

Presentation Ireland's 'The Lantern Community Project' Safeguarding Children Policy and Procedures

Presentation Ireland's 'The Lantern Community Project' Safeguarding Children Policy and Procedures Document was adopted by the Presentation Ireland Management Committee on June 19th 2014.

It will be reviewed as soon as possible after any review of *Safeguarding Children* and any changes in relevant legislation and at least after three years.

All Presentation Ireland 'The Lantern Community Project' personnel* are required to accept, in writing, this document.

Signed on behalf of the Presentation Management Committee:

Sr. Nano Brennan
Chairperson

Date: _____

*Presentation Sisters, employees, volunteers

CONTACT NUMBERS

There is a designated person to contact if you have an issue or concern about any aspect of a child's safety and welfare. It is the responsibility of this person to support and advise staff and volunteers about policy and procedures in relation to safeguarding children and to ensure that procedures are followed. It is also the responsibility of the designated person to liaise with the Health Services Executive and An Gardaí

Designated Officer: Norma Roche Tel: 021 4322370

HSE Social Worker: 021 4923001

An Garda: 021 4522000



Presentation Ireland's 'The Lantern Community Project', South Presentation Cork

The mission of Presentation Ireland is to work for a more compassionate, just and sustainable world

'The Lantern Community Project'

'The Lantern Community Project' is about responding to social and learning needs and generating the energy to design initiatives in small-scale ways to meet those needs and be of service within Cork, particularly in the south inner city.

The shared vision that inspires our actions is simple – it is about imagining and making real:

... a place of welcome where people, no matter what their background, race, age or gender can feel at home and voice their hopes in working for a better world ...

Welcome, hospitality and the simple sharing of meals together are the hallmarks of what became an emerging community of diverse people working together.

The initiative has evolved over the years to include a learning space, a meeting space, a garden, a creative arts space and we work in partnership with the Greenmount Youth Initiative with a youth café and the Migrant Workers Centre who are collocated on site; and the Bridge Enterprise who provide hospitality and maintenance services. 'The Lantern Project' is based in South Presentation, Cork.

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INTRODUCTION

Presentation Ireland personnel are required to comply with the policy and procedures outlined in this document which is informed by the Safeguarding Children Standards and Guidance Document for the Catholic Church in Ireland (2008).

This policy is also informed by the civil guidelines of the Republic of Ireland (*Children First*, 2011) and of Northern Ireland (Co-operating to Safeguard Children, 2003, Safeguarding Vulnerable Groups Order 2009) and the recommendations of Reports such as Ferns (2005), Ryan (2009), Murphy (2009) and subsequent Reports and Garda Vetting legislation 2012, Disability Act 2005.

Presentation Ireland's 'The Lantern Community Project' is home to the Cork Migrant Workers Centre and the Greenmount Youth Initiative both of which work with children. The primary responsibility for safeguarding during activities run by these organisations rests with these organisations who know and have a long term relationship with the children. 'The Lantern Project' will seek written confirmation that these organisations have safeguarding policies and procedures in place.

GUIDING PRINCIPLES, STRUCTURES, KEY STEPS

Principles of Presentation Ireland's 'The Lantern Community Project' Safeguarding Children Policy

Presentation Ireland is committed to '*promote the dignity of human persons so that they can be free to develop their own gifts*' (Constitutions of the Union of Presentation Sisters). We recognise the right of all children to be respected, nurtured, cared for and protected. They have a right to grow and develop free from neglect, harm, abuse and exploitation. These rights flow from Gospel values and are embedded in civil, international and domestic law.

The following principles inform this document:

- Children have an inherent right to dignity of life and bodily integrity which shall be respected, nurtured and protected by all
- Children have an inalienable right to safety and care and to an environment free from abuse and neglect
- Children have a right to be listened to and be heard
- Those who have suffered abuse should be enabled to disclose this to a trusted person in the expectation of a sensitive, caring and compassionate response
- Children have a right to good role models whom they can trust, who will respect them and nurture their spiritual, physical and emotional development
- Organisations and institutions have a collective responsibility to operate effective systems to safeguard children and to ensure that all personnel are aware of their responsibility to report concerns about child abuse to the relevant authorities
- All adults have a duty to report allegations or suspicions of child abuse, where reasonable grounds for concern exist, irrespective of the status of the person suspected or their relationship to them or to the child
- Due regard must be given to the criminal element of any situation
- It is the statutory duty of the civil authorities, not individuals or organisations or religious groups, to investigate reports of child abuse
- Actions taken to protect a child should not cause the child undue distress. Every action and procedure should consider the overall needs of the child.
- A proper balance should be maintained between protecting children and respecting the needs and rights of adults, but where there is a conflict, the welfare of the child is paramount
- The legal rights of a person accused of child abuse will be respected.
- All agencies and disciplines concerned with the protection and welfare of children must work cooperatively in the best interests of children.

PART 1: A WRITTEN POLICY ON KEEPING CHILDREN SAFE

PRESENTATION IRELAND'S 'THE LANTERN COMMUNITY PROJECT' SAFEGUARDING CHILDREN POLICY STATEMENT

We value and encourage the participation of children in any activity that enhances their spiritual, physical, emotional, intellectual and social development. We are committed to safeguarding the dignity and rights of all children. We do all in our power to create a safe environment for children. We cooperate fully with the National Board for Safeguarding Children.

Therefore, we:

- Foster best practice
- Ensure accountability through establishing effective structures
- Support personnel in safeguarding children
- Respond effectively to allegations and suspicions of abuse
- Report allegations where there is reasonable cause for concern and cooperate with the civil authorities
- Take just and appropriate action in relation to Presentation personnel who have abused
- Take effective measures against future risk of abuse
- Promote healing and reconciliation.

The above statement will be openly displayed in the 'The Lantern Community Project' Centre in Cork and on the The Lantern Project Website.

Definition of Child Abuse

Child abuse occurs when the behaviour of someone in a position of greater power than a child (under 18 years) abuses that power and causes harm to that child. Child abuse is generally categorised into four broad groups: neglect, emotional abuse, physical abuse and sexual abuse. See Appendix 1 (definition of abuse) and Appendix 2 (how to recognise child abuse).

SUMMARISING BEST PRACTICE STRUCTURES

Presentation Ireland Chairperson

- has ultimate responsibility for the policies and procedures within Presentation Ireland
- oversees the development, review, implementation, record-keeping, training and audit of Safeguarding Children Policy within Presentation Ireland
- is responsible, working through the Designated Officer, for processing and dealing with allegations of child abuse in conjunction with the civil authorities
- appoints the Designated Officers for Safeguarding Children and arranges for his/her training
- ensures that each Presentation Ireland Ministry has its own local Designated Officer (D.O.) within the ministry;

Director Presentation Ireland

- Promotes all aspects of safeguarding children
- Ensures that records regarding policy, procedures, best practice and training are maintained and kept up to date
- Ensures that best practice elements of the policy are implemented within Presentation Ireland
- Oversees regular audits regarding the development and implementation of best practice in the Presentation Ireland
- Ensures Safeguarding Children Policies adopted Presentation Ireland are in line with the NBSC guidelines
- Ensures there is appropriate planning for and delivery of training in Presentation Ireland in consultation with the Inter- Provincial Safeguarding Children Coordinator

Inter Provincial Safeguarding Children Coordinator

- Promotes in Inter Provincial Ministries an awareness of the policy and Safeguarding Children issues
- Based on an updated audit, organises the planning and delivery of training for all Presentation personnel.
- Maintains records of all training: identifies gaps and undertakes follow-up as required.
- Arranges specific training for the local D.O. and others as appropriate to their roles
- Will be available to local D.O. regarding best practice.

