
Title **Child Protection**



Overview/Team Procedure for: Child Protection

Document Reference: COS/OP/0051/01

CONTENTS		Page
1	Scope and Objective	2
2	Definitions and Abbreviations	2-4
3	Roles and Responsibilities	4-6
4	Related Documents	6
5	Key Interfaces	6
6	Key Controls	7
7	Procedure Steps	7-15
8	Revision History Record	15
9	Appendices	15 - 28

Title	Child Protection
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1 Scope and Objective

Scope:

The purpose of this document is to outline the procedures to be followed if:

- concerns about the welfare of children/vulnerable adults are raised with a member of CCEA staff and/or a supplier;
- a complaint related to Child Protection is raised against a member of staff and/or a supplier.

Objective:

The objective is to ensure that all employees and contract for services suppliers can raise concerns, and have structures in place to raise such concerns. All issues raised will be dealt with in a consistent and fair manner.

2 Definitions and Abbreviations

Abuse	Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, or in an institutional or community setting, by those known to them or, more rarely by a stranger. They may be abused by an adult or adults or another child or children...Child abuse can be categorised as the physical, sexual, emotional harm to and neglect of children. Child maltreatment is any act or series of acts or commission or omission by a parent or other caregiver that results in harm, potential for harm, or threat of harm to a child.
Child	Children are defined in legislation as person(s) under the age of eighteen. FOR THE PURPOSES OF CCEA ANYONE WHO IS A PUPIL IN A SCHOOL IS CLASSED AS A CHILD AND THEREFORE FALLS UNDER THE CHILD PROTECTION POLICY.
Vulnerable Adult	The new definition of regulated activity relating to adults no longer labels adults as vulnerable. Instead the definition identifies the activities which, if any adult requires them, lead to that adult being considered vulnerable at that particular time. This

Title	Child Protection
-------	------------------

	<p>means that the focus is on the activities required by the adult and not on the setting in which the activity is received, nor on the personal characteristics or circumstances of the adult receiving the activities. There is also no longer a requirement for a person to do the activities a certain number of times before they are engaging in regulated activity. Regulated activity continues to exclude any activity carried out in the course of family relationships, and personal, non commercial relationships. E.g. family relationships involving close and relationships between two people who live in the same household and treat each other as family.</p> <p>An adult is a person aged over 18 years of age.</p>
Regulated Activity	<p>(i) Unsupervised activities: teach, train, instruct, care for, or supervise children, or provide advice/guidance on well-being, or drive a vehicle only for children.</p> <p>(ii) Work for a limited range of establishments ('specified places') with opportunity for contact with children: for example schools, nurseries, pupil referral units, children's centres, children's homes, childcare premises. This definition does not include work by supervised volunteers.</p> <p>NOTE: Work under (i) or (ii) is regulated activity only if done 'regularly'.</p> <p>(ii) Relevant personal care, for example washing or dressing or health care by or supervised by a professional</p> <p>(iii) Registered childminding and or foster carers.</p> <p>Activities no longer covered by the new definition of regulated activity include:</p> <ul style="list-style-type: none"> • Activities supervised at a reasonable level – children • Health care not by, or directed, or supervised, by a health care professional • Legal advice

Title	Child Protection
	<ul style="list-style-type: none"> • Treatment/therapy <p>Activities in relation to ‘specified places’ that are no longer covered by the new definition include:</p> <ul style="list-style-type: none"> • Occasional or temporary services e.g. maintenance, • Volunteers supervised at reasonable levels e.g. supervised voluntary football coach, • Office Holders • Governors • Inspectorates removed
Centre	The place where a child/vulnerable adult will undertake study, training and assessment.
DBS	<p>The Disclosure and Barring Service (DBS) replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).</p> <p>It is responsible for:</p> <ul style="list-style-type: none"> • processing requests for criminal records checks (in England) • deciding whether it is appropriate for a person to be placed on or removed from a barred list • placing or removing people from the DBS children’s barred list and adults’ barred list for England, Wales and Northern Ireland
AccessNI	The body within Northern Ireland who processes all criminal checks
DCPO	Designated Child Protection Officer
PSE	People Services and Equality

3 Roles and Responsibilities

Job Title All Employee/contract for Services Suppliers

Role:

Employee/Contract for Services Suppliers

Responsibilities:

Title	Child Protection
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- All CCEA employees and suppliers are responsible for keeping children/vulnerable adults safe.

Job Title Designated Child Protection Officer

Role: To manage the investigation and reporting process

Responsibilities:

- To receive and record a disclosure of alleged abuse made by a child or vulnerable adult to an employee or supplier of CCEA.
- To receive and record a disclosure of alleged abuse made known to or suspected by CCEA's employees or suppliers in the course of their duties.
- To manage concerns raised by an employee or supplier about colleagues not fulfilling CCEA's Policy and Procedures on Child Protection.
- To ensure all written records on Child Protection issues are securely and confidentially filed.
- To keep up to date with relevant Child Protection legislation, good practice and developments.
- To liaise with People Services and Equality to ensure the ongoing implementation and review of CCEA's Child Protection Policies and Procedures.

