



**Policy and Procedures for
Safeguarding and
Protecting
Children and Young People**

Control Sheet

Approvals

Think Active Advisory Board	24 October 2019
Think Active Audit & Governance Committee	26 September 2019

Next Scheduled Review dates

Review Date	
30 September 2020	Completed - Deputy SG lead changed
30 September 2021	Completed – no changes
30 September 2022	

Designated Lead Officer

Lijana Kaziow – Partnership Manager

Deputy Designated Lead Officer

Kerry Lockett – Events Manager

Board Champion

Liam Hope

Key Compliance Dates

Disclosure and Barring Service Checks (DBS)

Check requirement against job roles for those who require them - every 3 years

Annual review

Team member training

HR Manager Training

Safeguarding Lead Training

Board Member Training

Continuous learning with annual review

Annual review

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Foreword

Think Active, the Active Partnership for Coventry, Solihull & Warwickshire, uses the power and potential of sport and physical activity to enable future generations to have healthier more prosperous lives. It aims to use physical activity to engage with those with complex lives, keep people living well and develop and support effective systems and places.

This policy, along with the annually reviewed Implementation Plan, will detail how Think Active will advocate, promote, and embed the requirements to protect children and adults within their work and across the partnership. It sets out standards that recognise the rights, dignity and self-worth of every young participant and that the delivery of activities both endorses and respects these rights throughout the delivery system.

Sport and Physical Activity, the participation of, and the delivery of, are powerful forces in addressing individual development of health, self-worth, motivation and well-being. They can also support much wider issues such as regeneration, reduction of crime and social inclusion. The delivery of sport and physical activity, leading, coaching, officiating, voluntary or paid, is very important to the experience of its participants. The trusted deliverer is in a very influential position and the recruitment to this position must be undertaken with great care in order to safeguard the young people we work with.

The reality of this is that abuse, in many forms, does take place within sport and physical activity and in some cases deliverers and other trusted adults have been convicted. Adopting best practice will help to safeguard young people from potential abuse as well as reducing the likelihood of allegations being made against sports and physical activity deliverers and other adults in positions of responsibility.

In addition, all those involved in sport and physical activity are in a unique position to recognise and act on concerns about children's welfare that may arise away from the sport context. It is, therefore, important that deliverers, coaches, volunteers and other staff feel confident and competent to recognise signs of abuse and action accordingly.

Think Active is committed to supporting the Partnership in providing safe, equitable and friendly environments in which the hearts and minds of all young people can be engaged through physical activity and sport.

Think Active is a representative organisation of the geographical areas of Coventry, Solihull and Warwickshire. It is made up of the following local authorities:

- Coventry CC
- North Warwickshire BC
- Nuneaton & Bedworth BC
- Rugby BC
- Solihull MBC
- Stratford on Avon DC
- Warwick DC

The partnership is supported by The National Lottery, Sport England, UK Coaching, Youth Sports Trust and the advisory support of NSPCC Child Protection in Sport Unit.

Section 1: Introduction and Policy

1.1 Policy Statement

Under the terms of Working Together to Safeguard Children guidance 2018, the Race Relations Act 1976, Sex Discrimination Act 1975, the Children Act 1989 and 2004 and the Disability Discrimination Act 1995, we will work to enable every child and adult who participates in physical activity and/or sport in Coventry, Solihull and Warwickshire to do so in a safe and protective environment, free from harm.

Think Active is committed to promoting the safety and welfare of children and young people engaged in sport and physical activities across Coventry, Solihull and Warwickshire. It aims to contribute to safeguarding children and young people by:

- Meeting the requirements of the Standards for Safeguarding and Protecting Children in Sport (CPSU, 2002) and undertaking an annual self-assessment, with production of a yearly Implementation Plan.
- Implementing and demonstrating best safeguarding practice when staff, volunteers or others are providing services, activities and programmes for children and young people.
- Working with partners to establish and implement agreed, consistent minimum safeguarding standards for sport and physical activities across Coventry, Solihull and Warwickshire.
- Requiring those individuals or organisations that are funded or commissioned to provide any service for children and young people, to effectively address safeguarding requirements.
- Maximising its influence to promote safeguarding practice and principles within its wider partnership roles and relationships.

The Think Active Advisory Board endorse these aims; support Think Active in this work, and the development of a partnership implementation plan.

An Advisory Board Safeguarding Champion is appointed. Liam Hope, Partnerships Director Sports Leaders UK, was appointed in January 2018.

1.2 Principles

The guidance given in this policy and procedures is based on the following principles:

- The welfare of young people, (the Children Act 1989 defines a young person as under 18 years of age) and vulnerable adults are the primary concern.
- All young people, whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to protection from abuse.
- It is the responsibility of the child protection experts to determine whether or not abuse has taken place but it is everyone's responsibility to report any concerns.
- All incidents of suspicious poor practice and allegations should be taken seriously and responded to swiftly and appropriately.
- Confidentiality should be upheld in line with the Data Protection Act 2018 and the Human Rights Act 1998.