Inter Provincial Designated Officer

- The Inter-Provincial Designated Officer's responsibility is to receive information where it is alleged or suspected that a child(ren) has been or is being abused by Presentation Sister(s), employee or volunteer and to manage the allegation/disclosure or concern. [cf Resource 1, p. 55, Safeguarding Children (NBSC)]

Local Designated Officer

- Appointed by the Presentation Ireland management committee
- Provides information and advice on Safeguarding Children issues within Presentation Ireland
- Receives and acts upon all Safeguarding Children concerns within Presentation Ireland
- Reports allegations to the HSE/HSC and An Garda Síochána/PSNI
- Informs the Director and Inter-Provincial Designated Officer regarding allegations or suspicions against Presentation Ireland personnel
- Liaises with and cooperates with Inter-Provincial Designated Officer, Safeguarding Children Coordinator, Committee for Safeguarding Children
- Maintains appropriate records in line with the Safeguarding Children Policy of Presentation Ireland
- Reports to the management committee of Presentation Ireland

The Chairperson of Presentation Ireland should not be the local Designated Officer or the local Deputy Designated Officer.

Support Person

- Offers support to the accuser. Support will be offered to his/her family and community as appropriate.

Adviser

- Offers support to the accused. Support will be offered to his/her family and community as appropriate

Media Person

- Relates to media, bearing in mind the need for privacy, fair play and justice

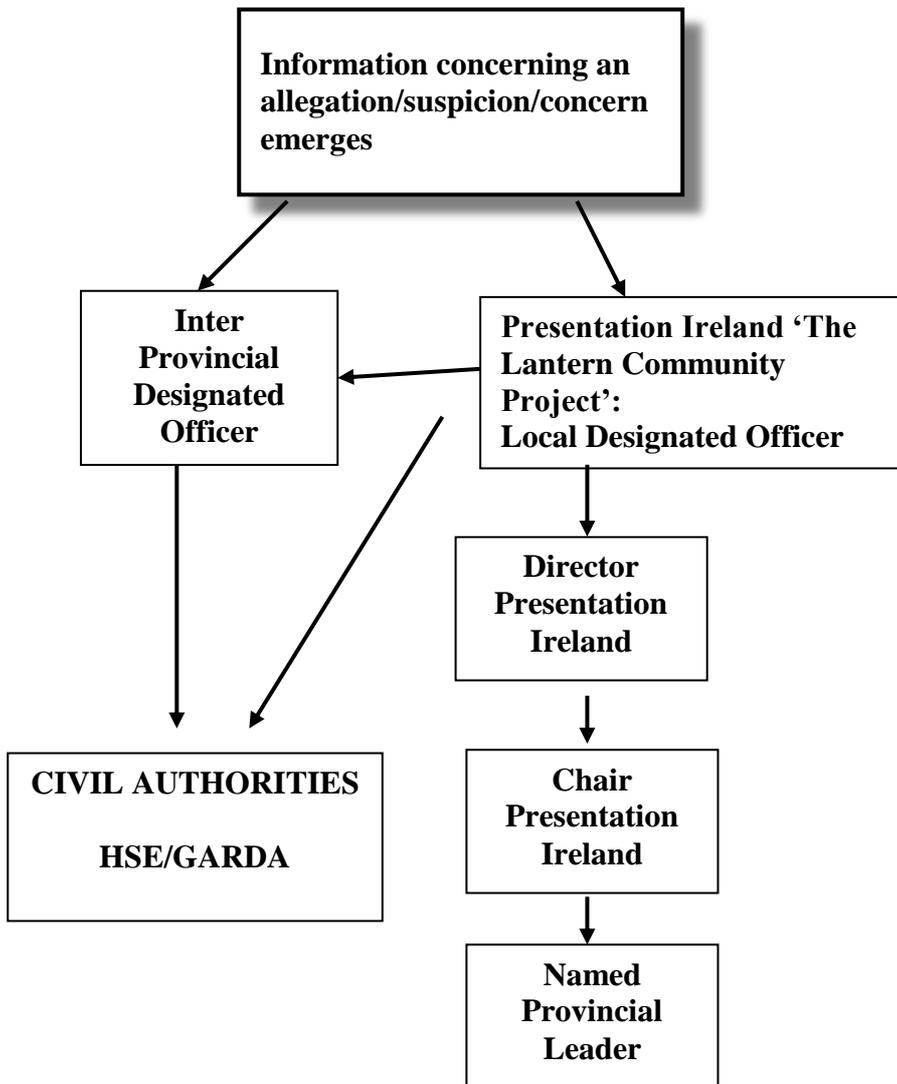
Inter-Provincial Committee for Safeguarding Children

- Liaises with and reports to the IPLT
- Undertakes tasks related to Safeguarding Children as requested by the IPLT
- Ensures Safeguarding Children Policies adopted by governing bodies of Inter-Provincial Ministries are in line with NBSC guidelines

**Advisory Case Management
Committee**

- Presentation Ireland can avail of the services of the Advisory Case Management Committee of the NBSC or other such committees that may be set up in the future

PART 2: PROCEDURES – HOW TO RESPOND TO ALLEGATIONS AND SUSPICIONS OF CHILD ABUSE



Responding to Allegations and Suspicions of Child Abuse

Remember: It is not your role to investigate

1. If you receive a concern, suspicion, disclosure or allegation of abuse, you must act immediately and refer the matter to your Designated Officer as soon as possible; the Designated Officer will refer the complaint to the HSE and An Garda Síochána without delay.
2. Whenever possible and practical, take notes during the conversation. Always ask permission to do this and explain the importance of recording all information. Where it is not appropriate to make notes at the time, make a written record as soon as possible afterwards and in any case before the end of the day.
3. Record the time, date, location (or if the matter has been communicated by letter or telephone), and persons present. (Appendix 5: Child protection recording form template) The record should be signed and dated by the author. The record would normally include:
 - a. accurate identifying information as far as it is known. This should include the name and address of the person who has raised a concern (as well as their date of birth, and parents'/carers'/ names and addresses where the person who has raised a concern/allegation is a child)
 - b. the name of the individual against whom the concern/allegation is being raised and any other identifying information
 - c. as much information as possible about the circumstances that led to the concern/allegation being raised, why is the person worried about the welfare and safety of the child or children
 - d. dates when the concern arose, or when the incident(s) occurred
 - e. circumstances in which the concern arose, or the incident(s) occurred
 - f. any explanation offered to account for the risk, injury or concern
 - g. the child's own statement using the words they used to describe the events or incident(s), if possible. Do not make assumptions about the intended meaning of words used.
 - h. details of any action already taken about the incident/concern/allegation
 - i. any views expressed by the child's parent(s) or guardian(s) about the matter.
4. Do not be selective
5. Use the suggested form for this use (see Appendix 5- Resource 16)
6. All original records, including rough notes, must be passed immediately to the relevant Designated Officer. Any copies of records retained must be kept secure and confidential in accordance the Data Protection legislation.
7. Information about the existence of a potential allegation **must** always be communicated to the relevant Designated Officer.
8. In cases of emergency, where a child appears to be at immediate and serious risk, an immediate report should be made to the HSE and An Garda Síochána as well as to the relevant Designated Officer. **Under no circumstances should a child be left in a dangerous situation pending HSE intervention.** Consideration should, in all cases, also be given to whether an immediate referral is necessary in

order to preserve, and safeguard against the possibility of any loss, deterioration or destruction of potential forensic evidence.