Job Title PSE staff

Role: PSE staff will ensure that CCEA employs/recruits suitable employees/suppliers - choosing people with the necessary skills, knowledge and experience and ensuring that those recruited into regulated positions are suitable to work with children and vulnerable adults.

Responsibilities:

- To ensure that those who are working for CCEA in a regulated activity are AccessNI checked
- To provide appropriate training to all employees/suppliers
- To hold any information in a confidential and secure location
- To develop and review Child Protection Policy
- To provide advice, guidance on Child Protection in relation to recruitment and selection, vetting and disciplinary issues
- To follow the procedures laid down for the procurement of suppliers recruited into regulated activities
- To follow the procedures laid down for the recruitment of employees recruited into regulated activities

Title **Child Protection**

- To provide effective management of such suppliers and staff by enabling supervision, support and training
- To report concerns to the relevant statutory agencies

- To adopt child protection guidelines and procedures for staff and suppliers.
- To share appropriate information about child protection and good practice with staff and suppliers
- To ensure safety procedures are adhered to.

Job Title **Nominated Officers**

Role: To oversee the processes for AccessNI checks

Responsibilities

- To ensure all AccessNI checks are complete
- To sign on behalf of CCEA the AccessNI form
- To ensure all records and AccessNI checks are stored in a confidential and secure location
- To ensure all records are destroyed by shredding
- Undertake risk assessments.

4 **Related documents**

Procedure Ref	Title	Source
COS/OP/0020	Non-conforming Activities, Products and/or Services procedure	BA Microsite
COS/OP/0021	Corrective/Preventive Action	BA Microsite
COS/OP/0028	Records Management	BA Microsite
COS/TP/0086	Use of CCEA Disposal of Documents Schedule	BA Microsite
	CCEA Child Protection Policy	Ibrowse
	CCEA Child Protection Guidelines	Ibrowse
	CCEA Child Protection Record	Ibrowse

BA Microsite is available at Ibrowse/Quality/Quality Strands/ISO 9001/ISO 9001 Overview and Team Procedures

5 **Key Interfaces**

Key Interfaces	Roles and Responsibility
All staff/suppliers	To alert and report DCPO to any concerns regarding Child Protection

Title	Child Protection
--------------	-------------------------

	To inform CCEA if they receive any allegation or conviction relating to Child Protection in the course of their employment
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6 Key Controls

Key Controls	Responsibility
Review of Regulated Posts	PSE
Risk Assessment of New Posts	PSE and requisitioner
Risk assessment of CFS	PSE and Education Manager
Review of legislation	PSE

7 Procedure Steps

Procedure 1 RECRUITMENT, SELECTION AND TRAINING

CCEA is committed to equality of opportunity, to following practices, and to providing a service which is free from unfair and unlawful discrimination. CCEA aims to ensure that no applicant, member of staff or supplier is subject to less favourable treatment.

CCEA welcomes applications from a wide range of candidates, including those with criminal records. The selection of candidates for interview will be based on those who meet the required standard of skills, qualifications and experience as outlined in the essential and desirable criteria.

CCEA will request an Access NI Disclosure only where this is considered proportionate and relevant to the particular position. This will be based on a thorough risk assessment of that position which will be conducted by the Business Manager and PSE.

Please note it is the responsibility of the Business Manager to make PSE aware if this individual will come into contact with children or vulnerable adults during the course of their duties and should contact PSE for advice.

Where an Access NI Disclosure is deemed necessary for a post or position, all applicants will be made aware at the initial recruitment/procurement stage. CCEA will request the individual being offered the position to undergo an appropriate Access NI Disclosure check. All applicants will have an opportunity to declare convictions on the application form, (a criminal record will not necessarily be a bar to obtaining a position), and for regulated positions applicants will be required to provide any information as to why they may not be suitable to work with children/vulnerable adults in an educational setting.

An employee/supplier who will be working in a regulated position will only be contracted subject to an Access NI check.

If the applicant is offered a contract they will be asked to complete an Access NI Disclosure Certificate Application Form. There will be a fee (the cost will be covered by CCEA). The Access NI forms will be signed by a nominated officer from PSE and will be quality checked for any errors/omissions.

Title	Child Protection
-------	------------------

If the Access NI Application forms are returned with no information, CCEA will destroy the form but retain an appropriate record.