1.3 Who is Responsible for Safeguarding Children?

It is the responsibility of **every** adult and young person working in sport and physical activity to ensure every engagement with children is to the highest professional standard, no matter what organisation or whether on a paid or voluntary basis.

This safeguarding policy has been created to assist and guide safeguarding policy and procedure implementation and development across Coventry, Solihull and Warwickshire's sphere of influence in its role as a strategic body for sport and physical activity locally.

1.4 Who does the Policy apply to?

It is acknowledged that individual partners may have their own safeguarding policies and procedures, however, these policies may not all meet the highest standards and reflect current legislation.

In situations where multiple policies may apply Think Active can support with the decision to apply the Partnership Policy.

Those needing to adopt the Policy:

- Think Active Team
- Volunteers recruited by Think Active
- Temporary Staff working on behalf of Think Active

Partners within Think Active will be encouraged to:

- Work with the Think Active Team to agree to, and formally adopt (where appropriate) the standards and procedures set out in this policy.
- Implement best working practice protocols and procedures to ensure safe environments.
- Ensure everyone involved in physical activity and sport provision for children and young people are appropriately trained and qualified to undertake the duties they are required to do, in accordance with local and national guidance.
- Be aware of safeguarding issues both in the context of organised activities and within the home and community.
- Ensure policies and procedures are in place to report suspected or actual abuse and poor practice, and that everyone involved within the Partnership of Coventry, Solihull and Warwickshire understands and is aware of the procedures to follow.
- Respect and promote the rights, wishes and feelings of children and young people.
- Promote education and training opportunities to maintain the necessary skills and understanding to safeguard children and vulnerable adults.
- Communicate arrangements to provide essential information and support to those responsible for safeguarding children and vulnerable adults.

1.5 Children's Services

Children and Young People Services (through Local Safeguarding Children Boards) have a statutory duty under the Children Act 2004, Every Child Matters, Working Together to Safeguard Children national strategy to ensure the welfare of children and work with other agencies to comply with procedures. When a child protection referral is made, these staff have a legal responsibility to investigate. This may involve talking to the child and family, gathering information from other people who know the child. Enquiries may be carried jointly with the police. If action needs to be taken urgently and out of hours, then the police will deal with the enquiry sensitively and effectively. Local authorities will need to link in closely with their respective Local Safeguarding Children Boards and cross-reference the guidance produced by the Local Safeguarding Children Board's Inter Agency Procedures. Across Coventry, Solihull & Warwickshire there are three Local Safeguarding Children's Boards.

1.6 NSPCC & Child Protection in Sport Unit (CPSU)

The NSPCC operates a free 24-hour helpline (0808 800 5000) to provide advice and support to anyone with concerns about the welfare or safety of a child. In addition, the Child Protection in Sport Unit (CPSU) has been established to assist sports organisations and individuals in developing and implementing effective safeguarding policies and procedures. The CPSU website is a valuable source of information and advice (www.thecpsu.org.uk).

1.7 Communication of the Policy

To ensure the successful implementation of this policy it is essential that Think Active communicates to partners its commitment to safeguarding children and young people, and that this is openly displayed and available to all.

This Policy has been agreed and formally approved by partners across the Coventry, Solihull and Warwickshire area and with the Think Active Advisory Board. Communication of the Safeguarding Policy and discussion regarding the Implementation Plan will continue to take place with partners, and relevant bodies to ensure maximum impact.

In addition, the Policy is available on the Think Active website, ensuring people have access to this information, and are able to understand how the Policy will be implemented, and the process they should follow should an issue arise.

1.8 Implementation and Monitoring

Think Active will review its existing Safeguarding Policy and Procedures every 3 years or as needed, which have been produced in line with the Advanced Standards for Safeguarding and Protecting Children in Sport that have been developed by the CPSU.

Section 2: Promoting Good Practice with Young People

2.1 Introduction

Child abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgement about any action to take. Abuse can occur within many situations including the home, school and the sporting environment. Some individuals will actively seek employment or voluntary work with young people in order to harm them. A coach, instructor, teacher, official or volunteer may have regular contact with young people and be an important link in identifying cases where a young person needs protection.

2.2 Good Practice Guidelines

Think Active approaches the subject of good practice with the coach, volunteer, official or supervising adult in mind. All employees representing Think Active as part of the delivery system should demonstrate exemplary conduct within their delivery. A high level of understanding is required from all staff representing Think Active, at all times, for the wellbeing of the children and young people participating in the activities but also to protect the coach, volunteer, official or supervising adult from false allegations. The following are suggested common sense examples of how to create a positive culture and environment within the delivery of all sporting activity.