9. Explain to the child/person raising the concern what will happen next. Indicate who will be made aware of the information given by them. Leave contact details of the Designated Officer in case the referrer needs to ask questions later.

10. It is important not to discuss the incident/concern with anyone other than those detailed in the reporting flowchart. (Page 11)

Be patient, listen carefully and actively, and create a safe environment.

Guidance on how to respond to people making an allegation

Where information is given in person,

- Listen carefully to that person, but do not ask intrusive or leading questions
- Stay calm, take what the person raising the concern says seriously, and reassure them.
- Allow the person to continue at his/her own pace
- Check with the person to make sure that you have understood what they actually said. Do not suggest words, but use theirs.
- Make no promises that cannot be kept, particularly in relation to secrecy, but listen carefully to what is being sought.
- Explain these procedures and the referral procedures to the person.
- Do not make any comments about the accused, make assumptions or speculate.
- Be aware that a person's ability to recount his or her concern or allegation will depend on age, culture, nationality and upon any disability which may affect use of language and range of vocabulary.
- Adopt a listening style which is compassionate, calm and reassuring. If the information given to you shocks, disgusts or distresses you, do not allow these feelings to show. If you do, you may inadvertently dissuade the person from giving any further information.
- Tell the person he/she is not to blame for the abuse
- Avoid statements about your belief or otherwise, of the information given.
- Do not question beyond checking what has been said. It is the job of the HSE/An Garda Síochána to investigate. There must be no probing for detail beyond that which has been freely given.

It is important that everyone in the organisation is aware that the person who first encounters a case of alleged or suspected abuse is **not** responsible for deciding whether or not abuse has occurred. That is a task for the professional child protection agencies following a referral to them of the concerns about the child.

All allegations of abuse against a staff or volunteer member of Presentation Ireland shall be reported, without delay, to the civil authorities by the Inter-Provincial Designated Officer or the local Designated Officer as appropriate. The local Designated Officer informs the Inter-Provincial Designated Officer that a report has been made.

Inappropriate Behaviour and Misconduct of Presentation Ireland Personnel

There may be instances where, in the judgement of the Designated Officer, the complaint does not constitute ‘reasonable grounds¹ for concern’ that child abuse has occurred but rather indicates inappropriate behaviour, misconduct or a breach of standards on the part of the person in question. In such instances, it may be necessary for the Presentation Ireland Director to take further action and/or implement disciplinary procedures. Such action might include obtaining a professional assessment of fitness to carry out duties; advice and counselling; a requirement to undertake special training or seek specialised assistance.

Given the gravity of an allegation of child abuse, care must be taken by employers, relevant management committees, and any others involved in dealing with matter, to ensure that any communication with the person accused, or with their colleagues, or other associates, is clear and non-judgemental. Employers or managers should take care to ensure that actions taken by them do not undermine or frustrate any investigations being conducted by the civil authorities.

Listening to a person who admits abusing a child

It is necessary to tell a person who admits an offence against a child or young person that such information **cannot be kept confidential**. If such an admission is made to you, even where the admission relates to something which happened a long time ago, you must refer the matter to the Designated Officer as soon as possible, who will follow the procedures for referral to the HSE and An Garda Síochána.

Anonymous allegations or concerns

Anonymous complaints are to be treated carefully. The person raising the concern should be informed that anonymity might restrict the ability of professionals to access information or to intervene to protect a child.

Advisory Panel (NBSC)

The Presentation Ireland Director in consultation with the Interprovincial Designated Officer may seek the advice of the Advisory Panel (NBSC) in relation to:

- the complaint itself
- ensuring the safety and welfare of the child(ren) remains paramount
- the appropriateness of providing help to a child making an allegation and to the family of the child
- the appropriateness of the accused continuing in his or her present pastoral assignment, having regard to the paramount need to protect children
- how the right of the accused to a fair trial on any criminal charge may be preserved, and his or her good name and reputation may be appropriately safeguarded
- whether a specialist risk assessment of the accused should be sought
- the needs of a ministry or community in which an accused has served

¹ Page 38, *Children First*

- the needs of the wider community, including the appropriateness and timing of any public statement.

Outcomes of Civil Investigation:-

Investigation Process

Allegations of child abuse are investigated by the HSE and by An Garda Síochána.

Investigations by the HSE are undertaken to assess whether a child has been abused. They can lead to three possible outcomes:

- confirmed – child abuse occurred
- inconclusive – unable to determine whether or not child abuse occurred
- confirmed non-abuse – child abuse did not occur

An Garda Síochána investigation

Investigations by An Garda Síochána are undertaken to assess whether a criminal offence occurred. Following the investigation, the file is forwarded to the Director of Public Prosecutions.

Outcome of Investigation

If the Director of Public Prosecutions decides that the case should proceed to court, the outcome may be:

- conviction
- acquittal
- mistrial – no determination of whether an offence occurred
- *nolle prosequi* – where the prosecution withdraws the charge of an offence

Taking just and appropriate action to protect against future risk is an essential element of an effective child protection policy in which the welfare of children is paramount.

Where the determination is that child abuse did occur, and the person is a member of the Congregation, or an employee of Presentation Ireland, advice will be sought from NBSC's Advisory Panel as to appropriate assessment, support, supervision and future status and ministry.

False or mistaken allegations

Few allegations of child abuse are deemed to be false. However, those that are unfounded cause profound distress to the people who are wrongly accused. Given the gravity of an accusation of abuse, it is important that when an allegation is deemed to be false or mistaken, all appropriate steps are taken by the Presentation Ireland to restore the good name of the Sister, employee or volunteer who has been wrongly accused. The Chairperson, in consultation with the person against whom the allegation was made, shall decide on how they are to be supported and facilitated in resuming their duties.

In the Republic of Ireland, the Protection for Persons Reporting Child Abuse Act 1998 (s.5) provides that it is a criminal offence for a person to make a report of child abuse to the appropriate authorities 'knowing that statement to be false'. In

Northern Ireland, where an allegation is made in bad faith, the person wrongly accused can seek recourse under the laws of slander, libel or malicious prosecution.

Protection for Persons Reporting Child Abuse Act 1998 provides immunity from civil liability to any person who reports child abuse “reasonably and in good faith” to designated officers of health boards and any members of An Garda Síochána and provides significant protection for employees who report child abuse. The Act created a new criminal offence of false reporting of child abuse.

PART 3 POLICIES AND PRACTICES TO PREVENT HARM TO CHILDREN

Children should have good role models they can trust, who will respect and nurture their spiritual, physical and emotional development. They also have a right to an environment free from abuse and neglect.

Recruitment and Training of Employees and Volunteers (See Appendix 4)

Safe recruitment procedures are the first step in ensuring safe practice for the protection of children – rigorous recruitment procedures can act as a deterrent to unsuitable applicants. Applications should be in writing, through formal selection procedures. Interviews should be conducted by more than one person.

All reasonable steps should be taken to exclude unsuitable candidates by insisting on and verifying references, qualifications and previous records of employment.