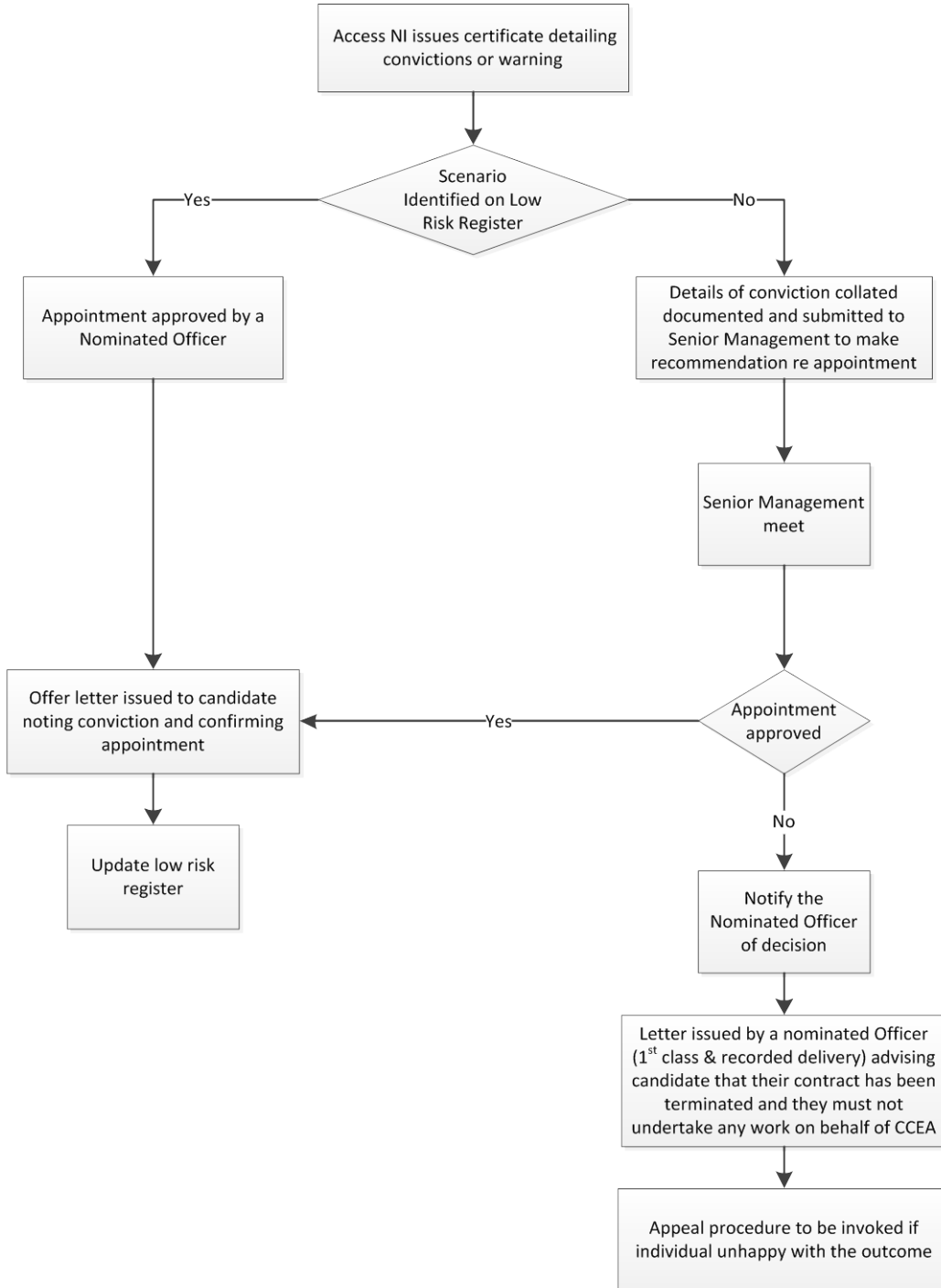
On receipt of any notification or an enhanced disclosure Certificate detailing spent, unspent or cautions held by the applicant, CCEA will assess the applicant's suitability for appointment. This will be conducted by the Nominated Officer and the Designated Child Protection Officer who will review any conviction(s) or cautions of a sexual, violent or dishonest nature. These offences are categorised as High risk offences. All other types of convictions and cautions e.g. traffic offences will be considered by the PSE Business Manager and the Nominated Officer. These offences are categorised as low risk offences. If the information has no bearing on the position applied for, the appointment may proceed as normal.

If any information is not clear or it cannot be determined whether the convictions are of relevance the candidate will be invited to discuss matters with the Nominated Officer. If there are convictions which would affect the safety of children or vulnerable adults the applicant will be rejected.

The decision to reject will be made by the Nominated Officer in consultation with the DCPO and the Senior Management Team and all applicants will receive written confirmation of their approval/non approval to undertake work for CCEA. If approval is not granted, applicants will receive confirmation of this decision by recorded delivery. If an applicant wishes to appeal this decision they must confirm this in writing within two weeks of receiving this notification letter. Full details to support the appeal must be provided. Please note that all materials on applications can only be retained for 30 days after the appointment decision has been made.