2.3 Good Practice Principles

Good practice in sport means:

- Always working in an open environment, e.g. avoiding private or unobserved situations and encouraging an open environment i.e. no secrets
- Treating all young people/vulnerable adults equally, and with respect and dignity
- Always putting the welfare of each young person first, before winning or achieving goals
- Maintaining a safe and appropriate distance with performers e.g. it is not appropriate to be in an intimate relationship with a child or share a room with them
- Building balanced relationships based on mutual trust which empowers children to share in the

decision-making process

- Making sport fun, enjoyable and promoting fair play
- Ensuring that if any form of manual/physical support is required it should be provided openly and according to guidelines provided by the deliverer. Care is needed, as it is difficult to maintain hand positions when the child is constantly moving. Young people should always be consulted and their agreement gained. Some parents are becoming increasingly sensitive about manual support and their views should always be carefully considered
- Keeping up to date with the technical skills, qualifications and insurance in sport
- It is recommended that two coaches, a head coach and an assistant coach deliver all coaching activity. This may not always be the case, head coaches are encouraged to employ the help and support of parents/carers and ensure that at no time do they work in isolation when delivering hands on, supportive techniques within the context of their sport, (e.g. the responsibility of their children whilst in the changing rooms).
- If groups have to be supervised in the changing rooms, always ensure parents/teachers/officials/supervisors or you the coach work with someone else in doing so, again avoid isolated practice.
- Ensuring that if mixed teams are taken away, they are always accompanied by a male and female member of staff, (NB: however, same gender abuse can also occur).
- Being an excellent role model – this includes not smoking or drinking alcohol in the company of young people
- Giving enthusiastic and constructive feedback rather than negative criticism. Recognising the developmental needs and capacity of young people and vulnerable adults – avoiding excessive training or competition and not pushing them against their will
- Securing parental consent, via a Participant Registration Form to act in *loco parentis*, if the need arises for the administration of emergency first aid and or medical treatment
- It is the responsibility of the coach to make themselves aware of any medical circumstances or requirements of each child or young person participating on the programme, (e.g. allergies, asthma, etc).
- All accidents should be logged on the employing bodies Accident Report Form as part of the procedures.

2.4 Poor Practice - Practice to be avoided

The following should be avoided except in emergencies. If cases arise where these situations are unavoidable they should only occur with the full knowledge and consent of a manager and/or the consent of the parent/guardian of the child or young person.

For example, a young person sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a young person up at the end of a session.

Avoid spending excessive amounts of time alone with children away from others. Avoid taking children to your home where they will be alone with you.

2.5 Practice Never to be sanctioned

The following should never be sanctioned:

- Engage in rough, physical or sexually provocative games, including horseplay
- Share a room with a young person
- Allow or engage in any form of inappropriate touching
- Allow a young person to use inappropriate language unchallenged
- Make sexually suggestive comments to a child, even in fun
- Reduce a child to tears as a form of control
- Allow allegations made by a young person to go unchallenged, unrecorded or not acted upon
- Do things of a personal nature for a young person or vulnerable adult that they can do for themselves
- Invite or allow a young person to stay with you at your home unsupervised

NB: It may sometimes be necessary for staff or volunteers to do things of a personal nature for children, particularly if they are very young or have a disability. These tasks should only be carried out with the full understanding and consent of the parents and the performers involved. There is a need to be responsive to a person's reactions. If a person is fully dependent on you, talk with him/her about what you are doing and give choices where possible. This is particularly so if you are involved in any dressing or undressing of outer clothing, or where there is physical contact, lifting or assisting a child to carry out particular activities.

- Avoid taking on the responsibility for tasks you are not appropriately trained for.

If any of the following occur, you should report them immediately to a manager and complete the appropriate Incident Report Form for the employing body. Parents should also be notified of the incident:

- If you accidentally hurt a performer/participant.
- If he/she seems distressed in any manner.
- If a performer appears to be sexually aroused by your actions.
- If a performer misunderstands or misinterprets something you have done.

2.6 Code of Ethics and Conduct

All employees shall sign up to the Think Active "Code of Ethics and Code of Conduct" and shall be issued with a copy as part of the induction process.

The "Code of Ethics and Code of Conduct" encourages:

- The development of an open and positive climate in sport
- Poor practice to be identified
- Investigations to be carried out
- Disciplinary action to be taken, if appropriate

2.7 Photography

Parents and young people generally welcome opportunities to celebrate or publicise their involvement and achievements when taking part in sport by photographing children at events. Sports organisations may also want to promote their activities to encourage participation.

The CPSU does not advocate the banning of photography or the use of images and videos of children but their guidance will help you ensure you're taking all necessary steps to protect children and young people from the inappropriate use of their images in resources and media publications, on the internet and elsewhere.

