

<b>Child protection &amp; welfare policy</b>	<b>Document No.</b>	<b>1</b>
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**Policy Statement:**

Sonas Domestic Violence Charity aims to deliver the highest standard of service to the children who avail of our services. We strive to promote the protection and welfare of children and young people at all times through our child protection policy and by adhering to best practice guidelines as outlined in Children First, the National Guidelines for the Protection and Welfare of Children (2011).

Sonas promotes and affirms the rights of every child to be protected, treated with respect, listened to, have their views taken into consideration and kept safe from harm while in our services and strive to achieve this in a supportive and fun environment.

**Purpose**

All reasonable grounds for concern of child abuse are appropriately dealt with in accordance with the Children First Guidelines

**Persons Affected:**

All Sonas staff, Permanent and Temporary / relief.

Sonas staff are responsible for the recognition and reporting of abuse or neglect of any child or young person in our service. We strive to ensure that our staff are carefully selected, trained and supervised. Please refer to the staff handbook or recruitment policy for further information. All Support Staff are obliged to participate in Children First training and have an awareness of their role in the reporting process.

**Key Principles of best practice in child protection and welfare:**

- The welfare of children and young people is of paramount importance.
- A proper balance must be struck between protecting children / young people and respecting the rights and needs of parents/carers and families. Where there is conflict, the child's welfare must come first.
- Children and young people have a right to be heard, listened to and taken seriously. Taking account of their age and understanding, they should be consulted and involved in all matters and decisions that may affect their lives.
- Parents/carers have a right to respect and should be consulted and involved in matters that concern their family.
- Factors such as the child's / young person's family circumstances, gender, age, stage of development, religion, culture and race should be considered when taking protective action. Intervention should not deal with the child / young person in isolation; the child's / young person's circumstances must be understood within a family context.
- The criminal dimension of any action must not be ignored.

**Role of the Designated Liaison Person:**

In Sonas the Service Managers are the Designated Liaison Persons (DLPs) who have specific responsibilities in relation to dealing with child protection and welfare concerns. The responsibilities include:

- Ensuring that the standard reporting procedure is followed
- Ensuring they are knowledgeable about child protection and undertake necessary training.

The names and contact details of Service Managers can be found in Appendix 1. However all staff must be alert and be open to accepting the possibility of abuse or neglect and be familiar with both definition and presenting aspects of different forms of abuse. Please see next section of policy for definitions of abuse.

**Definitions of Abuse:**

Child abuse can be categorised into four different types: emotional abuse, sexual abuse, physical abuse and neglect. A child may be subjected to one or more forms of abuse at any given time.

For detailed guidance and signs and symptoms on each type of abuse, please refer to *Children First: National Guidance (2011)*.

**Definition of 'emotional abuse'**

Emotional abuse is normally to be found in the *relationship* between a parent/carer and a child rather than in a specific event or pattern of events. It occurs when a child's developmental need for affection, approval, consistency and security are not met. Unless other forms of abuse are present, it is rarely manifested in terms of physical signs or symptoms. Examples may include:

- (i) the imposition of negative attributes on a child, expressed by persistent criticism, sarcasm, hostility or blaming;
- (ii) conditional parenting in which the level of care shown to a child is made contingent on his or her behaviours or actions;
- (iii) emotional unavailability of the child's parent/carer;
- (iv) unresponsiveness of the parent/carer and/or inconsistent or inappropriate expectations of the child;
- (v) premature imposition of responsibility on the child;
- (vi) unrealistic or inappropriate expectations of the child's capacity to understand something or to behave and control himself or herself in a certain way;
- (vii) under- or over-protection of the child;
- (viii) failure to show interest in, or provide age-appropriate opportunities for, the child's cognitive and emotional development;
- (ix) use of unreasonable or over-harsh disciplinary measures;
- (x) exposure to domestic violence;
- (xi) exposure to inappropriate or abusive material through new technology.