All Access NI application forms and disclosures will be destroyed by shredding. A record will be retained for persons who are appointed/ contracted following a check. A record with reasons will be retained for persons who are unsuccessful following an Access NI check. All candidates who are successfully appointed by CCEA as employees will receive training about Child Protection at induction and suppliers will receive guidelines. Both will receive a refresher every three years and at all times intervening when there are any significant changes e.g. changes in legislation.

Candidates with convictions



Title **Child Protection**

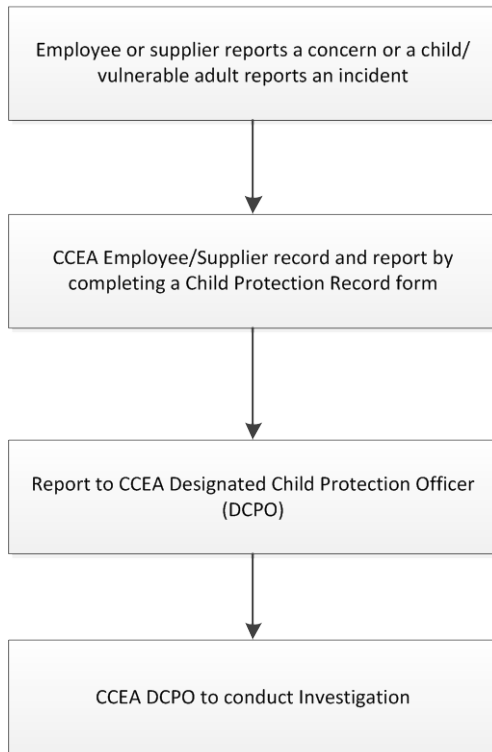
Procedure 2: REPORTING PROCEDURES

If an employee/supplier is concerned about a child/vulnerable adult it is essential that they report the concern to the CCEA Designated Child Protection Officer. In the absence of the Designated Child Protection Officer the Deputy Designated Child Protection Officer will assume responsibility. The employee/supplier should not investigate the matter but should report concerns immediately and make full notes.

The DCPO will treat this as a matter of urgency, plan a course of action and ensure written records are made.

The flow chart shows CCEA procedures for reporting Child Protection issues:

Reporting Procedures



Procedure 3: CCEA INVESTIGATION PROCEDURES

As a result of any allegation being received about an employee/supplier, the matter will be subject to preliminary investigation which will establish the nature of the allegation.

A preliminary investigation will give consideration to:

Whether or not there is a need to carry out a full investigation into the a concern/incident

Whether or not the employee/s should be suspended from work, or the supplier suspended from duty, while a full investigation is carried out

Title	Child Protection
-------	------------------

Whether or not an immediate referral to the Head of Centre, Social Services or the PSNI is warranted

Whether or not the Department of Education for Northern Ireland (DENI) should be informed.

If CCEA is satisfied that a valid complaint has indeed been made the DCPO will decide based on advice from Social Services/PSNI/Head of Centre/DENI whether:

The concern/incident is of low risk and no further action is necessary; or

The concern/incident is a high risk and therefore an immediate referral to the Social Services/PSNI/Head of Centre/DENI is warranted and the concern/incident needs to be considered under CCEA's Disciplinary Policy for Employees and for Suppliers Termination for Breach of Contract.

If no further action is required, it is the responsibility of the DCPO to:

Advise the employee/supplier concerned that a complaint has been made and the nature of it; and also the fact that it is considered to be without substance and no further action is to be taken

Advise the CEO of decision taken

Advise the complainant in writing of action taken and its outcome

Advise the Nominated Officer of any training requirements or policy changes required.

The DCPO will keep a brief record of the complaint on file indicating the nature of the complaint, when, by whom and to whom it was made and provide a short explanation as to why no further action was required together with any correspondence on the complaint. This record should be signed and dated by the DCPO and countersigned by the Chief Executive and retained in a confidentially secure location.

Should there be no innocent explanation in respect of the concern/incident the employee/s will be suspended from work. Also if there is no innocent explanation in relation to a supplier, the contract may be suspended pending full investigation.

For CCEA employees the DCPO will follow CCEA's Disciplinary Policy and for suppliers the DCPO will carry out a full formal investigation in respect of the concern/incident and will report to the Chief Executive on completion and to all other relevant parties.

On the basis of the report, and in accordance with CCEA's Disciplinary Policy, disciplinary action may be taken which could lead to dismissal of an employee or as a result of an investigation the termination of a supplier contract.