The recommendations for all appointments agreed by an interview panel should be submitted for ratification to the Presentation Ireland management committee who is responsible for making the appointment. The person appointed should be given a written contract by the management committee.

Once a person has been selected, and before they take up their appointment with Presentation Ireland, the Garda vetting procedures must be utilised in accordance with the Garda Vetting legislation 2012. This applies whether the person is a member of the Congregation or an employee or volunteer seeking to work with children.

Details of the selection and induction processes should be recorded and placed in the personnel file of the person appointed along with notes made during any part of the selection process, the application form, references and any other associated documentation.

Confirmation of appointment should be made subject to the successful completion of a trial or probationary period, the length of which should be decided at the outset (usually six months with a review at three months).

Induction and Training

An induction programme can help the new employee or volunteer's successful integration. **All Presentation Ireland personnel must avail of training in policies and procedures, including information about how to respond to suspicions and allegations of abuse.** Training will be delivered by trainers certified by the National Board.

Formal supervision of personnel is an essential part of ensuring the welfare of children. Supervision will include the opportunity to provide feedback, support and ongoing training. Effective grievance, disciplinary and complaints procedures which seek to resolve difficulties promptly and with fairness, are essential elements of good practice and will be made available for all Presentation Ireland personnel. Additional training will be provided for those with special responsibility. Ongoing and updated training will be available to all. Sources of specialist advice, support

and information will be provided by trainers, Designated Officer, and National Board as appropriate.

All Presentation Ireland personnel are required to update their Safeguarding Children training on a regular basis, at least every three years.

Where a Sister is assigned to Presentation Ireland by the Provincial Leader, the Director of Presentation Ireland should seek and receive:

- A current C.V. outlining her career to date
- A note of assignment from the Provincial Leader which, inter alia, notes that there has been no reasonable cause for concern raised in respect of this Sister regarding safeguarding children issues.
- A copy of her most recent Gárda vetting certificate and Safeguarding Children training certificate should accompany her.

All Presentation Ireland personnel will be given a copy of the current Presentation Ireland Safeguarding Children Policy and will be asked to sign and date a form indicating that they have read the document and will adhere to the policy.

Code of Behaviour for Presentation Ireland Personnel

It is important for all Presentation Ireland personnel and others in contact with children to:

- treat all children with respect
- provide an example of good conduct you wish others to follow
- operate within the Presentation principles and guidance and any specific procedures
- be visible to others when working with children
- challenge and report potentially abusive behaviour
- develop a culture where children can talk about their contacts with staff and others openly
- respect each child's boundaries and help them to develop their own sense of their rights as well as helping them to know what they can do if they feel there is a problem
- raise concerns about unacceptable behaviour towards children through the complaints procedure and 'whistle-blowing' if necessary
- make it clear that discriminatory behaviour or language in relation to race, culture, age, gender, disability, religion, sexuality or political views is not acceptable
- ensure that tasks of intimate care are carried out in a sensitive professional manner, with parental consent.
- children with disabilities have additional needs that place additional responsibility on those who care for and work with them

It is inappropriate to:

- spend time alone with a child away from others
- take children to your own home

Sisters, employees, volunteers and others must never:

- hit or otherwise physically assault or physically abuse children
- develop sexual relationships with children

- develop relationships with children which could in any way be deemed exploitative or abusive
- act in ways that may be abusive or may place a child at risk of abuse.

Sisters, employees, volunteers and others must avoid actions or behaviour that could be construed as poor practice or potentially abusive. For example, they should not:

- use language, make suggestions or offer advice which is inappropriate, offensive or abusive
- behave physically in a manner which is inappropriate or sexually provocative
- have a child/children with whom they are working stay overnight
- sleep in the same room or bed as a child with whom they are working
- do things for children of a personal nature that they can do for themselves
- condone, or participate in, behaviour of children which is illegal, unsafe or abusive
- act in ways intended to shame, humiliate, belittle or degrade
- discriminate against, show different treatment, or favour particular children to the exclusion of others.

A copy of the Code should be given to all participating children and to their parents or guardians. The Code should be clearly explained to each child and should be signed by them (where appropriate). All staff and volunteers should be fully conversant with the Code of Behaviour and its application.

Code of Behaviour for Children

To create an environment in which children feel valued, encouraged and affirmed, Presentation Ireland's 'The Lantern Community Project' has a Code of Behaviour for children participating in our activities:

As a child or young person participating in 'The Lantern Project' activities you are expected to:

- Treat everyone equally and with respect
- Listen to each other and your leader
- Be involved in decision making processes, as appropriate
- Encourage and support each other
- Respect the environment
- Have fun learning

Difficulties with behaviours will be handled in partnership with parents, guardians, teachers and local youth group leaders.

Bullying, racist language or threatening behaviour are not acceptable and there is a procedure in place to address such behaviour. See Appendices 9 & 10.

Giving children the confidence to speak out

To promote a safe culture and environment children need to know they can speak out and will be listened to. Presentation Ireland will enable children to speak out and we will listen to their voices and act on their concerns.

Presentation Ireland's 'The Lantern Community Project' will endeavour to:

- Openly discuss child safeguarding principles, policy, codes of behaviour and make sure they know who to turn to if they have a worry or concern.
- Ask children what makes them feel safe and not safe. Really listen and take account of what they say and make sure that they know they are being heard.
- Have information leaflets about child safeguarding and children's helplines.
- Publicise details of the name of the local Designated Officer and give contact details.
- Make it clear that certain behaviour is totally unacceptable, such as bullying, racist language or threatening behaviour, and that there is a procedure in place to deal with such behaviour
- Conduct short questionnaires and run groups to check on how things are going.
- Have a copy of the code of behaviour on display during workshops, in the organisation and a copy of the complaints procedure available to all staff, volunteers, children and young people, families, visitors and partners.
- Have a suggestion box.
- Consider how disabled children can communicate their complaints especially if they have verbal communication difficulties. Remember how vulnerable disabled children are to abuse. It is especially important that their communication needs are not forgotten.

Anti-Bullying Policy

Presentation Ireland is committed to providing a safe environment for children where bullying of any form is unacceptable. If bullying does occur, all children should be able to inform the leader and know that incidents will be dealt with promptly and effectively. Anyone who knows that bullying is happening is also expected to pass on this information so it can be stopped.

Equality Statement

Presentation Ireland respects and values the diversity of its staff, volunteers and the people we work with and of society. We are committed to creating and maintaining an environment that does not discriminate, directly or indirectly, on grounds of gender, marital status, family status, sexual orientation, religious belief, political opinion, disability, age, race or ethnic origin, and membership of the traveller community. Presentation Ireland is committed to treating all in an equitable and fair manner. People with disabilities should be involved in Presentation Ireland activities in an integrated way, thus allowing them to participate to their potential alongside others.

Parental consent

- Presentation Ireland personnel should ensure that signed consent from parents or guardians is obtained prior to the participation of children in events, activities and groups. (See Appendix 3)
- Parents or guardians should be asked to indicate if their children have any specific dietary requirements, medical needs or special needs.

Record Keeping

- An accurate record should be kept for each child participating in activities, including, but not limited to, attendance, programme details and medical information. This record should include a copy of the consent form or letter

signed by the parent or guardian. It should also contain details of emergency contact numbers.