Emotional abuse can be manifested in terms of the child's behavioural, cognitive, affective

or physical functioning. Examples of these include insecure attachment, unhappiness, low self-esteem, educational and developmental underachievement, and oppositional behaviour. The *threshold of significant harm* is reached when abusive interactions dominate and become *typical* of the relationship between the child and the parent/carer.

**Definition of ‘physical abuse’**

Physical abuse of a child is that which results in actual or potential physical harm from an interaction, or lack of interaction, which is reasonably within the control of a parent or person in a position of responsibility, power or trust. There may be single or repeated incidents. Examples include:

- (i) severe physical punishment;
- (ii) beating, slapping, hitting or kicking;
- (iii) pushing, shaking or throwing;
- (iv) pinching, biting, choking or hair-pulling;
- (v) terrorising with threats;
- (vi) observing violence;
- (vii) use of excessive force in handling;
- (viii) deliberate poisoning;
- (ix) suffocation;
- (x) fabricated/induced illness (*see Appendix 1 of Children First for details*);
- (xi) allowing or creating a substantial risk of significant harm to a child.

**Definition of ‘sexual abuse’**

Sexual abuse occurs when a child is used by another person for his or her gratification or sexual arousal, or for that of others. It should be noted that the definition of child sexual abuse presented in this section is not a legal definition and is not intended to be a description of the criminal offence of sexual assault. Examples may include:

- (i) exposure of the sexual organs or any sexual act intentionally performed in the presence of the child;
- (ii) intentional touching or molesting of the body of a child whether by a person or object for the purpose of sexual arousal or gratification;
- (iii) masturbation in the presence of the child or the involvement of the child in an act of masturbation;
- (iv) sexual intercourse with the child, whether oral, vaginal or anal;
- (v) sexual exploitation of a child, which includes inciting, encouraging, propositioning, requiring or permitting a child to solicit for, or to engage in, prostitution or other sexual acts. Sexual exploitation also occurs when a child is involved in the exhibition, modelling or posing for the purpose of sexual arousal, gratification or sexual act, including its recording (on film, video tape or other media) or the manipulation, for those purposes, of the image by computer or other means. It may also include showing sexually explicit material to children, which is often a feature of the ‘grooming’ process by perpetrators of abuse;
- (vi) consensual sexual activity involving an adult and an underage person. In relation to child sexual abuse, it should be noted that, for the purposes of the criminal law, the age of consent to sexual intercourse is 17 years for both boys and girls. An Garda Síochána will deal with the criminal aspects of the case under the relevant legislation.

### **Definition of '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/or medical care.

Neglect generally becomes apparent in different ways *over a period of time* rather than at one specific point. For example, a child who suffers a series of minor injuries may not be having his or her needs met in terms of necessary supervision and safety. A child whose height or weight is significantly below average may be being deprived of adequate nutrition. A child who consistently misses school may be being deprived of intellectual stimulation.

The *threshold of significant harm* is reached when the child's needs are neglected to the extent that his or her well-being and/or development are severely affected.

### **Types of neglect**

A distinction can be made between 'wilful' neglect and 'circumstantial' neglect. 'Wilful' neglect would generally incorporate a direct and deliberate deprivation by a parent/carer of a child's most basic needs, e.g. withdrawal of food, shelter, warmth, clothing, contact with others. 'Circumstantial' neglect more often may be due to stress/inability to cope by parents or carers.

Regardless of whether a concern is about circumstantial or wilful neglect, there is a need for a response where there are concerns that a child is experiencing neglect.

While neglect may be harder to define or to detect than other forms of child abuse, there are common categories of neglect.

For further examples of neglect, please refer to Appendix 3.

### **Guidelines for recognition**

The ability to recognise child abuse can depend as much on a person's willingness to accept the possibility of its existence as it does on their knowledge and information. There are commonly three stages in the identification of child neglect or abuse:

- (i) considering the possibility;
- (ii) looking out for signs of neglect or abuse;
- (iii) recording of information.

