and given, or sent in a sealed envelope marked "Private & Confidential", to FHASS's Designated Safeguarding Person in the appropriate departments:

DESIGNATED SAFEGUARDING PERSONS

FHASS has appointed Project Managers as the Designated Safeguarding Persons (DSP) who are responsible for dealing with any concerns about the protection of children and young people

The role of the Designated Safeguarding Person is to:

1. Know which outside child protection agency to contact in the event of a child protection concern coming to the notice of FHASS.
2. Provide information and advice on child protection within FHASS.
3. Ensure that appropriate information is available at the time of referral and that the referral is confirmed in writing under confidential cover.
4. Liaise with local children's social care services and other agencies, as appropriate.
5. Keep relevant people within FHASS informed about any action taken and any further action required, for example, disciplinary action against a member of staff

6. Ensure that a proper record is kept of any referral and action taken, and that this is kept safely and in confidence.
7. Advise FHASS of safeguarding and child protection training needs.
8. The Designated Safeguarding Person in conjunction with the Director of Operations will liaise with the relevant Child Protection Teams to review the operation of the Safeguarding & Child Protection Policy on a regular basis, to ensure the procedures are working and that it complies with current best practice. **Please note we also have in place within First Housing a Safeguarding Champion (Eileen Best) details below.**

FHASS CONTACT ADDRESSES AND TELEPHONE NUMBERS

Mrs Phil Mahon
Chairperson First Housing Aid & Support Services
23 Bishop Street
Derry BT48 6PR
Telephone 02871266115

Eileen Best
Director Of Operations
23 Bishop Street
Derry BT48 6PR
Telephone 02871 266115 Ex 225

Sinead Mc Fadden
Head Of HR
23 Bishop Street
Derry BT48 6PR
Telephone 02871 266115 Ex 223

REGIONAL EMERGENCY SOCIAL WORK SERVICE

**Provide an emergency out of hours Social Work Service
for the population of Northern Ireland Tel: (028) 9504 9999**

The aim of the RESWS is to provide an emergency social work service outside normal office hours, which responds to a wide range of people in crisis and **which cannot be left until the next day.**

6. WHAT SHOULD I TELL PARENTS?

- **THAT YOU HAVE CONCERNS**
- **THAT YOU HAVE NO CHOICE BUT TO SPEAK TO THE DESIGNATED CHILD PROTECTION PERSON.**
- **CONFIDENTIALITY IS RESPECTED AND INFORMATION SHARED WILL BE DONE ONLY ON A NEED TO KNOW BASIS**

CHILD PROTECTION CONCERNS WILL ONLY BE WITHHELD FROM PARENTS WHEN DIRECTED BY INVESTIGATING AUTHORITIES i.e. PUBLIC PROTECTION UNIT, PSNI, OR GATEWAY TEAM, OR WHERE STAFF FEEL THE SHARING OF INFORMATION WOULD PLACE A CHILD AT FURTHER RISK

- **WHEREVER POSSIBLE THE PARENTS AGREEMENT SHOULD BE OBTAINED BEFORE MAKING A REFERRAL TO ANOTHER AGENCY. IN SOME CIRCUMSTANCES, HOWEVER, AGREEMENT MAY NOT BE GIVEN BUT THE PROTECTION OF THE CHILD WILL REQUIRE THE REFERRAL TO BE MADE IMMEDIATELY.**
- **THEY SHOULD BE ADVISED OF THE INTENTION TO REFER CONCERNS TO SOCIAL SERVICES.**
- **THERE MAY BE SITUATIONS WHEREBY CONSENT WILL NOT BE SOUGHT. THE WELFARE OF THE CHILD WILL BE PARAMOUNT**
- **SAFEGUARDING CONCERNS WILL BE BROUGHT TO THE ATTENTION OF THE CHAIR OF FIRST HOUSING WHO IS MRS PHIL MAHON. THE DIRECTOR OF OPERATIONS WILL BE RESPONSIBLE FOR COMMUNICATING THESE CONCERNS.**

THE INTERESTS OF CHILDREN COME FIRST

IF I SPEAK OUT, AM I BREAKING CONFIDENTIALITY?

- **NO!**
- **The interests of children are the most important consideration.**
- **You must act if you suspect or come across child abuse or neglect.**
- **First Housing Code of Conduct Working with Children and Young People affirms this principle (see Appendix 3)**
- **Don't forget that secrecy and child abuse can go together.**
- **Secrecy protects adults-not children.**

THE INTERESTS OF CHILDREN COME FIRST.