2.8 Guidelines for Transporting Children and Young People

It is important to ensure all steps are taken to ensure the safe transport of children and young people. If children are to be transported by a coach the following should be considered:

- Use only a reputable company providing transport with all necessary insurance.
- Ensure sufficient supervisors (team managers/coaches/parents) are on each coach.
- All participants have a seat and seat belt regulations are adhered to.
- Parents/carers are issued with detailed information of pick up and drop off points and times
- All supervisory staff are issued with all relevant information of passengers eg:

Name/contact number

Pick up/drop off point and time

Name of parent/carer to collect participant/emergency contact

Participants are not left unsupervised (eg. Dropped off and parent/carer is not present)

If private cars are used for transport you should ensure parental consent has been obtained, and if the driver is undertaking this role on behalf of the club or activity (not as a parent) all relevant documentation has been seen and recorded. Official drivers should also be made aware of guidance in relation to working with children and young people.

2.9 Supervision of Children and Young People

Prevention is the most important aspect of supervision of children and young people. From the moment children and young people arrive at the event (or from when they are handed over by parents to be transported to the event), staff and volunteers are acting *in locoparentis* and have a duty of care towards them.

Appropriate supervision ratios and systems for monitoring the whereabouts of children are essential. It must be clear at all times, who in the team is responsible for supervision. This is particularly important where events are held on large sites and at residential venues.

2.10 Code of Conduct

Most sporting and physical activity organisations require staff/volunteers to sign up to their code of conduct or code of behaviour. Many also have a code of ethics. The code of conduct outlines good practice when working with children/young people. An environment which allows bullying, shouting, racism, or sexism, is not acceptable. There should be clear guidance about what behaviour is inappropriate in a relationship between adults and young people. Specific guidance should be given where personal or intimate care tasks are carried out; eg. with very young or disabled children.

Section 3: Recognition of poor Practice, Abuse and Bullying

3.1 Introduction

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. The staff and volunteers within sport, whether in a paid or voluntary capacity, are not experts at such recognition. However, they do have a responsibility to act if they have any concerns about the behaviour of someone, (an adult or another child), towards a young person.

Think Active encourages the reporting of any concerns by staff, volunteers, children or young adults of the welfare of a child or young person. The first point of contact, if appropriate, is the coach and then following on from this the Manager should be informed of any concerns.

3.2 Poor Practice

Poor Practice includes any behaviour that contravenes the Think Active “Code of Ethics and Conduct”, and the Policy and Procedures for Safeguarding and Protecting Children in Sport as well as the Policies and Procedures provided by the host authority, Coventry City Council or the employing body, which is constituted around the following:

Rights of the player/participant, the parent, the coach and the official etc.

Responsibilities for the welfare of the players/participants, the sport, the profession of coaching and their own development.

Respect of other players, officials and their decisions, coaches and the rules.

3.3 Abuse

Abuse can happen wherever there are young people, and young people and vulnerable adults of any age can be abused. The effects of abuse can be so damaging and if untreated, they may follow a person into adulthood. For example, a person who has been abused as a child may find it difficult or impossible to maintain stable, trusting relationships, become involved in drugs or prostitution, attempt suicide or even abuse a child in the future.

3.4 Disabled Children

There have been several studies which suggest children, (or adults), with disabilities are at increased risk of abuse. Various factors contribute to this, such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect them, or adequately communicate that abuse has occurred.

3.5 Race and Racism

Children from black and minority ethnic groups, (and their parents), are likely to have experienced harassment, racial discrimination and institutional racism at some time throughout their lives. Although racism causes significant harm it is not a category of abuse. However, this may be

categorised as emotional abuse, under this Policy and Procedures for Safeguarding and

Protecting Children in Sport. Think Active has a policy of equal opportunity delivery and encourages the equal and fair participation of all.

3.6 LGBT Children and Young People

Many sports organisations already work with a wide range of children and young people from different backgrounds and with different needs. Effectively meeting the needs of LGBT young people should be an element of this.

Considering the issues below and applying good practice will allow LGBT young people to feel safe and supported in and by the services they use:

- the organisation treats everyone with respect and fully implements equal opportunities, tackling homophobia and transphobia in the same way as racism, sexism and other forms of discrimination
- **anti-bullying policies** take into account LGBT issues and are visible within the group setting
- the images the organisation presents and displays reflect LGBT diversity
- practices are open and inclusive
- do not automatically assume that everyone is heterosexual or with their assigned birth gender
- mainstream services are available to everyone
- positive action is taken to attract a representative group of young people to attend
- the service undertakes sensitive monitoring of sexuality
- staff have LGBT awareness training and understand the needs and vulnerabilities that LGBT young people have
- staff teams reflect the diversity in the community in terms of sexuality as well as race, gender, religion, ability, age, etc.
- there is knowledge within the organisation about the range of LGBT facilities and resources available – both nationally and in the local community

3.7 Abuse and Neglect

Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by a stranger. Adults or other children can abuse children. There is growing evidence to suggest that peer abuse is an increasing concern for young people:

