

SCOTTISH CHILD ABUSE INQUIRY
RESPONSE TO SECTION 21 NOTICE –
DAUGHTERS OF CHARITY OF ST VINCENT DE PAUL
PART C
ESTABLISHMENT: BELLEVUE, RUTHERGLEN

Part C - Prevention and Identification

4. Policy and Practice

4.1 National

Past

- i. Was there national policy/guidance relevant to the provision of residential care for children?

The Daughters of Charity had no national policies or written guidelines relevant to the provision of residential care of children.

Prior to 1937, the Poor Law (Scotland) Act 1845 provided the legal basis authorising the provision of poor houses. There is no written evidence to confirm this, but it is assumed that the homes run by the organisation were subject to and compliant with this Act.

From 1937, the Children and Young Person (Scotland) Act 1937 applied, and provided the authorisation for the provision of residential care in Scotland, including that of voluntary homes supported wholly or partly by voluntary contributions.

Under this Act, the person in charge of the voluntary home had a duty to send information about the home to the Secretary of State within 3 months after commencement of the Act. The Secretary of State would then have a right to inspect the home from time to time. If the Secretary of State felt that the management of any voluntary home, the accommodation provided or the treatment of the children and young person would endanger their welfare he could serve general or special directions on the person managing the home.

In 1948 the Children Act came into force. This Act applied to England, Wales and Scotland and provided for compulsory registration of voluntary homes. Section 29 provides that after the end of the year in 1948 voluntary homes would not be permitted to operate unless they

were registered. The register was kept by the Secretary of State who had some power in relation to regulation of the homes. They were able to create regulations as the conduct of voluntary homes. Any legal or regulatory requirements would have been set down by the Secretary of State.

ii. If so, to what extent was the organisation aware of such?

Although there is no archival evidence to show the exact extent to which the organisation was aware of its duties in this regard, there is no evidence within the archives to suggest that the Organisation did not comply with all regulations as set out in the Acts outlined above.

On many occasions Social Workers, Catholic Child Welfare representatives, Health Board officials, etc. inspected the establishments annually often commented in writing on the wellbeing of the child(ren) visited.

In 1964 the Organisation was recognised by the Charity Commission (Reg. No. 236803) and thus complied with all Charity Law from that date on. Audited reports are submitted on an annual basis.

iii. If there was national policy/guidance in respect of any of the following in relation to provision of residential care for children, to what extent was the organisation aware of such?

- Child welfare (physical and emotional)
- Child protection
- Complaints handling
- Whistleblowing
- Management of residential establishments
- Child migrants
- Record retention

- Recruitment and training of residential care staff
- Requiring employers to divulge details of complaints etc. to prospective employers
- Reviewing a child's continued residence at a residential establishment

As stated in 4.1.ii the Organisation was accountable to the Secretary of State, local authorities, social workers, health board officials, etc and thus very aware of its responsibility for the welfare of all children in its establishments.

There is no archival record of any policy / written guidance for any of the above named aspects of care provision, and all but one of the Sisters who worked in Bellevue are deceased. As the surviving Sister is 104yrs old and suffering from Alzheimer's, it is impossible to obtain any information from her about Bellevue.

Also Sisters who held posts of responsibility at a national (Province) level state that no such policies existed during the lifespan of the establishment.

However, Provincial Councillors, with experience of Child care visited the care establishments on a regular basis to ensure child welfare and protection and general good management of the Homes. Verbal reports on each Home were given at Provincial Council meetings.

Social workers in conjunction with the establishment reviewed a child's continued residence. No written evidence of this has been retained by the establishment, but may reside with the local authorities from where the child came.

- iv. If the organisation was aware of such, did they give effect to that policy/guidance?

As stated above, the organisation through the Provincial Councillor responsible for child care throughout the Province, had frequent meetings with the local superior and made regular visits to the

establishment to ensure that all child care practices were up to date and complied with. However, there is no archival evidence regarding this.

Please refer to answer in 4.1iii

- v. If so, how was effect given to such policy/guidance?

Please refer to answer in 1.4 1ii /iii

- vi. If not, why not?

Please refer to answer in 4.1ii/iii

Present

- vii. With reference to the present position, are the answers to any of the above questions different?

As the organisation no longer cares for children, this question is not applicable.

- viii. If so, please give details.

N/A

4.2 Local Authority

Past

- i. Was there local authority policy/guidance relevant to provision of residential care for children?

Please refer to answer in 4.1 1ii /iii

- ii. If so, to what extent was the organisation aware of such?

Please refer to answer in 4.1 1ii /iii

- iii. If there was local authority policy/guidance in respect of any of the following in relation to provision of residential care for children, to what extent was the organisation aware of such?

- Child welfare (physical and emotional)
- Child protection
- Complaints handling

- Whistleblowing
- Management of residential establishments
- Child migrants
- Record retention
- Recruitment and training of residential care staff
- Requiring employers to divulge details of complaints etc. to prospective employers
- Reviewing a child's continued residence at a residential establishment

Please refer to answer in 4.1 1ii /iii

- iv. If the organisation was aware of such, did they give effect to that policy/guidance?

Please refer to answer in 4.11ii /iii

- v. If so, how was effect given to such policy/guidance?

Please refer to answer in 4.11ii /ii

- vi. If not, why not?

Please refer to answer in 4.1 1ii /iii

Present

- vii. With reference to the present position, are the answers to any of the above questions different?

As all the establishments have closed this question is not applicable

- viii. If so, please give details.

N/A

4.3 Admissions

(a) Policy

Past

- i. What policies and/or procedures did the organisation/establishment have in place in relation to admission of children to the establishment?

The organisation/establishment had no written policies/procedures re admission of children.