- A written record of organisers, supervisors, employees and volunteers in attendance at events, should be kept, dated and signed.
- An Incident Report Form should be completed, dated and signed, in the event of an accident or incident relating to a child.

Complaints Procedure

It is the policy of Presentation Ireland to welcome any suggestions, recommendations, comments or complaints made by children, their parents or by organisations we work with, in relation to our work.

Children and their parents/guardians and contracting organisations and schools are made aware of and have access to the procedure for making a complaint. Any complaints made about our service will be dealt with in an open and impartial manner. See Appendix 10 for Complaints Procedure.

Whistleblowing - encourages an open culture where responsible whistle-blowing is acceptable and encouraged. (See Appendix 7 for sample policy on whistleblowing)

Disruptive Behaviour

- Should a child display challenging or disruptive behaviour, it should be dealt with by more than one person.
- A written record should be made describing what happened, the circumstances of the incident, who was involved, whether any injury was sustained or property damaged and how the situation was resolved.
- In particular situations, further measures may need to be taken and parents or guardians may need to be involved.
- Measures taken to address children's unacceptable behaviour should never involve physical punishment or any other form of degrading or humiliating treatment.
- **See also Appendix 11 Managing Behaviour and Creating a Positive Environment.**

Health and Safety

- Adequate and appropriate supervision must be provided for all events and activities for children.
- Arrangements and procedures for leaving activities or centres should be explicit.
- In places such as changing areas, toilets and showers, separate provision should be made for males and females.
- There should be adequate and gender-appropriate supervision of males and females in all cases.
- There should be regular health and safety reviews of facilities, procedures and practices.

Trips away from home (including day trips and afternoons away)

- All trips will have a person designated to receive complaints of any kind and an assistant (of different sexes if the group is mixed). This information should be made available to parents, young people, staff and volunteers before the trip.

- All trips organised by Presentation Ireland personnel involving children need careful advance planning, including adequate provision for safety—in regard to dietary and medical requirements, transport, facilities, activities and emergencies. Adequate insurance should be in place.
- Written consent by a parent or guardian specifically for each trip and related activities must be obtained well in advance.
- A copy of the itinerary and contact telephone numbers should be made available to parents and guardians.
- There must be adequate, gender-appropriate, supervision for males and females. Arrangements and procedures must be put in place to ensure that rules and appropriate boundaries are maintained in the relaxed environment of trips away.
- Particular attention should be given to ensuring that the privacy of children is respected when they are away on trips.
- The provision of appropriate and adequate sleeping arrangements should be ensured in advance of the trip.
- Sleeping areas for males and females should be separate and supervised by two adults of the same sex as the group being supervised.
- At least two adults should be present in dormitories in which children are sleeping. Under no circumstances should an adult supervisor share a bedroom with a young person.
- If, in an emergency situation, an adult considers it necessary to be in a children's dormitory or bedroom without another adult being present, they should (a) immediately inform another adult in a position of responsibility and (b) make a diary note of the circumstances.
- The use of drugs, alcohol and smoking are not permitted during trips away.

Risk Assessment and Hazard Reduction – Outdoor Activities

The health and safety of each young person is paramount. Presentation Ireland staff should ensure:

- that the activity being planned, or undertaken, is suitable for the age, experience and ability of the young people concerned.
- that activities are led by suitable persons with the necessary skills.
- that staff conduct a risk assessment and hazard management checklist prior to the activity.

Risk Management

The management of risk and safety is a priority of all Presentation Ireland staff engaged in outdoor activities. Risk assessments should be carried out prior to activities in order to eliminate (or reduce to an acceptable level) the potential risks to young people. The assessment of risk involves a number of steps in the planning of an activity, some of which include:

- Looking for hazards.
- Determining the level of risk involved.
- Deciding who might be harmed and how.
- Putting in place measures that can minimise any identified risks.
- Reviewing and risk assessment on a continuing basis throughout the activity.

Accidents/Incidents

While 'The Lantern Project' considers safety a priority in all activities, in the event of an accident the following procedures must be undertaken:

- The designated person should be notified.
- Staff must assess the seriousness of the accident and take appropriate action. Medical centre, hospital and local Garda telephone numbers are available in community development worker's office.
- If the accident is serious primary carers must be notified.
- An accident report form must be completed by a staff or volunteer member.
- Accident report forms are available from the community development worker's office.
- Events preceding the accident and any other persons involved must be noted along with the actions that were taken
- A first aid box is available in the kitchen.

'The Lantern Project' staff are expected to have knowledge of First Aid and ideally should hold a suitable qualification in First Aid.

Should an accident/incident occur, all the facts, contact details of all concerned and medical/other intervention (if such was necessary) should be accurately recorded and forwarded to Director, Presentation Ireland as soon as possible.

Transport

As a general rule, the responsibility for getting children to and from outdoor activities lies with parents / guardians or the school/youth group.

Information and Communications Technology

It is important to develop guidance to reduce the risk to children associated with online activity when they are involved in an activity, group or event to prevent:

- being groomed online by paedophiles
- experiencing online bullying
- accessing or being exposed to inappropriate or harmful material
- personal contact details not being secure
- personal images being uploaded and used without consent
- All the computers in the offices of Presentation institutions will be monitored regularly to ensure that they are being used in accordance with the stated policy. Where there is any suspicion or doubt, a person with specialist knowledge of computer hardware and software should be asked to assess the purposes for which the computer has been used.
- Where a computer can be accessed by children it should be accessible only through the use of a unique username and password. Where this is not possible, the children should be obliged to provide a signed record of the date, time and duration of their use of the computer.
- Computers which can be accessed by children should always employ appropriate filtering software.
- A clear policy should be agreed with parents and guardians on the taking of photographs and the making of video recordings of children involved in Presentation activities and events. This should also cover the generation of computer images. In addition, the policy should address the question of where and for what purpose photographs and images may be displayed.
- Photos clearly identifying children should not be used without the permission of the parents/guardians. Printed photographs should never appear with the full name. Where possible take pictures which do not leave a child identifiable from the picture.

PART 4: TRAINING AND EDUCATION FOR PRESENTATION PERSONNEL

All our personnel are offered training in Safeguarding children to maintain high standards and good practice, including information about how to respond to suspicions and allegations of abuse. All Presentation Ireland personnel must avail of this training.

All Presentation Ireland personnel are required to update their Safeguarding Children training on a regular basis, at least every three years.

- Formal supervision of personnel is an essential part of ensuring the welfare of children. Supervision will include the opportunity to provide feedback, support and ongoing training.
- Effective grievance, disciplinary and complaints procedures which seek to resolve difficulties promptly and with fairness, are essential elements of good practice and will be made available for all Presentation personnel.
- Specialised training is provided for those who hold specific roles in Child Safeguarding.
- The training offered is that approved by the National Board and will be delivered by trainers certified by the National Board, who will update this training in line with current legislation , guidance and best practice.
- An induction programme is provided to help the new employee or volunteer's successful integration.

PART 5. CLEAR PROCESSES TO COMMUNICATE THE PRESENTATION IRELAND ‘THE LANTERN PROJECT’ CHILD SAFEGUARDING POLICY AND PROCEDURES

All Presentation Ireland personnel will be given a copy of the Presentation Ireland safeguarding policy specific to their particular centre or programme and will be asked to sign and date a form indicating that they have read the documents and will adhere to our policy and procedures.

We will establish links with statutory Safeguarding children agencies to develop good working relationships in order to keep children safe.