- **Neglect** – where adults fail to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development, (e.g. failure to provide adequate food, shelter and clothing)
- **Physical Abuse** – where someone physically hurts or injures children by hitting, shaking, throwing, poisoning, burning, biting or scalding, suffocating, drowning or otherwise causing physical harm to a child.
- **Sexual Abuse** – where girls and boys are abused by adults or other children, (both male and female), who use children to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse and fondling.
- **Emotional Abuse** – is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. There is a growing awareness that children, who live in extreme poverty, are socially excluded, live with domestic violence or where alcoholism or mental health problems exist, may be at greater risk of long-term emotional abuse.
- **Female Genital Mutilation (FGM)** - is the partial or total removal of external female genitalia for non-medical reasons.
- **Bullying and Cyberbullying** - Bullying can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally.
- **Domestic Abuse** - Witnessing domestic abuse is child abuse, and teenagers can suffer domestic abuse in

their relationships.

- **Child Trafficking** - Child trafficking is a type of abuse where children are recruited, moved or transported and then exploited, forced to work or sold.
- **Grooming** - Children and young people can be groomed online or in the real world, by a stranger or by someone they know - for example a family member, friend or professional.
- **Radicalisation** - Children and young people can be made or persuaded to adopt increasingly extreme political, social, or religious ideals and aspirations that (1) reject or undermine the status quo or (2) reject and/or undermine contemporary ideas and expressions of freedom of choice.
- **Harmful Sexual Behavior** - Children and young people who develop harmful sexual behaviour harm themselves and others.

3.8 Indicators of Abuse

Indications that a child may be being abused include the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to injury
- An injury for which the explanation seems inconsistent.
- The child describes what appears to be an abusive act involving him/her. Someone else, (a child or adult), expresses concern about the welfare of another child.
- Unexplained changes in behaviour, (e.g. becoming very quiet, withdrawn or displaying sudden outburst of temper).
- Inappropriate sexual behaviour
- Distrust of adults, particularly those with whom a close relationship would normally be expected
- Has difficulty making friends.
- Is prevented from socialising with other children.
- Displays variations in eating patterns including overeating or loss of appetite. Loses weight for no apparent reason.
- Becomes increasingly dirty or unkempt.
- Over-tiredness.
- Suicidal threats or behaviours.

It should be recognised that this list is not exhaustive and the presence of one or more of the indicators is **not proof** that abuse is taking place. It is not the responsibility of those delivering or acting as agents for Think Active to decide whether abuse is occurring, but it is their responsibility to act on any concerns within the parameters of the appropriate policies and procedures.

3.9 Bullying

It is important to recognise that in some cases of abuse, it may not always be an adult abusing a young person. It can occur that the abuser may be a young person, for example in the case of bullying. Bullying may be deliberately hurtful behaviour, usually repeated over a period, where it is difficult for those bullied to defend themselves. It can take many forms, the three main types are physical, (e.g. hitting, kicking, theft), Verbal, (e.g. racist or homophobic remarks, threats, name calling) and emotional, (e.g. isolating an individual from activities and social acceptance of the peer group).

Although anyone can be the target for bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons - being overweight, physically small, having a disability or belonging to a different race, faith or culture.

Girls and boys can be bullies although it seems to be more conspicuous in boys. Although bullying often takes place in schools research shows it can and does occur anywhere where there is inadequate supervision - on the way to and from school, at a sporting event, in the playground and changing rooms.

Bullies come from all walks of life; they bully for a variety of different reasons and may even have been abused. Typically, bullies can have low self-esteem, be excitable, aggressive and jealous.

Crucially, they have learned how to gain power over others and there is increasing evidence to suggest that this abuse of power can lead to crime. The competitive nature of sport makes it an ideal environment for the bully.

The bully in sport can be:

- A parent who pushes too hard
- A coach who adopts a win-at-all cost philosophy
- A player, coach or team who intimidates inappropriately
- An official who places unfair pressure on a person

Bullying can include:

- Verbal: e.g. name calling, constant teasing, sarcasm. Racist or homophobic remarks
- Emotional: e.g. tormenting, ridiculing, humiliating and ignoring.
- Sexual: e.g. unwanted physical contact or abusive comments
- Physical: e.g. hitting, kicking or theft.

The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children and vulnerable adults, to the extent that it affects their health and development or, at the extreme, causes them significant harm, (including self-harm).

There are several signs that may indicate that a young person or disabled adult is being bullied:

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, and tearful, emotionally up and down, reluctance to go to school, training or sports club.
- A drop off in performance at school or standard of play.
- Physical signs such as stomach aches, headaches, difficulty in sleeping, bedwetting, scratching and bruising, damaged clothing and bingeing for example on food, cigarettes or alcohol.
- A shortage of money or frequent loss of possessions.