However, from archival documentation, it is clear that Bellevue was opened for children from Catholic families, in order to provide them with a Catholic upbringing and religious education. The procedure of recording a child's Date of Baptism as well as Date of Birth and Date of Admission is evident from the records.

Minutes of 'House Committee Meetings' during which prospective children were discussed are in the archives.

ii. Was there a particular policy and/or procedural aim/intention?

The unwritten aim/intention was to provide care, education and a Catholic upbringing for Catholic children unable to remain at home for a variety of reasons.

iii. Where were such policies and/or procedures recorded?

All procedures were unwritten.

iv. Who compiled the policies and/or procedures?

It is presumed that all unwritten procedures were agreed by the House Committee which comprised of Diocesan Priests, members of the St Vincent de Paul Society and the local superior of the Daughters of Charity, but there is no Archival evidence of this.

v. When were the policies and/or procedures put in place?

The unwritten policy/procedure regarding the admission of Catholic children was in place when Bellevue opened in 1912, when the children were transferred from The Children's Refuge, Whitehill St Glasgow, which had been in operation since 1887.

vi. Do such policies and/or procedures remain in place?

As all the establishments have closed this question is not applicable

vii. Were such policies and/or practices reviewed?

There is no archival evidence of this, however, the custom in all establishments was for all procedures/practices to be reviewed on the

appointment or re-appointment of a local superior every three years and thus it is assumed that this custom was adhered to in Bellevue.

viii. If so, what was the reason for review?

N/A

ix. What substantive changes, if any, were made to the policies and/or procedures over time?

There is no archival evidence of this and thus it is not possible to answer this question.

x. Why were changes made?

To ensure that the best quality of care was given to the children.

xi. Were changes documented?

No

xii. Was there an audit trail?

No

Present

xiii. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

xiv. If so, please give details.

N/A

(b) Practice

Past

i. Did the organisation/establishment adhere in practice to its policy/procedures in relation to the admission of children to the establishment?

Yes

ii. How was the adherence demonstrated?

There is archival evidence that children admitted to Bellevue were from Catholic families.

iii. How can such adherence be demonstrated to the Inquiry?

There is archival evidence in admissions registers of children's Dates of Baptism.

iv. Were relevant records kept demonstrating adherence?

Please refer to answer above in 4.3(b) iii

v. Have such records been retained?

All records belonged to the Archdiocese of Glasgow and retained in St Columkille's Parish, Rutherglen after Bellevue closed. However, due to a fire there most were lost. Due to a few requests for information being forthcoming, the Archivist of the Daughters of Charity asked for and obtained whatever records had been saved and attempted to professionally clean them, however due to extensive fire and water damage they are difficult to read

vi. If policy/procedure was not adhered to in practice, why not?

N/A

vii. If policy/procedure was not adhered to in practice, what was the practice?

N/A

Present

viii. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

ix. If so, please give details.

N/A

4.4 Day to Day

(a) Policy

Past

i. What policies and/or procedures did the organisation/establishment have in place in relation to the day to day running of the establishment?

There is no archival evidence of written policies/procedures and there is no-one to confirm procedures for the day to day running of the establishment. Please refer to the answer in 4.1iii

However, as general procedures and practices were shared throughout the organisation's establishments, it can be assumed that the day to day running followed the same pattern which was as follows:

The overall day to day running of the establishment was the responsibility of the local superior, but each Sister working in child care, was responsible for the smooth day to day running of her own group of children in all its aspects – from getting the children up in the morning, going to school, providing meals, having times of play / recreation and putting the children to bed at night. Whilst the children were at school the Sisters, along with other members of staff cared for children under school age as well as undertaking the general household work of cleaning, laundry, etc.

- ii. Was there a particular policy and/or procedural aim/intention?

The aim/intention was to provide the children with a safe, secure and happy environment in which to live and grow.

- iii. Where were such policies and/or procedures recorded?

There is no archival evidence to suggest that policies and procedures were recorded.

- iv. What did the policies and/or procedures set out in terms of the following?

- Activities for children
Please refer to answer above in 4.4(a) iii.
- Off-site activities for children including trips, holidays and visits to family
Please refer to answer above in 4.4(a) iii
- Schooling/education

There is no archival or oral evidence, but is presumed that all school age children attended the local Catholic Primary and Secondary Schools.

- **Discipline**

There is no archival or oral evidence; however, as procedures were shared among establishments run by the Organisation, it is presumed that all matters re discipline rested with the Sisters in charge of the groups of children.

At other establishments surviving Sisters have said that depriving a child of playing outside or from going to the shops on a Saturday were common methods of discipline used by the Sisters. On rare occasions, where matters required it, the local superior would become involved. It is therefore presumed that this also happened in Bellevue.

v. **Who compiled the policies and/or procedures?**

There is no archival evidence of this, however it is presumed that the 'House Committee' verbally agreed on policies/ procedures.

vi. **When were the policies and/or procedures put in place?**

There is no archival evidence of written policies/procedures, however it is presumed that the 'House Committee' verbally agreed on policies/ procedures when the Home was opened in 1912.

vii. **Do such policies and/or procedures remain in place**

The Organisation no longer cares for children

viii. **Were such policies and/or practices reviewed?**

There is no archival evidence of this, however, the custom in all establishments was for all procedures/practices to be reviewed on the appointment of a new local superior and thus it is assumed that this custom was adhered to in Bellevue.

ix. If so, what was the reason for review?

The reason for review was to ensure that best practice in the care of children was employed and that the establishment was keeping abreast with developments in child care.

x. What substantive changes, if any, were made to the policies and/or procedures over time?

As there is no archival or oral evidence this question cannot be answered.

xi. Why were changes made?

As there is no archival or oral evidence this question cannot be answered.

xii. Were changes documented?

No

xiii. Was there an audit trail?