#### **Stage 1: Considering the possibility**

The possibility of child abuse should be considered if a child appears to have suffered a suspicious injury for which no reasonable explanation can be offered. It should also be considered if the child seems distressed without obvious reason or displays persistent or new behavioural problems. The possibility of child abuse should also be considered if the child displays unusual or fearful responses to parents/carers or older children. A pattern of ongoing neglect should also be considered even when there are short periods of

improvement.

### **Stage 2: Looking out for signs of neglect or abuse**

Signs of neglect or abuse can be physical, behavioural or developmental. They can exist in the relationships between children and parents/carers or between children and other family members/other persons. A cluster or pattern of signs is more likely to be indicative of neglect or abuse. Children who are being abused may hint that they are being harmed and sometimes make direct disclosures. Disclosures should always be taken very seriously and should be acted upon, i.e. reported to Tusla. The child should not be interviewed in detail about the alleged abuse. This may be more appropriately carried out by a social worker or An Garda Síochána. Less obvious signs could be gently explored with the child, *without direct questioning*. Play situations, such as drawing or story-telling, may reveal information.

Some signs are more indicative of abuse than others. These include:

- (i) disclosure of abuse by a child or young person;
- (ii) age-inappropriate or abnormal sexual play or knowledge;
- (iii) specific injuries or patterns of injuries;
- (iv) absconding from home or a care situation;
- (v) attempted suicide;
- (vi) underage pregnancy or sexually transmitted disease;
- (vii) signs in one or more categories at the same time. For example, signs of developmental delay, physical injury and behavioural signs may together indicate a pattern of abuse.

Many signs of abuse are non-specific and must be considered in the child's social and family context.

It is important to be open to alternative explanations for physical or behavioural signs of abuse.

For further signs and symptoms of abuse, please refer to Children First, Appendix 1.

### **Stage 3: Recording of information**

If neglect or abuse is suspected and acted upon, i.e. reported to Tusla, it is important to establish the grounds for concern by obtaining as much information as possible.

Observations should be accurately recorded and should include dates, times, names, locations, context and any other information that may be relevant. Care should be taken as to how such information is stored and to whom it is made available.

#### **Reporting procedure:**

Staff reporting suspected abuse should firstly establish the basis of their concerns.

Reasonable grounds include:

- Specific indications from the child that s/he was abused,
- An account by a person who saw the child being abused,
- Evidence of injury or behaviour which is consistent with abuse and unlikely to be caused accidentally,
- Patterns of injury or ongoing dysfunctional behaviour,
- Consistent evidence of a child suffering from emotional or physical neglect,

- Witnessing domestic violence on their mother/ siblings.

Further guidelines on signs and symptoms of abuse can be found in 2 of Children First guidelines.

Tusla should always be informed when a person has reasonable grounds for concern that a child or young person may have been abused, or is being abused, or is at risk of abuse. If you are unsure whether your concern merits a report, you can discuss your concern with the Designated Liaison Person, who can consult with the Duty Social Worker. Please see list of Social Worker contacts per area in the shared drive.

- When a staff member receives a disclosure or forms an opinion of concerns about a child or young person they should inform the DLP as soon as possible and if agreed, submit a report to Tusla without delay. A plan will also be agreed for communication of the concern to the mother. The parent/ carer should also be informed if a Report is to be submitted to Tusla or Gardai *unless doing so is likely to endanger the child / young person*. An incident report form must also be completed.
- If the decision taken by the DLP is to *not* submit a report, the incident report must list / indicate reasons for not making a report. Please see further procedures below.
- The information provided in the report should be recorded factually and where opinion is included this should be stated clearly as such, with supporting reasons. All concerns / disclosures must be included in the report. A list of information to be included in the Standard Report Form can be found in 3 of Children First guidelines.
- In the event of an emergency, where you think the child(ren) or young person (s) is / are in immediate danger and you cannot make contact with the Tusla Social Work department, you must contact the gardai.
- Once a report is made to the Tusla it is important that staff seek clarification from the social worker about follow-up so as to keep the mother informed and where appropriate the child / young person.
- If a child / young person makes the disclosure, the support worker must listen to the child / young person and ask non-leading questions and not give any undertaking regarding secrecy. The purpose of questioning must be for clarification and to be supportive only. The support worker must explain what will happen next, including that the information will be passed on / shared (unless doing so could put the child / young person at further risk). No undertaking of secrecy must be given, and the child(ren) / young person (s) should be reassured that they have done the right thing by making the disclosure, and their bravery acknowledged.
- The child / young person's or the child's parents /carers should not be interviewed in great detail about the alleged abuse as this is the role of Tusla social workers or the Gardai. Inappropriate or incorrect questioning could compromise an investigation.
- Failure to report and failure to take steps with regard to child protection and abuse constitutes a breach of 'Reckless Endangerment of Children' Section 176, Criminal Justice Act 2006. This includes reporting on concerns regarding unidentifiable children / young people, e.g. if concern reported could affect other children / young people not in our services.
- Support for the child / young person must be considered after the disclosure - Under no circumstances should a child / young person be left in a dangerous situation