Section 4: Responding to Disclosure, Suspicions and Allegations

4.1 Introduction

False allegations of abuse do occur. However, they are rare, and if a young person says or indicates that he/she is being abused, or information is obtained which gives concern that a young person is being abused, it is your responsibility to react immediately. People working in sport are well placed to recognise or receive concerns relating to the welfare of children and young people. Think Active has a responsibility to respond to these concerns whether this relates to a child's home or family situation, community or concerns arising from their involvement in sport.

4.2 Responding to concerns about possible child abuse within the home, family or community

The primary responsibility of the sports organisation is to ensure the concerns and any relevant information is passed to the police or the relevant children's service for Coventry, Solihull and Warwickshire. These organisations have a statutory responsibility to make enquiries to establish if a child is at risk of harm.

4.3 Actions to Take

The person receiving the information should ensure they are aware of their governing body guidance and pass the information to the relevant designated person with responsibility for child protection. If that person is not available, the information should be passed directly to the statutory organisation. Remember delay may place a child at further risk.

Complete an Incident Record Form and send a copy and any other written information to a statutory organisation within **24 hours** and to the NGB where appropriate.

4.4 Responding to Disclosure

Actions to Take

The person/coach receiving the information concerning disclosure should:

- React calmly so as not to frighten the child
- Tell the child he/she is not to blame and that he/she was right to tell
- Take what the child says seriously, recognising the difficulties inherent in interpreting what is said by the child who has a speech disability and/or differences in language
- Keep questions to the absolute minimum to ensure a clear accurate understanding of what has been said
- Reassure the child but do not make promises of confidentiality which might not be feasible in the light of subsequent developments
- Make a full record of what had been said, heard and/or seen as soon as possible

NB: it may not be that all young or disabled performers are able to express themselves verbally. Communication difficulties may mean that it is hard for them to complain or be understood. Sometimes it is difficult to distinguish the signs of abuse from the symptoms of some disabilities or conditions, in relation to the nature of an individual's impairment. However, where there are concerns about the safety of a young/adult disabled performer, record what has been observed in detail and follow the procedures as laid out as below.

Actions to Avoid

The person receiving the disclosure should not:

- Panic
- Allow their shock or distaste to show
- Probe for more information than is offered
- Speculate or make assumptions
- Make negative comments about the alleged abuser Approach the alleged abuser
- Make promises or agree to keep secrets

4.5 Responding to Suspicions

It is not the responsibility of anyone working under the auspices of sport in a paid or voluntary capacity, or those working under the banner of Think Active to take responsibility or decide whether child abuse is taking place.

However, there is a responsibility to protect children in order that appropriate agencies can then make enquires and take any necessary action to protect the young person

4.6 Children and Young People Services and Local Safeguarding Children Boards

Children and Young People Services (through Local Safeguarding Children Boards) have a statutory duty to ensure the welfare of children and work with other agencies to comply with procedures. When a child protection referral is made, these staff have a legal responsibility to investigate. This may involve talking to the child and family, gathering information from other people who know the child. Enquires may be carried jointly with the police. If action needs to be taken urgently and out of hours, then the police will deal with the enquiry sensitively and effectively. Local authorities will need to link in closely with their respective Local Safeguarding Children Boards and cross-reference the guidance produced by the Local Safeguarding Children Board's Inter Agency Procedures. Across Think Active there are three Local Safeguarding Children's Boards; Coventry, Solihull and Warwickshire. Contact details are available here: www.thinkactive.org

4.7 Sharing Concerns with Parents

There is always a commitment to work in partnership with parents or carers where there are concerns about their children. Therefore, in most situations, it would be important to talk to parents or carers to help clarify any initial concerns. For example, if a child seems withdrawn, there may be a reasonable explanation. He/she may have experienced an upset in the family, such as a parental separation, divorce or bereavement.

4.8 When it is not appropriate to share Concerns with Parents

There are circumstances where a young person may be placed at even greater risk if concerns are shared, (e.g. where a parent/carer may be responsible for the abuse or not able to respond to the situation appropriately). In these situations, or where concerns still exist, any suspicions, allegations or incident of abuse must be reported to a manager as soon as possible and recorded. Advice and guidance should be sought from the relevant Children and Young People Service across Coventry, Solihull and Warwickshire with respect to consulting with parents.

4.9 Designated Officer/s

The Business Partnership Manager for Think Active is the designated Child Protection Officer for the reporting of all incidents, allegations and suspicions and is the first point of call for coaches, development staff, administrators and any other person working under the Think Active banner. Role/Job Description for the Think Active Lead Child Protection Officer is shown on page below.

In the absence of the Business Partnership Manager, the Partnership Director should be informed of any incidents, allegations or suspicions.