No

Present

xiv. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

xv. If so, please give details.

N/A

(b) Practice

Past

i. Did the organisation/establishment adhere in practice to its policy/procedures relating to the day to day running of the establishment?

Please refer to answer in 4.4 (a) i

ii. Did the organisation/establishment adhere in practice to its policy/procedures in terms of the following?

- Activities for children
 - Off-site activities for children including trips, holidays and visits to family
- Schooling
- Education

Please refer to answer in 4.4 (a) i

iii. How was adherence demonstrated?

Please refer to answer in 4.4 (a) i

iv. How can such adherence be demonstrated to the Inquiry?

As there were no written of policies/procedures or oral evidence of the day to day running of Bellevue, adherence cannot be demonstrated to the Inquiry.

v. Were relevant records kept demonstrating adherence?

No.

vi. Have such records been retained?

No

vii. If policy/procedure was not adhered to in practice, why not?

N/A

viii. If policy/procedure was not adhered to in practice, what was the practice?

As there is no written or oral evidence, is it impossible to answer this question.

Present

ix. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

x. If so, please give details.

N/A

4.5 Children

(a) Policy

Past

- i. What policies and/or procedures did the organisation/establishment have in place in relation to caring for children at the establishment?

As there is no written or oral evidence, is it impossible to answer this question. The Organisation, however always assigned Sisters to Children's Homes that were experienced in child care or were assessed to have the necessary skills and qualities to do so.

- ii. Was there a particular policy and/or procedural aim/intention?

The aim/intention of all Homes run by the Daughters of Charity was to provide the children with a safe, secure and happy environment in which to live and grow. Thus, it can be assumed that this applied to Bellevue

- iii. Where were such policies and/or procedures recorded?

Policies and procedures were not recorded.

- iv. What did the policies and/or procedures set out in terms of the following?

- Safeguarding

Although there were no written policies/procedures, it is evident from speaking with the Sisters who worked in other Homes that everything possible was done during the day to day to ensure that the children were kept safe and lived as normal a life as possible within the setting of a Children's Home. Thus, it can be assumed that this also applied to Bellevue.

- Child Protection

Please refer to the answer above in 4.5(a) Safeguarding

- Medical care

There were no written policies/procedure, however in all Homes run by the Daughters of Charity, there was a Sister (a trained

nurse) available 24 hours a day for any medical need that arose. This also applied to Bellevue.

- Children's physical wellbeing

There were no written policies/procedures. Please refer to above answer immediately above (Medical Care)

- Children's emotional and mental wellbeing

As there is no written or oral evidence, is it impossible to answer this question.

v. Who compiled the policies and/or procedures?

There were no written policies/procedures, but it is presumed that the local superior in conjunction with the Sisters responsible for the care of the children put into practice all the unwritten procedures agreed by the House Committee.

vi. When were the policies and/or procedures put in place?

There is no written or oral evidence, but unwritten procedures must have evolved throughout the lifespan of the establishment, as replicated in other establishments.

vii. Do such policies and/or procedures remain in place?

The Organisation no longer cares for children.

viii. Were such policies and/or practices reviewed?

Although there is no evidence of review, it is thought that, as they were reviewed in other Homes run by the establishment, so it is likely that they were also reviewed at Bellevue.

ix. If so, what was the reason for review?

As stated in 4.4(a) ix, the reason for review was to ensure that best practice in the care of children was employed and that the establishment was keeping abreast with developments in child care.

- x. What substantive changes, if any, were made to the policies and/or procedures over time?

This is unknown with regard to Bellevue

- xi. Why were changes made?

Any changes would have been made in order to enhance the quality of care given to the children.

- xii. Were changes documented?

No

- xiii. Was there an audit trail?

No

Present

- xiv. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

- xv. If so, please give details.

N/A

(b) Practice

Past

- i. Did the organisation/establishment adhere in practice to its policy/procedures relating to the care of children at the establishment?

There is no written or oral evidence of this for Bellevue, however in all establishments run by the Daughters of Charity, it was customary that all unwritten procedures were monitored by the local superior, who, as stated by Sisters who worked in other establishments, visited the groups of children on a regular basis and spoke regularly to the Sisters in Child care about the quality of care being given to the children.

It is assumed that this also was the custom in Bellevue.

- ii. Did the organisation/establishment adhere in practice to its policy/procedures in terms of the following?
- Safeguarding
 - Child Protection
 - Medical care
 - Children's physical wellbeing
 - Children's emotional and mental wellbeing

Please refer to answer above in 4.5(a) iv & 4.5(b) i

- iii. How was adherence demonstrated?

Please refer to answer above in 4.5(a) iv & 4.5(b) i

- iv. How can such adherence be demonstrated to the Inquiry?

As there is no written or oral evidence of policies/procedures this cannot be demonstrated to the Inquiry.

- v. Were relevant records kept demonstrating adherence?

No

- vi. Have such records been retained?

No

- vii. If policy/procedure was not adhered to in practice, why not?

N/A

- viii. If policy/procedure was not adhered to in practice, what was the practice?

N/A

Present

- ix. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

- x. If so, please give details.

N/A

4.6 Staffing

(a) Policy

Past

- i. What policies and/or procedures did the organisation/establishment have in relation to staffing at the establishment?

There were no written policies or procedures.

The organisation sent Sisters to Bellevue who showed an interest in the care of children, were experienced in child care or who the Provincial Council assessed as having the qualities suitable for this work.

The local superior sought and interviewed lay staff to work alongside the Sisters.

- ii. Was there a particular policy and/or procedural aim/intention?

The unwritten aim across the organisation was to employ staff of good character that appeared enthusiastic and suitable to care for children. Often these young women were recommended by Parish Priests, colleagues or Sisters living and working pastorally in other places. On many occasions, the local superior met with the parents of the young women before confirming the employment.