- All Presentation Ireland places of work with children will display openly our safeguarding policy together with the contact numbers of the Designated Officer, HSE and Gardaí and other useful contacts.
- Our websites, brochures, and information leaflets will contain our Safeguarding Children policy and contact details.
- Our publications will make it clear that unacceptable behaviour, such as bullying, racist language or threatening behaviour, will not be tolerated.
- Children are made aware of their right to be safe and who to speak to if they have a concern.
- A user-friendly leaflet, summarising our Safeguarding Policy and procedures will be readily available.

PART 6: ACCESS TO ADVICE AND SUPPORT FOR PERSONNEL WITH SPECIAL RESPONSIBILITY FOR SAFEGUARDING CHILDREN AND FOR VICTIMS AND PERPETRATORS OF ABUSE

Our personnel with special responsibilities for safeguarding Children can seek advice from the Designated Officer, the HSE, the Gardaí, and the National Board.

We will offer information regarding assistance and support to anyone who has been abused by Presentation Ireland personnel or to Presentation Ireland personnel who have perpetrated abuse.

Adviser

The Director, Presentation Ireland will appoint an adviser who will be available to the accused to communicate the needs of the accused to the Presentation Ireland management committee and assist, where appropriate, with the care of the accused and with communication. An Adviser offers support, counselling, pastoral support or spiritual help, to the accused to face up to the reality of abuse. Support will be offered to his/her family and community as appropriate. The accused's adviser shall not be his/her therapist or his/her spiritual adviser. Information as to where to get support will be provided to those who have been abused in the family, the community or by peers.

Support Person

The Director will appoint a Support Person who will be available to those who make an allegation or disclosure of abuse. The person making the allegation will be offered a choice between a male or female Support Person. The role of the Support Person is to assist, where appropriate, with communication between the child or adult making an allegation/disclosure and the Designated Officer, to facilitate the child or adult in gaining access to information and help, and to represent their concerns during the inquiry process.

Promoting Healing and Reconciliation

Presentation Ireland seeks to ensure that those affected by child abuse are supported on the journey towards healing and reconciliation through the provision of a comprehensive range of human, practical, professional and spiritual supports, utilising the services of Towards Healing or other similar services.

PART 7: A PLAN TO IMPLEMENT AND MONITOR POLICIES AND PROCEDURES

All Presentation Ireland personnel will agree to comply with this policy and procedures and will participate in assessing the effectiveness of our policies and procedures for keeping children safe. Human and financial resources are made available for implementing this plan

Monitoring:-

The Presentation Ireland management committee is ultimately responsible for monitoring best practice in its programmes.

- It will co-operate with the Interprovincial Safeguarding Children Committee to monitor its policies and procedures and their implementation through self audits and checks.
- It will ensure all personnel working with children, directly or indirectly, will obtain Garda vetting and have appropriate training.
- It will co-operate fully with external monitoring by the HSE and NBSC.
- An implementation plan, including persons responsible, actions and timeframes accompanies this policy document and is annually reviewed.
- The policy document will be reviewed by the Presentation Ireland management committee and submitted to the Interprovincial Safeguarding Children Committee within three years (2017).

Parents, children, and stakeholders will be consulted on our policies and procedures for keeping children safe as part of this review.

APPENDIX 1

Abuse and neglect are forms of maltreatment of a child. Someone may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in their family, in a faith based, institutional or community setting; by those known to them, or more rarely by a stranger. They may be abused by an adult/s, another child or children. It often involves people they trust and know well.

The abuse of children generally involves one or more of four main forms of abuse: physical abuse, emotional abuse, sexual abuse, neglect.

It is essential that Presentation Ireland personnel recognise that the abuse of children is **not just about sexual abuse**. Many children experience harm through emotional, physical abuse and neglect. We must take responsibility to nurture, protect and take action for any child who is suffering harm, whatever the harm may be and whoever is causing it.

Some children may be particularly vulnerable to abuse. Research has found that disabled children are three times more likely to be abused than non-disabled children. Children from minority ethnic groups may be at increased risk of abuse through factors such as stereotyping, prejudice and discrimination. Children and families often fail to receive an appropriate service when concerns are raised about a child's welfare. Over-reaction and inaction have both been shown to be based on misunderstandings and misinterpretations of different cultural patterns, which have led to failure to meet children's needs. Other groups of children who might be particularly vulnerable include asylum-seeking children, children who are in care, children who are living with parents/carers who misuse drugs and/or alcohol.

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child. Physical abuse can also be caused through omission or the failure to act to protect.

Emotional abuse

Emotional abuse is the persistent emotional ill-treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill-treatment of a child, though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a child to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The

activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts (oral sex). They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways. Boys and girls can be sexually abused by males and/or females, by adults and by other young people. This includes people from all different walks of life.

Neglect

Neglect can be defined in terms of an omission, where the child suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to and affection from adults, and failure to access appropriate medical care or treatment. Neglect generally becomes apparent in different ways over a period of time rather than at one specific point. It is the **persistent** failure to meet a child's basic physical and/or psychological needs, such as the neglect of, or unresponsiveness to, a child's basic emotional needs likely to result in the serious impairment of the child's health or development. Neglect may also occur during pregnancy as a result of maternal substance abuse.

APPENDIX 2

How to recognise child abuse

Recognising child abuse is not easy, and it is not our responsibility to decide whether or not child abuse has taken place. We do have a responsibility and duty to act in order that the appropriate agencies can investigate and take any necessary action to protect a child.

Physical abuse

An important indicator of physical abuse is where bruises or injuries are unexplained or the explanation does not fit the injury or when it appears on parts of the body where accidental injuries are unlikely, e.g. on the cheeks or thighs. A delay in seeking medical treatment when it is obviously necessary is also a cause for concern. Bruising may be more or less noticeable on children with different skin tones or from different racial groups and specialist advice may need to be taken.

The physical signs of abuse may include:

- unexplained bruising, marks or injuries on any part of the body
- bruises which reflect hand marks or fingertips (from slapping or pinching)
- cigarette burns
- bite marks
- broken bones
- scalds

Changes in behaviour which can also indicate physical abuse

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- bruises which reflect hand marks or fingertips (from slapping or pinching)
- cigarette burns
- bite marks
- broken bones
- scalds

Changes in behaviour which can also indicate physical abuse:

- fear of parents/guardians being approached for an explanation
- aggressive behaviour or severe temper outbursts
- flinching when approached or touched
- reluctance to get changed, for example in hot weather
- depression
- withdrawn behaviour
- running away from home

Emotional abuse

Emotional abuse can be difficult to measure, and often children who appear well cared for may be emotionally abused by being taunted, put down or belittled. They may receive little or no love, affection or attention from their parents or carers. Emotional abuse can also take the form of children not being allowed to mix/play with other children.

The physical signs of emotional abuse may include:

- a failure to thrive or grow, particularly if the child puts on weight in other circumstances e.g. in hospital or away from their parents/guardians care
- sudden speech disorders
- developmental delay, either in terms of physical or emotional progress

Changes in behaviour which can also indicate emotional abuse include:

- neurotic behaviour e.g. sulking, hair twisting, rocking
- being unable to play
- fear of making mistakes
- sudden speech disorders
- self harm
- fear of parent/guardian being approached regarding their behaviour

Sexual abuse

Adults, who use children to meet their own sexual needs, abuse both girls and boys of all ages, including infants and toddlers. In cases of sexual abuse it is the child's behaviour which may cause concern, although physical signs can also be present. In all cases, children who tell about sexual abuse do so because they want it to stop. It is important, therefore, that they are listened to and taken seriously.

