

Handling Disclosures To Safeguard Young People

Guidance for club members, volunteers and parents at Ski Team Telford

Receive

Reassure

React

Record

Refer

Reflect

Receive

- Listen to what is being said, without displaying shock or disbelief
- Accept what is said
- Take notes

Reassure

- Reassure the young person, but only as far as is honest and reliable. **DO NOT** make promises you may not be able to keep. E.g. "Everything will be alright now"
- Do reassure and alleviate guilt, if the young person refers to it. E.g. "You are not to blame" "You are not the only young person that this has happened to"
- However, ensure that you **DO NOT** promise confidentiality

React

- React to the young person only as far as is necessary for you to be able to refer to the matter, don't 'interrogate' for full details. It is not your duty to investigate.
- **DO NOT** ask leading questions. E.g. "What did he do next?" "Where did he touch you?"
- **DO ASK** open questions like, "Anything else to tell me?"
- **DO NOT** ask the young person to repeat it all for another adult.



- **DO NOT** criticise the alleged perpetrator; the young person may love him or her.
- **DO NOT** promise confidentiality. Explain that you have to tell the appropriate agency below or the child welfare officer, who will decide what to do next.

Record

- Make a record of what is said at the time, using their exact words. **DO NOT** destroy any original notes in case the courts require them.
- Record the date, time, place and any non-verbal behaviour. E.g. Aggressive, fearful, anxious etc.
- Include the young person's name age and ethnicity.
- Note down the position of any bruising.
- Record statements and observable things, rather than your interpretations or assumptions.

Refer

- Refer ASAP, within an hour or as close as possible, to the appropriate agency below and the Child Welfare Officer, **DO NOT** leave overnight.

Reflect

- Ask yourself if you have done everything you can within your role.
- Refer any remaining concerns to the appropriate agency below. E.g. Any knowledge of siblings at the club, or previous contact with parents.

Remember: You have a duty legislation to pass on any safeguarding concerns about a young person.

Whatever the nature of your concerns, you can discuss them with **Tamsin Newton or Craig Newton** who will act on the information to ensure the best outcome for the young person.

If you believe a criminal offence has been committed, you can contact West Mercia Police on 0300 333 3000 or 101. If it is a serious matter or in an emergency ring 999.

If you still have concerns, you should refer to 'Family Connect Team' for further advice. Telford and Wrekin Safeguarding Children Board, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT

Family Connect team	01952 385385	Monday - Friday 9am - 5pm
Emergency Duty Service	01952 676500	Monday – Sunday After 5pm

REPORTING OF CONCERNS OUTSIDE OF A SNOWSPORTS SETTING

If you are worried a child is being abused outside of snowsports

- Stay calm
- If the child/young person is present reassure him/her they are not to blame
- Keep questions to a minimum
- Record information accurately – as spoken by the child/young person

If the child requires immediate medical attention
Dial 999 for an ambulance and inform the doctor there is a child protection concern

Report the concern to the Club Welfare Officer or SSE Lead Welfare Officer who will refer the matter without delay to Children's Social Care or the Police.

- Record anything the child has said, or what you have seen, if possible with times and dates – ideally on an Incident form
- If the CWO and SSE Lead WO are not available, refer the matter to Children's Social Care or the Police without delay

Discuss with Children's Social Care or the Police whether it is appropriate to discuss the matter with the parents.

Send a detailed report, preferably on an Incident Referral form, with all the information, and your concerns to the Lead WO at Snowsport England and copy it to the relevant external agency.

REMEMBER TO KEEP THIS CONFIDENTIAL – STRICTLY ON A NEED TO KNOW BASIS

REPORTING OF CONCERNS WITHIN A SNOWSPORTS SETTING

If you are concerned with the behaviour of another adult in snowsports, towards a young person?

- Stay calm
- If the child/young person is present reassure him/her they are not to blame
- Keep questions to a minimum
- Record information accurately – as spoken by the child/young person

If the child requires immediate medical attention
Dial 999 for an ambulance and inform the doctor there is a child protection concern

- Report the concerns to the Club Welfare Officer who will:**
- Complete an Incident form
 - Report to the Lead WO at SSE
 - Where urgent concerns (Lead WO at SSE unavailable) – refer immediately to Children’s Social Care or Police and forward them, and the SSE Lead WO a copy of the incident form within 24 hours.

SSE Lead Welfare Officer

Alleged Minor Poor Practice
Referred back to club with advice on process to be followed:

- Complaints Procedure
- Disciplinary Procedure
- No further action

Possible Outcomes

- No case to answer
- Complaint resolved with agreement between parties
- Training/mentoring agreed
- More significant concerns emerged – refer back to SSE Lead WO

Serious Poor Practice or Alleged Child Abuse

Possible processes:

- Child Protection Investigation
- Criminal Investigation/proceedings
- Investigations under disciplinary proceedings
- Referral to Case Management Panel for consideration of suspension/disciplinary

Possible Outcomes

- No case to answer
- Complaints, Disciplinary Procedure invoked
- Sanctions/suspension
- Civil proceedings

Appeals (See SSE [Disciplinary](#) and Dispute Resolution Procedure)