All Sisters, when entering the Organisation (the Daughters of Charity) were interviewed and came with references and many had already been in the employment of the Organisation. Also they had all undergone at least two years of initial training with the Organisation and thus were well known to it before being sent to work in Bellevue.

- iii. Where were such policies and/or procedures recorded?

There were no written policies/procedures Please refer to answer in 4.6(a) i

- iv. What did the policies and/or procedures set out in terms of the following?

This question is being answered in relation to the Organisation and its practice in other Homes as there is no documented evidence for Bellevue. It is presumed that all Homes run by the Organisation followed the same unwritten procedure.

- **Pre-employment checks**
The unwritten procedure was for the local superior to employ young women recommended by parish priests, colleagues or Sisters living & working pastorally in other places as well as meeting with the young women herself and often her parents.
- **Recruitment**
Please refer to the answer immediately above.
- **Induction**

Sisters who worked in other establishments state that induction took place 'on the job'; new members of staff shadowed the Sister responsible for the group of children for the first few weeks on employment, in order to gain an understanding of the daily routine and the personal needs of each child within the group. As practices were shared among the establishments, it can be assumed that this method of induction was practised in Bellevue.
- **Transfer of staff to or from other establishments within or outwith the organisation**

No lay member of staff was ever transferred from one establishment to another within or outwith the Organisation, however, all Sisters were moved from one establishment within the Organisation to another as needs arose. The Sister Provincial and her Council considered the most suitable Sister to fill a particular post and that Sister was then consulted and moved.
- **References**

Verbal recommendations/references were sought from parish priests, head teachers, etc.

- Appraisal/supervision

Appraisal/supervision was undertaken informally and not recorded.

- Training

As Bellevue closed in 1961 it is presumed that no member of staff had professional training in child care, however from Sisters' records, it is clear that many of them had several years of child care experience before going to Bellevue.

- Personal/Professional development

Please refer to the answer immediately above.

- Disciplinary actions

The unwritten procedure in other establishments was for the Sister responsible for the group of children to deal with disciplinary matters directly with her staff member. If the situation was not resolved, it was referred to the local superior who would interview the member of staff involved.

Had the situation been that a Sister required to be disciplined, the local superior would deal directly with her.

- Dismissal

There were no written policies or procedures for this, and no Sister who worked in other establishments has any memory of a dismissal.

v. Who compiled the policies and/or procedures?

There were no written policies/procedures, but the local superior in conjunction with the Sisters responsible for the care of the children, put

into practice all the unwritten procedures mentioned in the previous answers.

vi. When were the policies and/or procedures put in place?

There is no evidence of written policies, but unwritten procedures evolved throughout the lifespan of the establishments.

vii. Do such policies and/or procedures remain in place?

The Organisation no longer cares for children.

viii. Were such policies and/or practices reviewed?

On the basis that reviews did take place in other Homes run by the Organisation, it is presumed that Bellevue was no exception.

ix. If so, what was the reason for review?

To ensure that best practice in the care of children was employed.

x. What substantive changes, if any, were made to the policies and/or procedures over time?

The answer to this is unknown in regard to Bellevue

xi. Why were changes made?

N/A

xii. Were changes documented?

No

xiii. Was there an audit trail?

No

Present

xiv. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

xv. If so, please give details.

N/A

(b) Practice

Past

- i. Did the organisation/establishment adhere in practice to its policy/procedures in relation to staffing at the establishment?

There is no written or oral evidence and thus this question cannot be answered in relation to staffing at Bellevue.

Surviving Sisters who worked in other establishments confirm that the unwritten procedures as mentioned above in 4.6(a)iv were adhered to and thus it is assumed that this was also the case in Bellevue.

- ii. Did the organisation/establishment adhere in practice to its policy/procedures in terms of the following?

This question is being answered in relation to the Organisation and its practice in other Homes as there is no documented evidence for Bellevue. It is presumed that all Homes run by the Organisation followed the same unwritten procedure.

- Pre-employment checks

The local superior adhered to the unwritten procedures as outlined in 4.6 (a) iv

- Recruitment

The local superior adhered to the unwritten procedures as outlined in 4.6 (a) iv

- Inductions

The Sisters responsible for the various groups of children within the establishment adhered to the unwritten procedures as outlined in 4.6 (a) iv

- Transfers to and from other establishments within or outwith the organisation

Yes – please refer to answer in 4.6 (a) iv

- References

Yes – please refer to answer in 4.6 (a) iv

- Appraisals/Supervision

Yes – please refer to answer in 4.6 (a) iv

- Training

Yes – please refer to answer in 4.6 (a) iv

- Personal/Professional development

Yes – please refer to answer in 4.6 (a) iv

- Disciplinary actions

Yes – please refer to answer in 4.6 (a) iv

- Dismissal

Please refer to answer in 4.6(b) i

- iii. How was adherence demonstrated?

Please refer to answers in 4.6 (b) i / ii

- iv. How can such adherence be demonstrated to the Inquiry?

As there were no written policies/procedures, there is no archival record to show adherence and no surviving Sister who worked n Bellevue able to respond, however the Sisters who worked in other establishments (not Bellevue) can verify adherence to the unwritten procedures in relation to staffing at other establishments.

- v. Were relevant records kept demonstrating adherence?

No

- vi. Have such records been retained?

As there were no written policies/procedures, this question is not applicable

- vii. If policy/procedure was not adhered to in practice, why not?

All unwritten procedures were adhered to as outlined above.

Present

- viii. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

ix. If so, please give details.

N/A

4.7 Visitors

(a) Policy

Past

i. What policies and/or procedures did the organisation/establishment have in place in relation to visitors to the establishment?