The physical signs of sexual abuse may include:

- pain or itching in the genital area
- bruising or bleeding near genital area
- sexually transmitted disease
- vaginal discharge or infection
- stomach pains
- discomfort when walking or sitting down
- pregnancy

Changes in behaviour which can also indicate sexual abuse include:

- sudden or unexplained changes in behaviour e.g. becoming aggressive or withdrawn
- fear of being left alone with a specific person or group of people

- having nightmares
- running away from home
- sexual knowledge which is beyond their age or developmental level
- sexual drawings or language
- bedwetting
- eating problems such as overeating or anorexia
- self harm or mutilation, sometimes leading to suicide attempts
- saying they have secrets they fear of parents/guardians being approached for an explanation
- aggressive behaviour or severe temper outbursts
- flinching when approached or touched
- reluctance to get changed, for example in hot weather
- depression
- withdrawn behaviour
- running away from home
- substance or drug abuse
- suddenly having unexplained sources of money
- not allowed to have friends (particularly in adolescence)
- acting in sexually explicit way towards adults

Neglect

Neglect can be a difficult form of abuse to recognise, yet have some of the most lasting and damaging effects on children.

The physical signs of neglect may include:

- constant hunger, sometimes stealing food from other children
- constantly dirty or 'smelly'
- loss of weight, or being constantly underweight
- inappropriate dress for the conditions

Changes in behaviour which can also indicate neglect may include:

- complaining of being tired all the time
- not requesting medical assistance and/or failing to attend appointments
- having few friends
- mentioning their being left alone or unsupervised

These definitions and indicators are not meant to be definitive but only to serve as a guide. It is important to remember that many children and young people will exhibit some of these indicators at some time, and that the presence of one or more should not be taken as proof that abuse is occurring. There may be other reasons for changes in behaviour.

APPENDIX 3

Presentation Ireland Parental Consent Form

Activity permission form for persons under 18 years

1. Name of organisation: Presentation Ireland 'The Lantern Community Project'

Venue/Activity/Group/Event _____

Date/Time _____

Name of Group Leader/person responsible _____

2. Name of Child/Young Person _____

Address _____

Telephone No. _____

Date of Birth _____

Give details of **any** medical condition of which the organisers ought to be aware, please include details of any medication which has to be taken or any dietary requirements. (This information will be treated with confidence).

3. I have read all the information provided concerning the programme of the above activity. I hereby give permission for my son/daughter/ward to participate in the above activity.

4. Presentation Ireland only accepts liability or responsibility for an incident or accident caused by the negligence or breach of statutory duty by Presentation Ireland, its servants or agents.

Signed _____
(Parent / Guardian)

Date _____

Address _____
(if different from above)

Any additional telephone numbers during the period of the activity

APPENDIX 4

Safe Recruitment and Selection

Contact with children

What contact with children will the job involve?

Will the employee have unsupervised contact with children or hold a position of trust?

What other forms of contact will the person have with children e.g. email, telephone, letter, internet?

Defining the role

Have the tasks and skills necessary for the job been considered?

Does the job description make reference to working with and having responsibility for children?

Key selection criteria

Has a list of essential and desirable qualifications, skills and experience been developed?

Written application

Have all applicants been asked to supply information in writing including personal details, past and current work/volunteering experience?

Have you developed application forms?

Interview

Have at least two representatives from the organisation been identified to meet with an applicant to explore information contained in their application?

Have the applicant and the application forms been carefully considered, highlighting points to raise in interview including:

- the applicant's attitudes towards working with children
- areas you want to explore in more detail
- gaps in employment history
- vague statements or unsubstantiated qualifications
- frequent changes of employment

Declaration

Have applicants been asked to sign a declaration stating that there is no reason why they would be considered unsuitable to work with children?

Have applicants been asked to declare any past criminal convictions and cases pending against them?

Identification

Have applicants been asked for photographic documentation to confirm their identity e.g. birth certificate, passport?

Is documentation relating to the applicant's identity and relevant qualifications checked at interview?

Qualifications

Are applicants asked for documentation to confirm qualifications?

References

Are applicants asked to supply the names of two referees who are not family members and ideally, who have first-hand knowledge of the applicant's experience of work/contact with children?

Are referees asked specifically to comment on the applicant's suitability to work with children?

Are all references provided in writing and followed up with a telephone call?

Is the identity of referees verified?

Vetting procedure

Vetting procedures stipulated in the Children and Vulnerable Persons Act 2012 (Vetting Act 2012) should be followed.

Records

Are details kept of the selection and induction process on the personnel file of the person appointed?

Are references kept on file as part of the record of the recruitment process?

Confidentiality

Is information about the applicant only seen by those directly involved in the recruitment process?

Are applicants reassured that information about them, including information about convictions, will be treated in confidence and not used against them unfairly?

APPENDIX 5

Presentation Ireland ‘The Lantern Community Project’ Child Protection Recording Form

1. About the disclosure/concern

Date of disclosure/concern _____

Time of disclosure/concern _____

How was the information received? (attach any written information to the form)

Telephone Letter Email In person

2. Details of person making disclosure/raising concern

Name _____

Address _____

Tel _____ Mobile _____

Email _____

Relationship to child or alleged victim _____

3. Details of child or alleged victim

Name _____ DOB _____

Address _____

Tel _____ Mobile _____

Ethnic origin _____

Language (is interpreter/signer needed)

Disability _____

Special needs _____

Parish / Order (if applicable) _____

4. Parent / Carer details (where appropriate)

Name _____

Address (if different from above) _____

Tel _____ Mobile _____

Are they aware of the allegation, suspicion or complaint?

Yes

No

5. Details of alleged perpetrator

Name _____

Address _____

Tel _____ Mobile _____

Relationship to child/victim (parent/priest/teacher etc) _____

Position in Church/Order/Ministry _____

Address at time of incident(s) _____

Current contact with children if known (sits on board of governors of school, runs youth activities, etc) _____

Any additional information _____

6. Details of concern, allegation or complaint

(Include dates/times and location the incident(s) occurred, witnesses, if known.
Does the child/victim know this referral is being made?)

7. Action taken

Has the matter been referred to civil authorities? Yes No

If yes,

Date _____ Time _____

If no explain why _____

Who was it referred to:

Name _____

Designation _____

Address _____

Tel _____

Email _____

Has the matter been referred to a member of the Presentation Congregation?

Yes No

If yes,

Date _____ Time _____

If no explain why _____

Who was it referred to:

Name _____

Designation _____

Address _____

Tel _____

Email _____

8. Next steps

What actions were agreed and by whom when the matter was referred onto civil/Presentation authority?

Are there any immediate child protection concerns? If so please record what they are and state what actions have been taken by whom to address them:

9. Designated Officer details:

Name of Designated Officer _____

Date form sent _____

10. Details of person completing the form

Name _____

Tel _____ Mobile _____

Email _____

Position in Presentation Ireland _____

Order _____

Form completed

Date _____ Time _____

Signed _____

(A copy must be retained by the recipient and filed in a secure location, and a copy must be sent to the designated officer and civil/statutory authorities)

APPENDIX 6

ACCEPTANCE OF PRESENTATION IRELAND'S SAFEGUARDING CHILDREN DOCUMENT, POLICY AND PROCEDURES

Declaration from all Staff and Volunteers working with children

Surname: _____ Forename: _____

Date of Birth: _____

Address: _____

Contact Telephone Number: _____

Involvement with children: _____

Location of this work: _____

I have read and accept the Presentation Ireland Safeguarding Children Document, Policy and Procedures and I agree to abide by the policy and procedures outlined in this document.