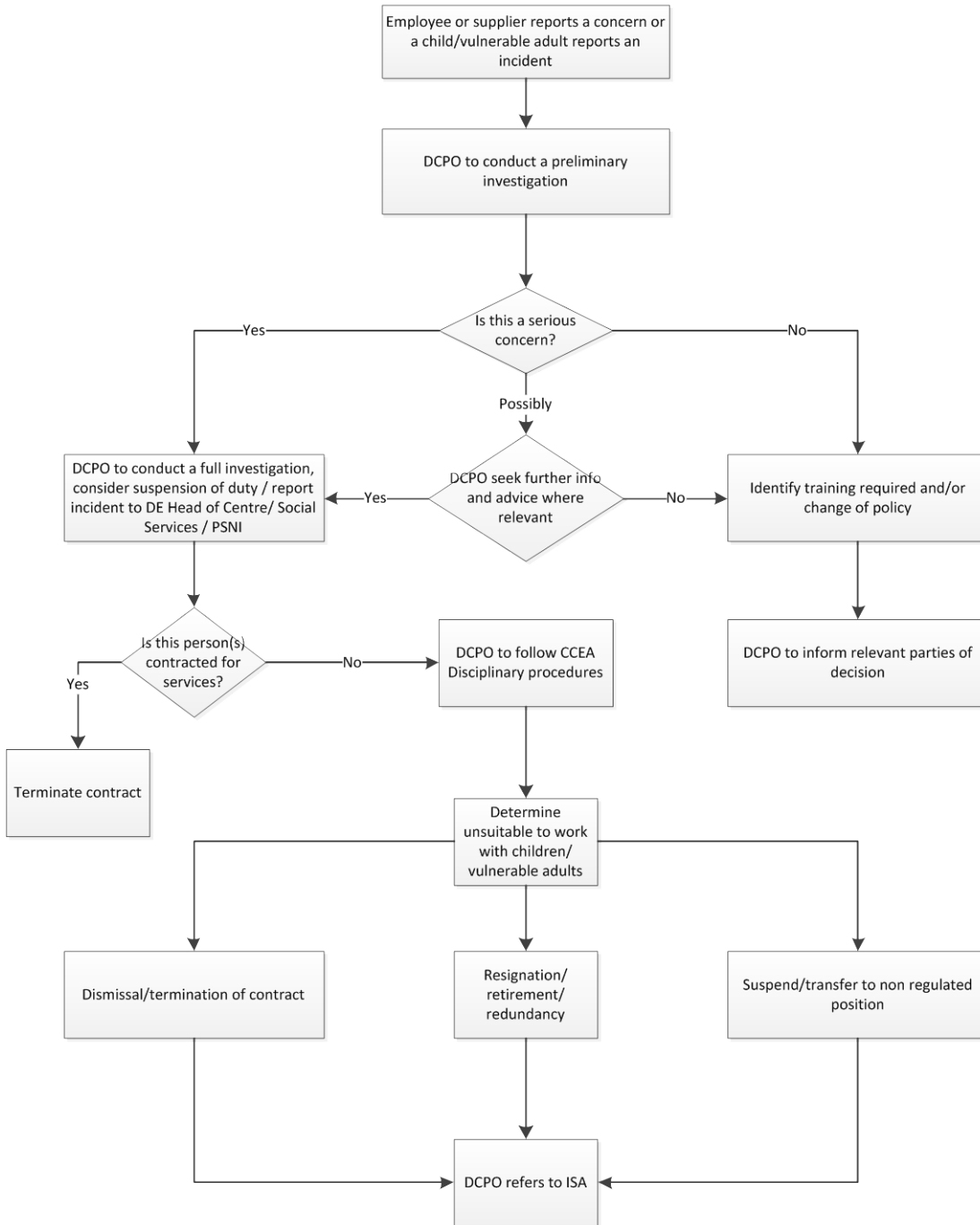
Title	Child Protection
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If an employee and/or a supplier be the subject of a PSNI investigation CCEA will include all available information as part of the investigation. However, CCEA will not necessarily wait for the completion of police investigations and will not necessarily be influenced by them. CCEA will examine the impact of the allegation on the employment/contract relationship of the employees or suppliers concerned.

Where an employee is disciplined, dismissed or resigns or where a supplier's contract is terminated or a supplier resigns as a result of inappropriate behaviour in regard to children/vulnerable adult's, information will be referred to the Independent Safeguarding Authority.

Title **Child Protection**

Investigation Procedures



Title	Child Protection
--------------	-------------------------

Procedure 4: STORAGE, ACCESS, RETENTION AND DISPOSAL OF AccessNI RECORDS

Storage and Access

All records will be stored securely in a locked, non-portable container and access will be restricted to named individuals and limited to those who are entitled to see such information as part of their duties i.e. DCPO and Nominated Officers.

Record Keeping

The DCPO should ensure that proper records, dated and signed, are kept of all complaints or information received.

The DCPO should supplement the record with:

Details of any advice sought, from, whom and when;

The decision reached; how, when and by whom this was done with reason together with any copies of any correspondences on the complaint.

If the DCPO makes a decision not to take a complaint any further then they will keep a brief record of the complaint on file indicating the nature of the complaint, when, by whom and to whom it was made and provide a short explanation as to why no further action was required together with any correspondence on the complaint.