With regard to Bellevue, there is no written or oral evidence in relation to visitors at the establishment.

ii. Was there a particular policy and/or procedural aim/intention?

Please refer to answer above in 4.7(a) i

However, the Sisters who worked in other establishments state that visitors were encouraged and always made welcome, the intention being to provide the children with as inclusive an environment as possible and to help prevent the children feeling isolated.

It is assumed that this was the practice in Bellevue.

iii. Where were such policies and/or procedures recorded?

Please refer to answer in 4.7(a) i

iv. Who compiled the policies and/or procedures?

In other establishments, unwritten procedures were agreed between the local superior and the Sisters responsible for the groups of children.

v. When were the policies and/or procedures put in place?

The unwritten policy of welcoming visitors was present throughout the lifespan of the establishments.

vi. Do such policies and/or procedures remain in place?

The Organisation no longer cares for children

- vii. Were such policies and/or practices reviewed?

With regard to Bellevue, there is no written or oral evidence in relation to policies/practices re visitors at the establishment and thus no evidence of reviews. However, on the basis that reviews did take place in other Homes run by the Organisation, it is presumed that Bellevue was no exception.

- viii. If so, what was the reason for review?

Across the organisation, all procedures were reviewed as the knowledge and understanding of child development with particular reference to children in care evolved.

- ix. What substantive changes, if any, were made to the policies and/or procedures over time?

With regard to Bellevue, there is no written or oral evidence in relation to visitors at the establishment and therefore this question cannot be answered.

- x. Why were changes made?

N/A

- xi. Were changes documented?

No

- xii. Was there an audit trail?

No

Present

- xiii. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

- xiv. If so, please give details.

N/A

(b) Practice

Past

- i. Did the organisation/establishment adhere in practice to its policy/procedures in relation to visitors to the establishment?

With regard to Bellevue, there is no written or oral evidence in relation to visitors at the establishment and therefore this question cannot be answered.

However, the Sisters who worked in other establishments state that visitors were always encouraged and welcomed.

- ii. How was adherence demonstrated?

With regard to Bellevue, there is no written or oral evidence in relation to visitors at the establishment and therefore this question cannot be answered.

However, all the Sisters who worked in other establishments speak of welcoming a variety of visitors in the family group homes.

- iii. How can such adherence be demonstrated to the Inquiry?

With regard to Bellevue, there is no written or oral evidence in relation to visitors at the establishment and therefore this question cannot be answered.

With regard to other establishments, from the statements of surviving Sisters who worked in them.

- iv. Were relevant records kept demonstrating adherence?

No

- v. Have such records been retained?

N/A

- vi. If policy/procedure was not adhered to in practice, why not?

N/A

Present

- vii. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

- viii. If so, please give details.

N/A

4.8 Volunteers

(a) Policy

Past

- i. What policies and/or procedures did the organisation/establishment have in place in relation to volunteers at the establishment?

There is no written or oral evidence re policies / procedures in relation to volunteers at Bellevue.

However, in other establishments volunteers were welcomed in order to supplement the staffing during school holidays when a broader variety of activities could be offered to the children.

This may also have been the practice in Bellevue.

- ii. Was there a particular policy and/or procedural aim/intention?

There is no evidence of policy/procedure in relation to volunteers; however, the Sisters who worked in other establishments confirm that the intention was to assist generally with the care of the children, especially with recreational and sports activities.

- iii. Where were such policies and/or procedures recorded?

As there were no written policies/procedures, this question is not applicable.

- iv. Who compiled the policies and/or procedures?

If volunteers assisted in Bellevue, the unwritten procedure would have been agreed between the local superior and the Sisters responsible for

the groups of children. This was the procedure in other establishments.

- v. When were the policies and/or procedures put in place?
It is unknown for Bellevue, however by the 1960s it is known that volunteers did assist in other establishments.
- vi. Do such policies and/or procedures remain in place?
As the establishment is closed this question is not applicable
- vii. Were such policies and/or practices reviewed?
With regard to Bellevue, there is no written or oral evidence in relation to policies/practices re volunteers and thus no evidence of reviews. However, on the basis that reviews did take place in other Homes run by the Organisation, it is presumed that Bellevue was no exception.
- viii. If so, what was the reason for review?
In other establishments, the reason for review was to ensure that the best possible use of volunteers was in place to benefit the children.
- ix. What substantive changes, if any, were made to the policies and/or procedures over time?
No substantive changes are known to have been made.
- x. Why were changes made?
N/A
- xi. Were changes documented?
N/A
- xii. Was there an audit trail?
N/A

Present

- xiii. With reference to the present position, are the answers to any of the above questions different?
As all these establishments have closed this question is not applicable
- xiv. If so, please give details.

N/A

(b) Practice

Past

- i. Did the organisation/establishment adhere in practice to its policy/procedures in relation to volunteers at the establishment?

As stated above, there is no evidence of volunteers in Bellevue and thus this question cannot be answered.

- ii. How was adherence demonstrated?

N/A

- iii. How can such adherence be demonstrated to the Inquiry?

With regard to Bellevue, this cannot be done.

- iv. Were relevant records kept demonstrating adherence?

No

- v. Have such records been retained?

N/A

- vi. If policy/procedure was not adhered to in practice, why not?

N/A

Present

- vii. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

- viii. If so, please give details.

N/A

4.9 Complaints and Reporting

(a) Policy

Past

- i. What policies and/or procedures did the organisation/establishment have in place in relation to complaints and reporting at the establishment?

There is no written or oral evidence of policies and/or procedures in relation to complaints and reporting with regard to Bellevue.

Sister who worked in other establishments do however state that the unwritten procedure in place was the following:

Had there been a complaint about a member of the child care staff, the Sister in charge of that particular family group home would have dealt with the complaint initially.