Signed: _____

Date: _____

Completed form to be returned to the Presentation Ireland Local Designated Officer.

APPENDIX 7

Presentation Ireland's Whistleblower Policy

We are committed to best practice of safeguarding children. In line with this and our commitment to open communication, this policy aims to provide an avenue for Presentation Ireland personnel and others to raise concerns and reassurance that they will be protected from reprisals or victimisation for whistleblowing. This policy is intended to cover protection for you if you raise concerns regarding inappropriate behaviour, abusive behaviour and activities that are not in line with our policy, including activities which amount to serious improper conduct.

- All Presentation Ireland personnel are expected to keep their eyes open and play their part in promoting, displaying and ensuring good practice in safeguarding children. They need to know what practices are unacceptable when dealing with children or vulnerable adults. They should be encouraged to ask management if in doubt whether a behaviour is appropriate or inappropriate.
- It is the responsibility of all Presentation Ireland personnel to report malpractice or suspected misconduct in accordance with the whistleblower policy.
- No persons who in good faith reports a suspected misconduct shall suffer harassment, retaliation or adverse employment consequence.
- A person who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.
- Anyone filing a complaint concerning a violation or suspected violation or misconduct is presumed to be acting in good faith and have reasonable grounds for believing the information.
- Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offence.
- Reports of suspected abuse will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.
- All reports will be acknowledge and promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

APPENDIX 8

Confidentiality and information sharing

- The principle that ‘the welfare of the child is paramount’ means that considerations of confidentiality should not be allowed to override the right of children to be protected from harm.
- Information regarding a child protection concern should only be shared on ‘a need to know’ basis in the interests of the child.
- Personal information concerning the family of a child who is the subject of an alleged or suspected incident should be kept confidential and should only be communicated to appropriate persons if this information has a bearing, directly or indirectly, on the alleged or suspected abuse.
- It should be clearly understood that information gathered for one purpose must not be used for another without consulting the person who provided the information.

APPENDIX 9

Anti-Bullying Policy

Bullying can be defined as repeated aggression by an individual peer or group or adult with the intention of hurting another person. Bullying results in pain and distress and has resulted in suicide and death. Presentation Ireland personnel have a responsibility to respond promptly and effectively to issues of bullying. Children who are bullying need to learn different ways of behaving. Serious incidents of bullying should be reported to the social services.

Bullying can be

- Emotional: isolating an individual from the activities and social acceptance of peer group, tormenting and threatening gestures.
- Physical: any use of violence such as pushing, kicking, hitting
- Racist: racial taunts, graffiti, gestures
- Sexual: unwanted physical contact or sexually abusive comments.
- Disablist: discriminatory, oppressive or abusive behaviour arising from the belief that disabled people are inferior to others
- Homophobic: commenting negatively and/or behaving negatively as a consequence of another's same sex sexual orientation.
- Verbal: name-calling, sarcasm, spreading rumours, teasing.
- Cyberbullying: all areas of the internet, such as email and internet chat room misuse; mobile phone threats by text messaging and calls; misuse of associated technology i.e. camera and video facilities.
- Bullying by adults: abuse of power by an adult.

Signs and Symptoms of Bullying

Adults should be aware of these possible signs and the need to investigate if a child,

- Is afraid of attending the group
- Becomes withdrawn, anxious or lacking in confidence
- Attempts or threatens suicide or runs away
- Has nightmares or cries themselves to sleep
- Has belongings damaged or missing
- Asks for money or begins to steal in order to pay the bully
- Is afraid to use the mobile phone or internet
- Is nervous when a cyber message is received.

These could be signs of other problems but bullying as a possibility should be investigated.

Procedures for reporting bullying

- Report bullying incidents to leader.
- Incidents will be recorded by leader.
- In serious cases parents should be informed and will be asked to meet to discuss the problem.
- If necessary and appropriate, police will be consulted.
- The bullying behaviour and threats of bullying must be investigated and the bullying behaviour stopped quickly.

- An attempt will be made to help the bully change the behaviour through a ‘no-blame’ approach for serious to non-HSE referral.

Presentation Ireland’s Anti-Bullying Policy

- We provide a place where children feel safe.
- We provide a place where no one suffers abuse of any kind.
- We provide a place where children are respected no matter what age, background, culture they come from.
- We provide a place where name calling will not be tolerated.
- We provide a place where technology will not be allowed to bully another through mobile phones, texting, email, face book or other websites.
- We provide a place where the use of computers is monitored by appropriate filtering software and can be accessed by adults and children through the use of a username and password.

APPENDIX 10

Complaints Procedure

- Complaints should be made to relevant Presentation Ireland staff member who will try to resolve it in the first instance. If it cannot be resolved at this level it is referred to the director, Presentation Ireland or a designated member of the management committee.
- Every attempt is made to resolve the matter as amicably as possible and to the parent's and young person's satisfaction.
- If agreement cannot be reached the parent may make a formal complaint in writing to the person designated to receive complaints.
- The complaint is recorded.
- If the complaint is made against a member of staff, the staff member must be informed that a formal complaint has been made and be given full details.
- If a complaint against a staff involves a child protection concern a second separate reporting procedure will be followed in line with our child protection and safeguarding procedures.
- The parent is sent an acknowledgement that the complaint has been received and told how it will be dealt with, by whom, and within what time limit. The person investigating the formal complaint will keep dated records summarising what has been said and done by those involved.
- If the parent is not satisfied with the outcome he or she may make a written request to go to the third stage of the procedure, which involves an independent mediator or panel.
- The panel will include an external mediator.
- This panel will not include any person directly involved in the complaint or related to the complainant or staff member
- The panel, having considered all the relevant material and talked with all those concerned, will reach a decision and if necessary, make recommendations.
- The complainant and other people involved will be informed of the outcome.

APPENDIX 11

Managing Behaviour and Creating a Positive Environment.

Young people in Presentation Ireland's 'The Lantern Community Project' learn to become responsible for themselves and to accept themselves and others. Discipline should always be positive in focus, providing the structure that allows young people to learn to set their own goals and strive for them.

Where possible the main form of discipline should be through praise for: a. effort; and b. social skills as well as engagement in activities.

Young people should be helped to understand the responsibilities and implications of the freedom to make choices and decisions.

Expectations of behaviour should be positively stated, agreed and communicated clearly to all involved in any activity.

Sanctions are an important element in maintaining discipline. However, staff should have a clear understanding of where and when particular sanctions are appropriate.

Sanctions should be used in a corrective way designed to help young people improve now and in the future.

A group code of conduct devised in conjunction with the young people which they themselves have agreed to, can be a particularly effective device. It should include sanctions for unacceptable behaviour, e.g. temporary exclusion from the group.

Sanctions should:

- Be used sparingly.
- Be administered in a consistent way.
- Not include any form of corporal punishment or physical force.
- Not expose a young person to embarrassment or disparagement by use of negative remarks about the young person or his/her family.