On reaching any decision in relation to a complaint the DCPO should record the decision and this must be signed and dated by the DCPO and countersigned by the Chief Executive and retained in a confidentially secure location.

Retention

As soon as a recruitment (or other relevant) decision has been made, CCEA will not hold disclosure information for any longer than necessary. This is generally for a period up to 30 days, to allow for consideration and resolution of any dispute or complaint. If, in very exceptional circumstances, it is considered necessary to keep disclosure information for longer, CCEA will consult with AccessNI and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail. Retention of investigation records into Child Protection issues will be kept for 6 years after leaving.

Disposal

Once the retention period has lapsed CCEA will ensure that Disclosure information is immediately destroyed in a secure manner ie by shredding. CCEA will not retain any image or photocopy or any other form of disclosure information.

CCEA will keep a record of:

- Date of disclosure

Title	Child Protection
--------------	-------------------------

- Type of disclosure
- Position applied for
- Unique reference number issued by Access NI
- Decision taken

8 Revision History Record

Date	Version Number	Prepared by	Approved by	Amendment	Comments	Date for next Review
04.11.10	1	CMI	SS	New procedure		March 12
14.03.11	2	CMI	SS	Pg 25 added report to the Examinations Business Manager		14.03.11
28.05.12	3	JMCC		Procedure reviewed in new format		March 13
2.08.13	4	JMCC	SS	Definitions revised to reflect changes in legislation		March 14

9 Appendices

A Main contacts

CCEA Designated Child Protection Officer (DCPO)

Name: Michael Crossan
 Position: Interim Director of People Services and Equality.
 Direct Line Number: 028 9026 1440
 Mobile Number: 07825 141421

CCEA Deputy Designated Child Protection Officer

Name: Anne Marie Duffy
 Position: Director of Qualifications

Title	Child Protection
--------------	-------------------------

Direct Line Number: 028 9026 1202
Mobile Number: 07796947991

Nominated Officers

Name: Sean Smart
Department: People Services & Equality
Contact Number: 028 9026 1200

Address for all:

29 Clarendon Road
Clarendon Docks
Belfast
BT1 3BG

Title	Child Protection
--------------	-------------------------

B CCEA Child Protection Guidelines



Child Protection Guidelines

Title	Child Protection
--------------	-------------------------

Content

Introduction	19
CCEA Regulated Activity	20
Categories of abuse	23
General guidance for Employees and Suppliers	24
High Risk Situations	25
Reporting Guidelines	25
Confidentiality	27
Right to feedback	27
Conclusion	28

Title	Child Protection
--------------	-------------------------

Introduction

CCEA is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and suppliers to share this commitment.

Keeping children/vulnerable adults safe is everyone's responsibility. In all aspects of our work, the needs and interests of children/vulnerable adults must be put first.

This document will provide advice and guidance to all CCEA employees and suppliers about their responsibilities in relation to Child Protection when undertaking work for and on behalf of CCEA.

Related documents

CCEA Child Protection Policy
CCEA Child Protection Procedures
CCEA Child Protection Record

Title	Child Protection
--------------	-------------------------

Title	Child Protection
--------------	-------------------------

CCEA Regulated Activity

CCEA has sought legal advice and advice from the ISA in relation to what positions/contracts within CCEA that do/do not fall under the scope of regulated activity and these positions are detailed below:

(For all new positions CCEA will carry out a risk assessment and update this list as necessary).

Type of contract	Interface with children / schools	Regulated Activity?	Reason
CCEA employees – office based	Work in CCEA premises only. Contact with schools is by phone and letter and never directly with pupils	No	Not classed as a regulated activity as per definition
CCEA employees – temporary staff (office based)	Work on CCEA premises only. Contact with schools is by phone and letter and never directly with pupils	No	Not classed as a regulated activity as per definition
CCEA employees – occasionally visiting schools	Professional staff meeting teachers	No	Not classed as a regulated activity as per definition
Multi-media cameraman employees and contractors	For photo shoots, sound technicians etc	No	Does not meet the frequency and intensity requirements
Delivery staff	Deliveries of question papers	No	Not classed as a regulated activity as per definition

Title **Child Protection**

Top Teams- Chair of Examiner, Chief Examiner, Principal Examiner, Reviser, Scrutineer	Write papers and mark schemes. No direct contact with schools in their capacity as CCEA contractors	No	Not classed as a regulated activity as per definition
Research Consultants	Some can have access to groups of children in school settings	Yes	Need checked if it involves teaching, instructing, supervising or providing guidance to children/vulnerable adults and meets the frequency and/or intensity test
Examiners	Mark question papers. No direct contact with pupils. Papers carry centre code and candidate numbers only – no names or addresses etc.	No	Not classed as a regulated activity as per definition
Visiting Examiners/ Assessors / Moderators	Direct contact with schools and pupils across a range of subjects. Some have one-one access	Yes	Involves teaching, instructing, supervising or providing guidance to children/vulnerable adults but does not meet frequency and intensity test
Invigilators	Direct contact with pupils. Invigilation of examinations. CCEA pays invigilators but the school appoints them.	Yes	School is Regulated Activity Provider.
Professional Associates	Only contact with schools is by phone and letter and with teachers only	No	Not classed as a regulated activity as per definition