pending a Tusla response or intervention. Consideration should be given to contacting the Gardai and/or Emergency contact person on the mother's file.

- After supported the child / young person and ensuring their safety, continue to engage with the child / young person in the usual way and include the child / young person in all regular activities.

**Procedure when concerns do not require formal notification to Tusla**

- When staff have a concern which based on guidelines do not require a report going to Tusla the support worker should address their concern with the child's / young person's mother in order to ensure that concerns do not escalate.
- A record should be kept on the child / young person's and mother's file of the details of the concern, the reason for not reporting the concern, the mother's response and the discussion with the Designated Liaison Person (this is completed on the Database).
- If there is a pattern of behaviour or omission that emerges over time that appears to indicate that a child/children are being neglected or emotionally abused this should be brought to the attention of the Designated Liaison Person. If there is agreement that there is cause for concern, the support worker who raised the concern should contact the duty social worker in the relevant Tusla social work team to discuss the situation and seek advice on progressing the issue.
- This should be followed up in writing by the designated liaison person.

**Procedures with anonymous Reports**

- Anonymous reports should be treated in the same manner as a disclosure outlined above.
- If deemed serious, the concern should be reported to the Tusla Duty Social worker for full investigation.

**Procedures with Mother resuming relationship with alleged abuser.**

- If a woman communicates her intention to return to the abusive situation it is our understanding that it would impact the child's / young person's welfare. If this occurs staff will discuss with the women the possible impact of this on her and the children and work with her around safety planning for herself and her children.
- We will also discuss with the Mother our responsibility to discuss the situation with the Designated Liaison Officer and our responsibility to notify Tusla/Gardai of any concerns.

**Procedures in relation to Retrospective Disclosures by Adults**

- If a woman discloses abuse that allegedly occurred in her childhood she should be offered support as appropriate.
- It is essential to consider current risk to any child / young person who may have contact with the alleged abuser.
- If a risk is deemed to exist staff should inform the women of our responsibilities to make a report to Tusla/Gardai. The standard procedure as outlined above should be followed.

**Confidentiality:**

Sonas offers a confidential service to all of our clients – please see Sonas Confidentiality policy. This means that we will not discuss information pertaining to a client or their family with another agency without their express consent. However, in the case of actual or suspected harm to a child / young person this guarantee of confidentiality may be overridden, but will be on a 'need to know' basis. The child's/ young person's mother will be kept informed of any information relating to her child, unless to do so would place the child at further risk.

The child(ren) and parents have the right to know who their information will be shared with, and informed that sharing information in this regard does not constitute a breach of data protection.

Records are kept in a safe confidential manner (in a locked filing cabinet and electronically on the server, password protected).