If she could not resolve the issue or if it was of a serious nature, it would have been passed on to the local superior who had overall responsibility for all staff.

Any complaint against housekeeping staff would have gone directly to the local superior.

The local superior would have thoroughly investigated the complaint and if necessary would have informed the Provincial Councillor.

In turn, the Provincial Councillor would inform the Provincial who would initiate an investigation, undertaken by the Provincial Councillor or an independent person and receive a written report on this.

If necessary, the Provincial would discuss this report with the Provincial Council before making a decision or giving recommendations.

- ii. Was there a particular policy and/or procedural aim/intention?

Please refer to answer above 4.9(a) i

- iii. Where were such policies and/or procedures recorded?

Please refer to answer above 4.9(a) i

- iv. What did the policies and/or procedures set out in terms of the following?
- Complaints by children
 - Complaints by staff
 - Complaints by third persons/family of children
 - Whistleblowing
 - Support, including external support, for those who made complaint or those who were the subject of complaint
 - Response to complaints (including response by organisation and/or establishment)
 - External reporting of complaints
 -

Please refer to the answer in 4.9(a) i

- v. Who compiled the policies and/or procedures?
- The local superior in conjunction with the Sisters responsible for the groups of children.
- vi. When were the policies and/or procedures put in place?
- The answer to this is unknown
- vii. Do such policies and/or procedures remain in place?
- The Organisation no longer cares for children
- viii. Were such policies and/or practices reviewed?
- With regard to Bellevue, there is no written or oral evidence in relation to policies/practices re complaints/reporting at the establishment and thus no evidence of reviews. However, on the basis that reviews did take place in other Homes run by the Organisation, it is presumed that Bellevue was no exception.
- ix. If so, what was the reason for review?
- To ensure the well-being and safety of the children
- x. What substantive changes, if any, were made to the policies and/or procedures over time?
- None are known to have been made during the lifespan of the establishment.
- xi. Why were changes made?
- N/A
- xii. Were changes documented?

No

xiii. Was there an audit trail?

No

Present

xiv. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

xv. If so, please give details.

N/A

(b) Practice

Past

i. Did the organisation/establishment adhere in practice to its policy/procedures in relation to complaints and reporting at the establishment?

As there is no written or oral evidence in relation to Bellevue, this question cannot be answered.

ii. Did the organisation/establishment adhere in practice to its policy/procedures in terms of the following?

- Complaints by children
- Complaints by staff
- Complaints by third persons/family of children
- Whistleblowing
- Support, including external support, for those who made complaint or those who were the subject of complaint
- Response to complaints (including response by organisation and/or establishment)
- External reporting of complaints

Please refer to the answer above in 4.9(b) i

iii. How was adherence demonstrated?

This is unknown.

iv. How can such adherence be demonstrated to the Inquiry?

Adherence cannot be demonstrated to the Inquiry as there is no archival evidence.

- v. Were relevant records kept demonstrating adherence?
No
- vi. Have such records been retained?
No
- vii. If policy/procedure was not adhered to in practice, why not?
N/A

Present

- viii. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable
- ix. If so, please give details.

N/A

4.10 Internal Investigations

(a) Policy

Past

- i. What policies and/or procedures did the organisation/establishment have in place in respect of internal investigations relating to the establishment?

There is no archival evidence of written policies in respect of internal investigations relating to the establishment. Had there been reason to have an internal investigation, the procedure across other establishments in the Organisation was that the local superior would have undertaken the initial investigation and then reported her findings to the Provincial Councillor. If necessary this would have been discussed and a decision taken at a Provincial council meeting chaired by the Provincial. This was the custom within the organisation nationally for all its services.

If the investigation was of a serious matter, the local authority would have been informed.

- ii. Was there a particular policy and/or procedural aim/intention?

To ensure the well-being and safety of the children

- iii. Where were such policies and/or procedures recorded?

There is no evidence of procedures being recorded.

- iv. What did the policies and/or procedures set out in terms of the following?

- Approach to/process of internal investigations
- Identifying lessons/changes following internal investigations
- Implementation of lessons/changes following internal investigations
- Compliance
- Response (to child and abuser)
- Response to complaints (including response by organisation and/or establishment)
- External reporting following internal investigations

Please refer to the answer above in 4.10(a)i

- v. Who compiled the policies and/or procedures?

The Provincial and the Provincial Council were responsible for Organisational (Province) procedures, which were personalised for each establishment by the Provincial Councillor in conjunction with the local superior of each establishment.

- vi. When were the policies and/or procedures put in place?

When each establishment was opened.

- vii. Do such policies and/or procedures remain in place?

The Organisation no longer cares for children

- viii. Were such policies and/or practices reviewed?

As they were reviewed across the organisation, it is assumed they were also reviewed in Bellevue.

ix. If so, what was the reason for review?

To ensure best practice

x. What substantive changes, if any, were made to the policies and/or procedures over time?

There is no evidence of substantial changes during the lifespan of the establishment.

xi. Why were changes made?

N/A

xii. Were changes documented?

N/A

xiii. Was there an audit trail?

No

Present

xiv. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

xv. If so, please give details.

N/A

(b) Practice

Past

i. Did the organisation/establishment adhere in practice to its policy/procedures in respect of internal investigations relating to the establishment?

As there is no written or oral evidence of internal investigations relating to Bellevue, this question cannot be answered.

ii. Did the organisation/establishment adhere in practice to its policy/procedures in terms of the following?

- Approach to/process of internal investigations

- Identifying lessons/changes following internal investigations
- Implementation of lessons/changes following internal investigations
- Compliance
- Response (to child and abuser)
- Response to complaints (including response by organisation and/or establishment)
- External reporting following internal investigations

As there is no written or oral evidence in relation to Bellevue, this question cannot be answered.

iii. How was adherence demonstrated?