Title **Child Protection**

Professional Associates	Potentially visiting schools	Yes	CCEA to judge on a case by case basis. Need checked if the role involves teaching, instructing, supervising or providing guidance to children/vulnerable adults but in most cases will not meet frequency and intensity test.
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Categories of abuse

There are different types of abuse and a child/vulnerable adult may suffer more than one type:

Physical abuse

Physical abuse is deliberate physical injury to a child, or the wilful or neglectful failure to prevent a child's physical injury or suffering. This may include hitting, shaking, throwing, poisoning, burning or scalding, and drowning or suffocating. 'Munchausen's syndrome by proxy' is an illness whereby a parent or carer feigns the symptoms of, or deliberately causes, ill health in a child, and this too may amount to physical abuse. For children with disabilities, physical abuse may include confinement to a room or cot, or giving drugs incorrectly to control behaviour.

Emotional abuse

Emotional abuse is the persistent emotional ill-treatment of a child, having severe and persistent adverse effects on the child's emotional development. It may involve making children feel they are worthless or unloved, inadequate, or only valued for what they can do for another person. Emotional abuse may also involve causing children frequently to feel frightened or in danger, exploiting or corrupting them. For children with disabilities, this type of abuse may include over-protection or, conversely, failing to acknowledge or understand a child's disability and thus having unrealistic expectations. 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, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at pornographic material or watching sexual activities, or encouraging them to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet a child's basic physical and psychological needs and is likely to seriously impair the child's health or development. Neglect may involve a parent or carer failing to provide adequate food, shelter or clothing; failing to protect a child from physical harm or danger; failing to ensure that the child receives appropriate medical care or treatment; lack of stimulation; or lack of supervision. It may also include neglecting a child's basic emotional needs.

Title	Child Protection
-------	------------------

General guidance for Employees and Suppliers

When attending schools CCEA employees/suppliers have a responsibility to ensure professional behaviour when carrying out their work. Attitude, demeanour and language, as well as behaviour, all require care and thought. It is also important to ensure account is taken of a child's right to appropriate privacy and modesty when providing for a safe and secure environment.

Working for CCEA in a centre

CCEA employees/suppliers when undertaking work at a centre should ensure that they exhibit the following positive behaviours and are aware of the negative behaviours that could place them or a child/vulnerable adult at risk.

Do's

- Ensure that the care, welfare and safety needs of a child or a vulnerable adult is paramount
- Give child/vulnerable adult as much encouragement as possible
- Adopt a friendly, relaxed, informal atmosphere
- Listen to what the child/vulnerable has to say
- Keep a physical and professional distance
- Be aware of the effect that words and actions may have
- Be approachable
- Be alert, co-operative and open- minded
- Only restrain a child/vulnerable adult who is at imminent risk of inflicting harm to themselves or others
- Ensure the timing of assessments fall within the normal timetable parameters and regulations.

Don'ts

- Never stray from the task allocated
- Do not be unnecessarily inquisitive
- Do not do or say anything that might make a child/vulnerable adult feel uncomfortable
- Do not say things that could be interpreted as aggressive, hostile or impatient
- Do not be drawn into personal conversations or introduce personal subjects
- Do not make comments that could be misinterpreted e.g. comments about their appearance
- Do not sit or stand too close to the child/vulnerable adult
- Never stand over the child/vulnerable adult as this may make them feel pressured
- Never meet other than in the agreed assessment venue
- Never exchange personal contact details

Title	Child Protection
-------	------------------

- Never make physical contact (except when you have to restrain a child child/vulnerable adult who is at imminent risk of inflicting harm on themselves or others).

These negative behaviours could result in allegations, sanctions and subsequent police involvement so should be avoided in all circumstances. Failure to follow the aforementioned guidelines could result in disciplinary action/ termination of contract for services.

High Risk Situations

Specific situations relating to conduct that require thorough and careful consideration are detailed below:

One to one contact

CCEA employees/suppliers should whenever possible seek to avoid situations where they are alone with an individual candidate. If this cannot be avoided CCEA representatives should ensure that, where possible, the meeting is conducted in a room with visual access or by leaving the door open and/or in an area likely to be frequented by other people. CCEA representatives should alert a colleague/ teacher that the meeting is taking place. If there are extra stipulations expressed by the centre these should be followed.

Transporting Pupils

In no circumstances can CCEA employees/suppliers transport pupils in their own vehicles during the course of their CCEA duties.