Sonas is committed to share information as required, and attend meetings at formal level, such as child protection and welfare meetings

***Procedures in relation to allegations of Child Abuse made against Sonas staff***

**Procedure in relation to the child:**

- In the event of an allegation of child abuse made against a staff member, Sonas has dual responsibility to both the child / young person and the worker. Dual procedures need to be followed, i.e. protecting the child / young person and reporting the allegation and dealing with the allegation against the staff member. The welfare of the child / young person is paramount. Sonas acknowledges that staff members could be subjected to baseless or malicious allegations and will treat any allegation of abuse in a sensitive and supportive manner. All allegations will be treated as such until the facts are established.
- In the event of an allegation made against a staff member, a different DLP to the person consulted about the abuse will be the agreed person who will undertake to report the matter to the relevant authorities, while the HR Manager will address the employment issue.
- The relevant Designated Liaison Person will follow the Standard Reporting Procedure as outlined above in relation to any allegation or suspicion of abuse relating to a staff member.
- When doing so the Designated Person should inform Tusla/Gardai that the allegation is being made against a staff member.



**Procedure in Relation to Staff Member:**

- The first priority should be to ensure that no child / young person is exposed to unnecessary risk.
- The agreed procedures, and rules of natural justice should be followed.
- The person to whom the allegation was made should immediately record the nature and content of the allegation. Recording should be factual and made on the day the allegation is received.
- The child protection concern will have been reported to the DLP and the reporting procedure will be followed without delay. The HR Manager will also be informed immediately and agree next steps with the DLP. If the Line Manager is also the DLP in that service, a clarification of roles will be agreed, in that the same DLP cannot manage the child protection concern and the staff allegation.
- The HR Manager will inform the employee of the allegation - the exact details of what is alleged and to whom the allegation has been referred. The employee will be furnished with any written record or other relevant documentation, and informed of their right to have someone with them.
- The HR Manager will inform the CEO that an allegation has been made against a staff member.
- When the allegation has been referred to Tusla, Sonas (the HR Manager) will seek to meet with or discuss the next steps with Tusla and the Gardai. The HR Manager will take their lead from Tusla and or the Gardai.
- The parents of the child / young person should be informed of the allegation and what actions have been taken and are planned. The relevant Service Manager should be assigned to provide support to the family and to liaise with them.
- The employee will be required to respond in writing to the HR Manager within an agreed period of time, and be advised that her response will be referred to Tusla. The employee may avail of assistance in drafting the response.
- The employee may be directed to absent herself from her place of work immediately. Any such absence will be regarded as administrative absence with pay.
- Where there is uncertainty as to whether the allegation warrants the absence of the employee, the HR Manager will consult with the Tusla Duty social worker and/or Gardai as to the action they deem to be essential. The HR Manager will remain in frequent contact with the investigating authorities so as to assist in achieving a speedy outcome.
- The employee will be provided with the opportunity to present her case (with her chosen representative) to the HR Manager to the investigation. Having implemented the above procedure and considered all of the material presented to them, the HR Manager then decide on the action, if any, which needs to be taken to protect a child, if not communicated by Tusla. The employee and the parent should be informed of the investigation's outcome.
- All meetings and discussions in relation to the allegation should be recorded, including any decisions reached and the reasons why clearly noted.
- The Children First Guidelines oblige Tusla to respond to and deal promptly with allegations of abuse against an employee, particularly given the serious implications for an innocent employee.
- Tusla must pass on records and written documentation to the employer and employee where appropriate. Sonas should always be notified of the conclusions

reached at each stage of the investigation and of the final outcome. The employee should also be informed of Tusla's conclusion. In the event the allegation is upheld, this will be treated as gross misconduct and may lead to dismissal.

#### **Staff Code of Conduct: Working with Children and Young People**

Sonas staff are committed to keeping children and young people safe, protecting children's and young people's rights and maintaining best practice in relation to child protection and welfare. All staff are Garda vetted and have current Children's First training.

Sonas staff abide by the basic principle that the safety and wellbeing of the child is put first.