8. WHAT, WHERE AND WHEN SHOULD I WRITE DOWN?

- **Recording is essential part of child protection.**
- **Remember that in the event of legal action “no records means no offence”**

- **Staff should accurately record all concerns and observations in service user case notes.**
- **Note the nature of your concerns and any explanation given by the child or parents clearly in file.**
- **Notes should be at the same time or at least as close as possible to any event but no later as within 24 hours.**
- **Notes should be factual, consistent and accurate.**
- **They should be signed (full signature) and dated.**

THE INTERESTS OF CHILDREN COME FIRST

WHAT HAPPENS NEXT?

- **Social Services have a legal duty to investigate concerns about children to ensure their protection.**
- **The police (PSNI) may also investigate to determine if a crime has occurred.**
- **These separate investigations are carefully co-ordinated to minimise inconvenience to the child.**
- **You must provide any assistance you can to social workers or police officers carrying out this task.**
- **You may be invited to attend a meeting called a case- conference (see Glossary in Appendix 1) or, very unusually, to court.**

THE INTERESTS OF CHILDREN COME FIRST

10. EMERGENCY ACTION

- **Social Services provide 24hr cover every day. See Appendix 2 for telephone numbers.**
- **Remember that the police have emergency powers, called a Police Protection Order (see Glossary in Appendix 1), to protect children.**
- **Regional Emergency Social Work Number is 02895049999**

THE INTERESTS OF CHILDREN COME FIRST

WHAT ABOUT ME?

- **Remember you are not alone. Your Line Manager and the designated Child Protection Officer will support you before, during and after you have concerns.**
- **Children are alive and well today because people like you spoke out.**

THE INTERESTS OF CHILDREN COME FIRST

APPENDIX 1

GLOSSARY OF TERMS

*(BASED, AS APPORRIATE, ON THE CHILDREN (NI) ORDER 1995
OR "CO-OPERATING TO SAFE GUARD CHILDREN" 2003)*

"Assessment Framework" is short for the "Multi-disciplinary Framework for the Assessment of Children in Need and their Families". It records the combined views of nursing, medical, social work and other disciplines about risks and need in relation to a child who is the subject of a "comprehensive assessment".

"Care Order" is an order under the Children Order that authorises the applicant to place a child in the care of Social Services.

"C.A.R.E. Unit" Child Abuse and Rape Enquiry (C.A.R.E.) Units are comprised of specially trained police officers dedicated to investigating child abuse and sexual offences against adults.

"Case Conference" is a special meeting chaired by Social Services to share and evaluate information gathered during a child protection investigation. The meeting decides if a child's name is placed on the child protection register and, if so, develops a child protection plan.

"Child" means a person under the age of 18.

Social Services, NSPCC and/or Police must carry out "Child Protection Investigation" if a child is suffering or likely to suffer significant harm.

"Child Protection Plan" is a plan that sets out actions to be taken and support mechanisms to be put in place to manage the risks to a child.

"Child Protection Register" lists all children in an area who are subjected to child protection plans.

"Comprehensive Assessment" is a detailed multi-disciplinary assessment undertaken in the context of a child protection investigation.

"Co-operating to Safeguard Children" is a legally binding document produced by the Department of Health, Social Services and Public Safety. It sets out how organisations that work with children are to protect them and support their families.

"Emergency Protection Order" is an order under the Children Order that authorises Social Services' preferred method of intervention when concerns are raised about children.

“**Joint Protocol**” is short for the “Protocol for the Joint Investigation by Social Workers and Police Officers of Alleged and Suspected Cases of Child Abuse”. This ensures that child protection and investigations are properly co-ordinated to minimise their impact on children.

“**Look-after Children**” means young people aged 18 years or under who are in the care of social services.

“**Leaving and Aftercare Team**” helps young adults under 21 years of age who previously were “looked-after”.

“**Named Nurse for Child Protection**” must be appointed by a Hospital Trust to provide, among other things, advice and guidance about child protection.

“**Out of Hours Service**” is a 24hr emergency service provided by Social Services outside normal office.

“**Paramount Principle**” is a fundamental requirement of the Children (NI) Order 1995 that obliges to put the interests of children first.

“**Parental Responsibility**” means all the rights, duties, powers and responsibilities, which by law a parent of a child has in relation to a child and his property.

“**Police Protection Order**” **Police may take immediately** if a child is suffering, or is likely to suffer, significant harm. It must be authorised by a PSNI Inspector and lasts for 72 hours.

“**Regional ACPC Child Protection Policy and Procedures**” are the common policy and procedures that have been drawn up by the four Area Child Protection Committees for use across N. Ireland.

“**Significant harm**” is the legal term for child abuse. This may involve sexual abuse, emotional abuse and neglect. (See Co-operating To Safeguard Children 2.2 for detailed definitions).

“**Strategy Discussion**” is a conversation, either by telephone or in person, between the person making a referral and representatives of investigating and other agencies that know a child to determine protective action needs to be taken and to agree what needs to happen next.