Reporting Guidelines

What to Say and Do

If a person raises a concern, it will probably be a child/vulnerable adult to whom you are talking; but it could be anyone. The basic guidance is the same in all cases:

- Listen to the child/vulnerable adult and take down what has been said seriously
- Do not promise to keep secrets
- Explain that you will find people who can help
- Do not interrupt them when they are recalling significant events
- Do not make them repeat the story
- Do not prompt or ask leading questions.

Always pass on any information that you receive as a matter of urgency to the DCPO. They will give you support and assistance at all stages of the process where you feel unsure/ concerned and will act as a liaison point.

Title	Child Protection
-------	------------------

What to Write Down

Always pass on any information that you receive as a matter of urgency to the CCEA Designated Child Protection Officer (DCPO). You should make a written record by completing the CCEA Child Protection Record Form available at www.ccea.org.uk or on ibrowse. This should include:

- The date, time and place
- Who was there
- What you were told and by whom, using exact wording wherever possible

This information must be passed to the DCPO immediately following the incident or as soon as possible or within two days at most.

On receipt of information by telephone

If you receive a telephone call which raises issues of concern about a possible child protection matter then you should offer that caller the opportunity to speak to the DCPO. However, there may be an occasion where you have to handle the call yourself. In this case try to establish:

- Name
- What happened
- Where and when
- The name of the person they have concern about
- Record other details but do not become the investigator
- Assure the caller that the matter will be followed up urgently
- Tell the caller that someone will get back to him in due course.
- Do not ask leading questions
- Do not offer personal opinion or comment
- Do not rush the caller

Always pass on any information that you receive as a matter of urgency to the DCPO.

Concerns about Assessment of Written Materials

If you come across material in written work that gives you cause for concern, you will need to get advice and support on the matter. It is, of course, not always easy to distinguish between fact and / or fiction in peoples writing, but that should not be seen as a reason to ignore the issue.

If you believe that a piece of work raises potential child protection concerns you should immediately refer the matter to the DCPO. You will normally be expected to send a copy of the written material in question immediately to the DCPO.

CCEA will deal with these concerns in liaison with the centre, (via email or

Title	Child Protection
-------	------------------

recorded delivery), which may include a child protection referral.

Complaints against a CCEA Employee or Supplier

Any allegation of abuse or suspected abuse in relation to a colleague working for CCEA must be referred to the DCPO.

If a concern arises during a visit to a centre where the CCEA employee/supplier is in direct contact with children/vulnerable adults, you should contact the head of the centre and the DCPO.

Potential incidents

If an incident occurs that involves you and you feel your actions have been, or may be, misconstrued, then you should submit a written report of the incident immediately to the CCEA DCPO who will notify the Head of Centre.

Inappropriate activities at centres

Another situation where a child protection concern at a centre may arise is out of an activity you are observing. Two possible contexts for this are a performance and/or discussion you are observing. If an activity you are observing gives you cause for concern, you will need to consider whether or not to stop the assessment prior to completion. No activity should continue that might be seen as raising child protection issues. If you are concerned about an activity, you should contact the DCPO.

Confidentiality

CCEA employees and suppliers have a professional responsibility to share relevant information about the protection of children/vulnerable adults.

All employees and suppliers should recognise that in order to protect children/vulnerable adults from harm, cases may arise where confidentiality must be subordinated to the need to take appropriate action, by informing and involving others, in the child's best interest. No promise of confidentiality can or should ever be made to a child or anyone else giving information about possible abuse.

Right to feedback

If you have reported an incident/concern you have a right to receive feedback. However, this may be limited and it may be delayed if there are ongoing investigations or confidentiality issues.

You have the right to raise your concerns at the highest level if you feel a child protection matter has not received due attention. This can be done by writing to the DCPO at CCEA. Please ensure that you mark the envelope as confidential and sent to the following address:

Title	Child Protection
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**FAO DCPO
CCEA
29 Clarendon Road
Clarendon Dock
Belfast
BT1 3BG**

Conclusion

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. It is not the responsibility of employee/supplier to prove that abuse is taking place. Instead, it is their responsibility to act on any concerns by reporting them to the CCEA DCPO.

In all circumstances you should exercise professional judgement. If you have any concerns about this booklet or if need advice and guidance in how you should act in particular circumstances you should consult the CCEA DCPO.

Title	Child Protection
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Appendix C Child Protection Record

Title **Child Protection**

CCEA child protection record



Date of referral:

Child/vulnerable adult name:

Child/vulnerable adult number:

Centre name:

Centre number:

Details:

CONFIDENTIAL

Person making referral: _____

Action with dates (to include liaison with other agencies)

CONFIDENTIAL

Signature: _____ Date: _____

This form should be completed and sent immediately to the CCEA Designated Child Protection Officer.

Title	Child Protection
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