All staff working with children and young people will:

- value and respect each child/ young person as an individual;
- be aware of, and safeguard, the rights of all children / young people;
- facilitate and promote the growth and development of the whole child / young person; and
- be aware of, and endeavour to meet the needs of, each child / young person for whom they are professionally responsible.
- Maintain a commitment to high quality service provision
- Abide by the Sonas policies and procedures
- Respect confidentiality of service users except where this is in conflict with child protection concerns
- Advocate in the best interest of the child / young person
- Remain committed to treating all children / young person equally
- Comply with all relevant legislation

#### **How do we interact with children / young people?**

- We respond appropriately to the child / young person. We keep physical contact to a minimum and only to meet the needs of a child / young person (e.g. help a young child to put on a coat, push a child on a swing when asked to do so, give a child physical comfort if they seek it after hurting themselves)
- We provide opportunities for children / young people to interact and develop positive relationships with adults and children / young people

- We act as a positive role model and display pro social behaviour
- We work in partnership with mothers in order to achieve the best possible results for the child
- We treat children and young people as individuals
- We ensure interactions are age and stage appropriate
- We involve children and young people in all decision making where appropriate
- We ensure that children are never alone with a Sonas employee -another Sonas staff member or parent is always present in the building during all sessions and groups, or else meetings are held in a public location. In exceptional circumstances the other staff member may leave the building momentarily to attend to issues within the complex but will never leave the complex and will only be gone for a short period. If it is necessary for the other staff member to leave the building for a longer duration the session will be suspended and rescheduled.
- We respect cultural rules for interactions where appropriate.
- We remain non-judgemental and respect the rights, thoughts and opinions of the mother , while simultaneously advocating for the rights and needs of the child / young person, when planning support for the children / young people
- We encourage parents to use the children’s service, suggest recommendations to staff and to avail of the complaints procedure where requested
- Sonas staff will only change nappies of children in exceptional circumstances whereby the mother is not available to do so. There will always be another staff present.
- Sonas staff will clearly state that their relationship with the child / young person is professional and maintain professional relationships and boundaries with children, young people and families. There will be no unnecessary contact outside of working hours, which includes when the child / young person is no longer in the service or post employment.

**How do we communicate to children / young people?**

- We respond to disclosures and observe child protection concerns calmly, respectfully and sensitively. We believe the child / young person and ask no leading questions. We inform them of what our next steps will be. We inform the designated liaison person [EL1] and report to Tusla. Where possible we will always inform the mother that a report is being submitted and discuss the contents of the report with her, except in exceptional circumstances when doing so may place the child / young person at greater risk.
- We encourage children and young people to express their thoughts and opinions

- We support the complaints procedure for children and young people
- We talk to children and young people in an encouraging, positive and age appropriate way
- We use active listening techniques and respond to children and young people in a supportive and appropriate way
- We attempt to combat communication difficulties, language barriers and learning difficulties
- We keep the mothers informed of the child's / young person's progress at all times via regular feedback
- We obtain parental consent for children and young people to attend sessions
- All photographs of children are for internal use only to be displayed on wall and will not be publicised or shared. The photographs will be given to the family at their request or when the family leaves the service. If the family do not take the photographs they will be confidentially shredded. Due to confidentiality reasons, Sonas will strive that only Sonas staff members will take photographs of children / young people participating in a Sonas led activity.
- All Sonas children's rooms in the Supported Housing Service & Sonas Viva Refuge are fitted with CCTV. The footage is stored in line with Sonas policies and is only accessible by Sonas staff. This footage can also be requested by the Gardai if needed for an investigation.
- All electronic communication falls within the remit of the Sonas record retention policy (e.g. emails).
- Children and young people are supervised at all times, and will not be able to access computers / phones alone
- Staff will not use social media sites to communicate with clients, including child clients.

**How do we create a child centred and child friendly space?**

- We maintain a safe, child centred environment free from discrimination, bullying and harassment
- We create an atmosphere of openness and trust
- We respect the rights of children and young people attending the service
- We support children / young people to engage in activities which support their self esteem

- We encourage and assist children / young people to undertake personal activities themselves
- We acknowledge that children and young people attending our service will have different cultures and values, and will ensure each child / young person is given the opportunity to attend sessions in the playroom appropriate to their stage of development, abilities and interests
- We offer positive guidance and encourage appropriate behaviour
- We remain up to date with relevant child related legislation, policies and research