It is the responsibility of the designated person to contact the relevant Children and Young People Service across Coventry, Solihull and Warwickshire. If the person in charge is not available or the concern is about the person in charge, the person/coach with concerns or being informed of them should immediately contact the Children and Young People Service across Coventry, Solihull and Warwickshire or relevant local police service.

The Local Safeguarding Children's Boards, together with the designated person, where appropriate, will decide how and when parents or carers will be informed. Any incidents should also be referred to the deliverers organisation.

4.10 Expert Advice

If you are not sure what to do, you can obtain advice by telephoning the relevant Children and Young People Service and speak to the duty social worker or call the **NSPCC 24- hour free phone Helpline on 0808 800 5000**. The police also have specially trained child protection teams who will give guidance and support.

4.11 Records and Information

Information passed to the relevant Children and Young People Service or the police must be as helpful as possible, hence the necessity for making a detailed Incident Record Form (**Page**) at the time of the disclosure/concern. Information should include the following:

- The nature of the allegation
- A description of any visible bruising or other injuries
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred
- Witnesses to the incident(s).
- Any times, dates or other relevant information
- A clear distinction between what is fact, opinion or hearsay

Reporting the matter to the police or relevant Children and Young People Service should not be delayed by attempts to gain more information. Wherever possible, referrals telephoned to the relevant Children and Young People Service should be confirmed in writing within **24 hours**. A record should also be made of the name and designation of the relevant Children and Young People Service or the Police officer to whom the concerns were passed, together with the time and date of the call, in case any follow up is needed.

- A copy of this information should be sent to the activity deliverer.

4.12 Allegations against Staff or Volunteers

This includes anyone working with children in a paid or voluntary capacity for Think Active on its coaching activities, sports festivals, tournament days and any over activity organised, promoted or endorsed by the partnership. Child Abuse can and does take place outside of the family setting. Although it is a sensitive and difficult issue, child abuse has occurred within institutions and may occur within other settings, (e.g. sport or other social activities). Recent inquiries indicate that abuse that takes place within a public setting, is rarely a one-off event, it is crucial that those involved in sport are aware of this possibility and that all allegations are taken seriously, and appropriate action be taken. It is important that any concerns for the welfare of the child, arising from abuse or harassment by a member of staff or volunteer, should be reported immediately.

4.12.1 Seek Advice

On occasion the designated person may be informed of situations where there is uncertainty about whether the allegation constitutes abuse or not and therefore is unclear about what action to take. There may be circumstances where the allegations are about poor practice rather than abuse but those responsible should always consult a manager and gain advice from the relevant Children and Young People Service, Police or the NSPCC if there is any doubt. This is because it may be just one of a series of other instances which together cause concern.

4.12.2 Support for the Reporter of the Suspected Abuse

It is acknowledged that feelings generated by the discovery that a member of staff or volunteer is, or may be, abusing a child, will raise concerns among other staff or volunteers. This includes the difficulties inherent in reporting such matters.

Think Active assures all staff/volunteers that it will fully support and protect anyone who, in good faith, (without malicious intent), reports his or her concern about a colleague's practice or the possibility that a child may be being abused.

4.12.3 Types of Investigation

Where there is a complaint of abuse against a member of staff or volunteer, there may be three types of investigation:

- Criminal
- Child protection
- Disciplinary or Misconduct

Civil proceedings may also be initiated by the person/family of the person who alleged the abuse.

The results of the Police and relevant Children and Young People Service investigation may well influence what action Think Active takes with regards to disciplinary investigations, however, this may not always be the case.

Further information on the potential actions of the relevant Children and Young People Service etc. may be found in the Inter Agency Procedures agreed with the relevant Local Safeguarding Children Board guidelines.

Complaints of abuse should be responded to and investigated within 28-day timescales, where possible, however it is acknowledged that complaints of child abuse can take longer.

4.12.4 Actions if there are Concerns

The following action should be taken if there are any concerns:

Whistleblowing

"Whistle-blowing" is an early warning system about revealing and raising concerns over misconduct or malpractice within an organisation. Any adult or young person concerns about a colleague can use "whistle-blowing" by contacting the lead officer for Think Active or alternatively by contacting the relevant Children and Young People Service or their local Police. Contact details in **(Page)**.

Poor Practice

If, following consideration, the allegation is clearly about poor practice; the designated person will deal with it as a misconduct issue and follow the procedural guidelines of the host authority, Coventry City Council or that of the employing body.

If the allegation is poor practice by the designated person, or the matter has been handled inadequately and concerns remain, it should be referred to the relevant manager to deal with the allegation and whether or not to initiate disciplinary proceedings.

If the incident of poor practice is suspicious, all details should be recorded and reported to the relevant manager to action.

Suspected Abuse

- Any suspicion that a child has been abused by either a member of staff or volunteer should be reported to the designated person, who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk.
- The designated person will refer the allegation to the relevant Children and Young People Service who may involve the Police or go directly to the Police if out-of hours.
- The parents or carers of the child will be contacted as soon as possible following advice from the relevant Children and Young People Service.
- The designated person should also notify the deliverer, their manager, as well as the Think Active Partnership Director who will decide who and how to deal with any media enquiries.