N/A

iv. How can such adherence be demonstrated to the Inquiry?

N/A

v. Were relevant records kept demonstrating adherence?

N/A

vi. Have such records been retained?

N/A

vii. If policy/procedure was not adhered to in practice, why not?

N/A

Present

viii. With reference to the present position, are the answers to any of the above questions different?

As all these establishments have closed this question is not applicable

ix. If so, please give details.

N/A

4.11 Child Migration

As the organisation was not involved in child migration in any of its establishments, this section is not applicable.

(a) Policy

Past

- i. What policies and/or procedures did the organisation/establishment have in place in relation to child migration?
- ii. Was there a particular policy and/or procedural aim/intention?
- iii. Where were such policies and/or procedures recorded?
- iv. What did the policies and/or procedures set out in terms of the following?
 - Identification and checking the suitability of the places where children were sent
 - Selection of children to migrate including age, gender and background
 - Provision of information to the child and/or his/her parents before migration
 - Provision of information and records to children and/or their parents once child had been migrated
 - Obtaining consent of child
 - Obtaining consent of parents of child
 - Obtaining of consent of others e.g. Secretary of State
 - Responding to requests for information from former child migrants
 - Other issues
- v. Who compiled the policies and/or procedures?
- vi. When were the policies and/or procedures put in place?
- vii. Were such policies and/or practices reviewed?
- viii. If so, what was the reason for review?
- ix. What substantive changes, if any, were made to the policies and/or procedures over time?
- x. Why were changes made?
- xi. Were changes documented?
- xii. Was there an audit trail?

Present

- xiii. With reference to the present position, are the answers to any of the above questions different?
- xiv. If so, please give details.

(b) Practice

Past

- i. Did the organisation/establishment adhere in practice to its policy/procedures in relation to child migration?
- ii. Did the organisation/establishment adhere in practice to its policy/procedures in terms of child migrants relating to the following?
 - Identification and checking the suitability of the places where children were sent
 - Selection of children to migrate including age, gender, background
 - Provision of information to the child and/or his/her parents before migration

- Provision of information and records to children and/or their parents once child had been migrated
 - Obtaining consent of child
 - Obtaining consent of parents of child
 - Obtaining of consent of others e.g. Secretary of State
 - Responding to requests for information from former child migrants
 - Other issues
- iii. How was adherence demonstrated?
 - iv. How can such adherence be demonstrated to the Inquiry?
 - v. Were relevant records kept demonstrating adherence?
 - vi. Have such records been retained?
 - vii. If policy/procedure was not adhered to in practice, why not?
 - viii. How many children were sent as child migrants from the organisation's establishments, and where were they sent?
 - ix. What was their age and gender?
 - x. Over what time period were children migrated from the organisation's establishments?
 - xi. Who funded the child migration?
 - xii. Who received the funding in relation to migrant children?
 - xiii. In general terms, how much was this funding?
 - xiv. How did the organisation/establishment respond to requests for information from former child migrants?

Present

- xv. With reference to the present position, are the answers to any of the above questions different?
- xvi. If so, please give details.
- xvii. In hindsight, does the organisation have a view on policies/procedures that were in place in relation to child migration?
- xviii. If the organisation accepts that such policies or procedures were flawed, has the organisation provided a specific response e.g. apology, redress or any other type of response?

4.12 Records

(a) Policy

Past

- i. What policies and/or procedures did the organisation/establishment have in relation to record keeping?

There is no archival evidence of written policies / procedures in relation to record keeping at the establishment.

However there is archival evidence of an Admission Register.

As Sisters who worked in other establishments speak of medical records for each child being kept, it is assumed that this was also the case in Bellevue.

ii. Was there a particular policy and/or procedural aim/intention?

The unwritten procedural aim at other establishments, and thus presumably also Bellevue, was to ensure that records were kept of all children who came to Bellevue and that all medical records were kept up to date to assist the local doctor.

iii. What did the policies and/or procedures set out in terms of records relating to the following?

- Children in its care

There were no written policies; however there is archival evidence of an Admission Register which recorded a child's date of birth, date of baptism, date of entry to Bellevue.

Also there is archival evidence of minutes of House Committee meetings where applications for admission to Bellevue were discussed.

- Staff

There is no written evidence of policies / procedures and no records relating to staff, however there are limited records relating to all Sisters who worked in Bellevue.

- Complaints

There is no written evidence of policies/procedures and no records relating to complaints.

Please also refer to answer in 4.9(a)i

- Investigations

There is no written evidence of policies/procedures and no records relating to investigations. Please also refer to answer in 4.10(a)i

- **Discipline**
There is no written evidence of policies/procedures and no records relating to discipline, thus this question cannot be answered
- **Child migrants**
N/A. Please refer to statement in 4.11
- **Responding to requests from former residents for information/records**
There is no written evidence of policies/procedures relating to requests for information; however there is written evidence of all requests for information being acknowledged and information being shared when appropriate. On occasions restricted responses have been provided where there may be data protection issues.
- **Other issues**
There is no written evidence of policies/procedures.

iv. Who compiled the policies and/or procedures?

Locally, it would have been the local superior in conjunction with the Sisters responsible for the groups of children.

Nationally, the Provincial Councillor in conjunction with the local superior.

v. When were the policies and/or procedures put in place?

It is presumed that with regard to children and staff, the policies and procedures were in place from the opening of Bellevue. This was the practice across other establishments.

With regard to Sisters, from when they first entered the Daughters of Charity

vi. Do such policies and/or procedures remain in place?

Re. children and staff this is not applicable.

Re Sisters, the answer is yes.

vii. Were such policies and/or practices reviewed?