Safeguarding Champion is a single point of contact for all matters relating to Safeguarding inclusive of ensuring that everyone is aware of policies, training DBS checks are completed by all employees within First Housing. The Safeguarding Champion is also available to give advice on Safeguarding matters and ensure that everyone is acting within their role in relation to safeguarding matters.

THE INTERESTS OF CHILDREN COME FIRST.

APPENDIX 2

USEFUL TELEPHONE NUMBERS

GATEWAY TEAMS

Derry Office - Whitehill, 106 Irish Street, Derry - Londonderry BT47 2ND
Tel 028 7131 4090

Omagh Office - Tyrone & Fermanagh Hospital, Omagh, Co Tyrone BT79 0NS
Telephone 028 8283 5156

Enniskillen Office - 2 Coleshill Road, Enniskillen, Co Fermanagh BT74 7HG
Tel 028 6634 4103

Belfast Office - 110 St Field Road, Belfast, BT8 6HD
Tel 02890507000

Should you need to report any incident of child abuse contact the police service on 101, the non-emergency telephone number, where you will be put in contact with a specially trained police officer?

In an emergency situation dial 999.

**Social Services Out of Hours can be contacted through:
Emergency Regional Social Work Services 02895049999**

PSNI Public Protection Units (PPUs) 0845 600 8000 You will be required to specify your location

THE INTERESTS OF CHILDREN COME FIRST.

APPENDIX 3

STAFF CODE OF CONDUCT

WHAT TO BE MINDFUL OF WHEN WORKING WITH CHILDREN AND YOUNG PEOPLE

First Housing Aid & Support Services Working with Children and Young People

CODE OF CONDUCT

It is not possible to provide a definitive set of rules, which covers every event that may arise when dealing with children and vulnerable adults.

Nevertheless there is a recognised minimum standard, which should apply, and which if followed will avoid many difficulties within your work.

This code is not only for the benefit of the safety of the child but is also designed for the protection of all First Housing staff

STAFF MUST

- **Implement the child protection policy at all times**

STAFF MUST NEVER

- Engage in rough physical games or enter into any form of horseplay with children or vulnerable adults.
- Allow inappropriate touching of any kind, nor engage in any form of inappropriate touching.
- Do things for a child that a child can do for itself, or that a parent or guardian can do for them.
- Physically restrain a child except in cases where the use of such force, as is reasonable* in the circumstances,

* Is required to prevent the child committing an offence or causing personal injury to, or damage to the property of, any person (including the child him/herself).

- Make sexual suggestive comments to or innuendo remarks to or within the earshot of the child or in their presence.

THE INTERESTS OF CHILDREN COME FIRST.

APPENDIX 4

RELATED POLICIES AND PROCEDURES

FIRST HOUSING LIST OF RELATED POLICIES

REGIONAL STANDARDS CHILD PROTECTION STANDARDS AND GOOD PRACTICE GUIDE

KEEPING CHILDREN SAFE OUR DUTY TO CARE (VOLUNTEER NOW 2017

SAFEGUARDING STAFF GUIDANCE MANUAL POLICY AND PROCEDURE

COMPLAINTS POLICY/PROCEDURES

PROTECTION FROM ABUSE

STAFF CODE OF CONDUCT / PROFESSIONAL BOUNDARIES POLICY

CONFIDENTIALITY POLICY

RECORDING OF INFORMATION

DATA PROTECTION



REGIONAL EMERGENCY SOCIAL WORK SERVICE

Providing an emergency out of hours Social Work Service for the population of Northern Ireland

The aim of the RESWS is to provide an emergency social work service outside normal office hours, which responds to a wide range of people in crisis and **which cannot be left until the next day.**

People in crisis include

- Children & young people
- Older people
- People with mental health problems
- People with learning difficulties
- People with physical difficulties

Families and carers of all these groups

Contacting the RESWS Tel 028 9504 9999

When you contact the out of hours service your call will be answered by a Switchboard Operator who will take contact details from you, such as your telephone contact number, and they will inquire as to the nature of your call. The Telephonist will then pass your details to one of the Social Workers who will ring you back. All Social Workers are experienced in dealing with emergency and crisis situations.

What happens next?

The social worker will, then either:

- **Provide advice and guidance to assist you in dealing with the emergency.**
- **Arrange to provide necessary services**
Recommend that you contact another agency
- **Refer you to your local office on the next working day.**
- **Visit to make an assessment of the emergency.**

This service will be dealt with according to the social worker's evaluation of the risk and its urgency.

5pm to 9am Monday to Thursday
5pm on Friday to 9am Monday
There is 24-hour cover over public holidays