**Relevant legislation:**

- Child and Family Agency Act 2013
- Child Care Amendment Act (2013)
- Child Care Act (1991)
- Children First Bill 2014
- Children First: National Guidelines for the Protection and Welfare of Children (2011)
- Criminal Justice Act (2006) (Section 176 Reckless Endangerment of Children)
- Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012
- Domestic Violence Act (1999)
- Draft National Children's Standards (February 2010)
- Education Act (1998)
- Freedom of Information Act 2014 and Data Protection Acts 1988 & 2003
- National Vetting Bureau Act 2012 (not yet commenced)
- Non-Fatal Offences against the Person Act (1997)
- Protection for Persons Reporting Child Abuse Act (1998)
- United Nations Declaration on the Rights of Children (1990) (ratified by Ireland 1992)
- Equal Status Act 2004

**IMPORTANT**

The keeping of good records throughout the child protection process is an essential ingredient in protecting children and young people.

All records need to be:

- 1) Factual, accurate, legible and up to date.
- 2) Dated, signed and counter signed by the Manager/Designated Liaison Person.
- 3) Backed up by verifiable facts.
- 4) When opinions are given the report needs to clearly state that these are opinions.
- 5) Questions (of children or young people / during disclosure) must only be asked for clarification purposes
- 6) Records will be filed safely, in keeping with the services record retention and management policy and must be accessible at all times to appropriate staff including the Designated Liaison Person, Team Leader and Head of Services.

## APPENDIX I

### List of Sonas Designated Liaison Persons

#### Sonas Viva Refuge:

Jayne Adams, Service Manager

01 866 2012

087 0624341

[jadams@sonasdomesticabuse.ie](mailto:jadams@sonasdomesticabuse.ie)

#### Supported Housing Services:

Emeline Le Prince, Service Manager

01 872 0068 (2)

087 9905835

[eleprince@sonasdomesticabuse.ie](mailto:eleprince@sonasdomesticabuse.ie)

#### Outreach, Visiting Support Service and Safe Home:

Michelle Brazil, Service Manager (on ML from April 2016)

01 872 0068 (2)

087 0523050

[mbrazil@sonasdomesticabuse.ie](mailto:mbrazil@sonasdomesticabuse.ie)

Sonya Logan, Acting Service Manager (from April 2016)

01 872 0068 (2)

087 6444241

[slogan@sonasdomesticabuse.ie](mailto:slogan@sonasdomesticabuse.ie)

#### Services – general

Cristina Hurson, Head of Services

01 872 0068 (2)

087 9058878

[churson@sonasdomesticabuse.ie](mailto:churson@sonasdomesticabuse.ie)

## APPENDIX II

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*Please refer to Standard Report Form for reporting Child Welfare and Protection concerns, Tusla 2014*

## APPENDIX III

### Indicators of neglect in the child

Indicators of neglect are likely to be visible in the appearance or behaviour of the child. Individuals/agencies concerned should consider making a referral to the HSE Children and Family Services if they notice that a child:

- wears soiled clothing or clothing that is significantly too small or large, or is often in need of repair;
- seems inadequately dressed for the weather;
- always seems to be hungry, hoards, steals or begs for food, comes to school with little or no food;
- often appears listless and tired, with little energy;
- frequently reports caring for younger siblings;
- demonstrates poor hygiene, smells of urine or faeces, has dirty or decaying teeth;
- seems emaciated or has a distended stomach (indicative of malnutrition);
- has unattended medical or dental problems, such as infected sores;
- displaying apathy, unresponsive to affection;
- states that there is no one at home to provide care;
- presents with frequent accidents and/or minor injuries; growth not within the expected range;
- signs of developmental delays, poor attention/concentration, lack of self confidence/poor self-esteem, low academic achievement (including erratic or non-school attendance);
- behavioural signs, e.g. overactive, aggressive, poor coping skills, impulsive behaviour, indiscriminate friendliness, withdrawn, poor social skills development, bed-wetting, soiling or destructive behaviours, substance misuse, running away, sexual promiscuity, self-harm, offending behaviours.