They were reviewed at other establishments, and so it is presumed they were also so reviewed at Bellevue.

viii. If so, what was the reason for review?

At other establishments it was in order to ensure that that what was being kept was necessary and meaningful.

ix. What substantive changes, if any, were made to the policies and/or procedures over time?

As there is no written or oral evidence available in relation to Bellevue, it is impossible to answer this question.

x. Why were changes made?

N/A

xi. Were changes documented?

N/A

xii. Was there an audit trail?

No

Present

xiii. With reference to the present position, are the answers to any of the above questions different?

Yes, though it is noted again the organisation no longer provides care for children. Where there have been changes, these relate to care of the elderly.

xiv. If so, please give details.

Staff records are now kept for the prescribed number of years.

All staff must have a PVG certificate (Protecting Vulnerable Groups Scotland) / DBS (Disclosure and Barring Services England & Wales)

All records regarding safeguarding, discipline, grievances, dismissals, complaints, investigations, health & safety, etc are kept.

(b) Practice

Past

- i. Did the organisation/establishment adhere in practice to its policy/procedures in relation to record keeping?
Yes
- ii. Did the organisation/establishment adhere in practice to its policy/procedures in terms of record keeping relating to the following?
 - Children
Yes, in relation to Admissions Registers and House Committee Minutes.
 - Staff
N/A. Please refer to answer in 4.6
 - Complaints
N/A. Please refer to answer in 4.9
 - Investigations
N/A. Please refer to answer in 4.10
 - Discipline
Please refer to answer in 4.4(a)iv and 4.12(a)iii. No records were kept in relation to discipline, and there was no policy or procedure to do so.
 - Child migrants
N/A. Please refer to answer in 4.11
 - Responding to requests from former residents for information/records
Yes. Please refer to answer in 4.9(a)i
 - Other issues
N/A.
- iii. How was adherence demonstrated?
Admissions Registers were kept and are archived.
- iv. Were relevant records kept demonstrating adherence?
Only in relation to Admissions Registers

- v. Have such records been retained?

Yes

- vi. If policy/procedure was not adhered to in practice, why not?

There is evidence of compliance with an unwritten policy of record-keeping thus no evidence of non-compliance.

- vii. Did the establishment undertake any review or analysis of its records to establish what abuse or alleged abuse of children cared for at the establishment may have taken place?

There was no knowledge of or allegations of abuse during the lifespan of the establishment and thus no review took place before it closed. However, when the Organisation was informed of allegations between 1998 and 2000, it assisted the solicitor working on its behalf in every way possible by providing all information requested by him.

Records of all alleged abusers as well as records of all those alleging abuse were catalogued and filed in the Safeguarding Office of the Daughters of Charity which was established in 1996.

There are no surviving Sisters named in allegations re Bellevue.

- viii. If so, when did the reviews take place, what documentation is available, and what were the findings?

A file on each allegation was compiled between 1998-2000 and any subsequent request for information or information received added to the file. This documentation is held in the archives at the organisation's Provincial House in Mill Hill in London.

Given the age of the allegations and the paucity of evidence available the Order felt it inappropriate to reach any conclusion on the allegations.

- ix. How have the outcomes of investigations been used to improve systems, learn lessons?

All Sisters are now in possession of a PVG (Scotland) / DBS (England & Wales)

All Sisters are in possession of and are knowledgeable of the Daughters of Charity Safeguarding Policy, which is reviewed, updated and signed regularly by the Trustees of the Daughters of Charity.

The Care Homes run by the Daughters of Charity are fully compliant with all regulations required. The registered manager of each home is responsible for all safeguarding training of her staff; each Home has a management board which monitors all policies and procedures.

In general, the Organisation is more acutely aware of the long term suffering of people who have been abused, especially as children.

It is also acutely aware of its responsibility in the area of safeguarding and transfers this knowledge and understanding to the Services it provides today.

It has recently employed a second person to work in the Safeguarding Office in order to keep the Province updated with all aspects of safeguarding as well as ensuring high quality of training to all employees.

Safeguarding staff also attend national Safeguarding Meetings and Conferences. They also participate in meetings arranged by the Bishops' Conference in Scotland and the similar meeting in England & Wales.

x. What changes have been made?

Please refer to the answer above in 4.12(b) ix

xi. How are these monitored?

These are monitored in a variety of ways – through reports to the Trustees, visits to Care Homes by Provincial Councillors and regular Management Meetings, regular updates for all Sisters at Provincial meetings by the Safeguarding Staff.

- xii. Did the organisation/establishment afford former residents access to records relating to their time at the establishment?

During the lifespan of the establishment, this request was never made by any former resident. However, all subsequent requests for information by former residents were responded to by the Archivist.

- xiii. If so, how was that facilitated?

The Archivist provided and continues to provide as much information as possible relating to children who were in Bellevue, received from the person him/herself or family members.

She searches records, provides dates, photocopies of names/dates from Admission Registers, sends copies of photographs, etc

This can be demonstrated through email correspondence retained for three years. On occasions restricted responses have been provided where there may be data protection issues

- xiv. If not, why not?

N/A

Present

- xv. With reference to the present position, are the answers to any of the above questions different?

No

- xvi. If so, please give details.

N/A

- xvii. Please provide details of any records currently held relating to the establishment in respect of the following:

- Children in its care
Admissions Registers / House Committee Minutes
- Staff
None

- Complaints
None. Please refer to 4.9(b) i
- Discipline
None. Please refer to 4.4(a) iv
- Child Migrants
N/A
- Responding to requests from former residents for information/records

As stated in 4.12(b) xiii, the archivist of the Daughters of Charity retains for three years, all correspondence relating to requests for information from people who were in Bellevue as a child or from one of their family members.