If the designated person is the subject of the suspicion/allegation, the report must be made directly to the Think Active Partnership Director who is then responsible for taking the action outlined above.

Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should always be handled and disseminated on a *need to know basis* only.

This includes the following people:

- The designated person in charge.
- The parents of the person who is alleged to have been abused.
- The person making the allegation.
- The relevant Children and Young People Service or Police
- Designated officers within the NGB.
- The alleged abuser (and parents if the alleged abuser is a child).*

*Seek advice on who should approach alleged abuser. Information should be stored in a secure place with limited access to designated people, in line with data protection laws, (e.g. that information is accurate, regularly updated, relevant and secure).

Internal Enquires and Suspension

Think Active can and will make immediate decisions on whether or not any individual accused of abuse should be temporarily suspended from duty. All decisions will be based on the procedures laid down by the host authority, Coventry City Council or the relevant employing body.

Irrespective of the findings of the relevant Children and Young People Service or Police enquiries, Think Active will assess all individual cases under its misconduct/disciplinary procedures, to decide whether or not a member of staff can be reinstated and how this can be sensitively handled with other staff or volunteers. This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the police. In such cases, Think Active will make an informed decision based on available information that could suggest, on a balance probability, it is more likely than not that the allegation is true. The welfare of all young adults participating on all coaching activities delivered by Think Active is and will always remain paramount.

Support to Deal with the Aftermath

- Consideration should be given to what support may be appropriate to children, parents and members of staff. Use of helplines, support groups and open meetings will maintain an open culture and help the healing process.
- Consideration should be given to what support is available to the alleged perpetrator of the abuse.

4.13 Action if Bullying is suspected

If bullying is suspected or alleged. The designated officer will follow the guidelines of the bullying procedure as outlined within the host authorities or employing body guidelines on bullying.

4.14 Action to Help the Victim and Prevent Bullying in Sport:

- Take all signs of bullying seriously.
- Encourage all children to speak and share concerns. Help victim to speak out and tell the coach/person in charge or someone in authority. Create an open environment.
- Investigate all allegations and take action to ensure the victim is safe. Speak with the victim and the bully (ies) separately.
- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell anyone else.
- Keep records of what is said, (what happened, by whom, when).
- Report any concerns to the designated officer, sports specific officer or the coach development officer or to the club or school you are working with.

4.15 Action Towards the Bully(ies)

The Coach or person in charge should:

- Talk with the bully(ies), explain the situation, and try to get the bully(ies) to understand the consequences of their behaviour. Seek an apology to the victim(s).
- Inform the bully's parents.
- Insist on the return of borrowed items and that the bully(ies) compensate the victim.
- The designated officer or the sports specific officer will give support to the coach of the victim.
- Encourage and support the bully(ies) to change behaviour.
- Hold meetings with the families to report on progress.
- Inform all organisation members of action taken.
- Keep a written record of all action taken.

Guidelines on transporting children or young people in your car

Photography

Supervising Children and Young People's Sport and Activities

Code of conduct for children and young people

Code of conduct for staff and volunteers

Codes of conduct for parents and carers

E-Safety policy

Managing Challenging Behaviour

Safeguarding the Elite Young Athlete

Safeguarding and inclusion of deaf and disabled children and young people in sport

Definitions

Abuse & Neglect

'Child abuse and neglect' are forms of maltreatment of a child. These terms include physical and sexual assaults as well as cases where the standard of care does not adequately support the child's health or development. Children may be abused or neglected through the infliction of harm, or through the failure to act to prevent harm.

Barred Person

A person who is barred from working within regulated activity with children.

Bullying

Bullying may be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It can take many forms, but the three main types are physical, verbal and emotional. Bullying is not defined as a form of abuse in Working Together but there is clear evidence that it is abusive and will include at least one, if not two, three or all four, of the defined categories of abuse.

Child or Young Person

Anyone who has not yet reached their 18th birthday, or 19th birthday if disabled, as per the Children's Acts 1989 and 2004.

Child Protection

Process of protecting individual children identified as either suffering, or likely to suffer, significant harm as a result of abuse or neglect.

CPSU

Child Protection in Sport Unit.

DBS

A Disclosure and Barring Service check which comprises a search of several national databases for information relevant to accessing the suitability of a person to work with children.

LCPO

Lead Child Protection Officer for Think Active area of Coventry, Solihull & Warwickshire

LSCB

Local Safeguarding Children Board.

NSPCC

National Society for the Prevention of Cruelty of Children.

Parent

The term 'parents' also refers to carers or guardians, or people with parental responsibilities.

Person of Concern

A person whose reported or alleged behaviour has raised concerns about a child/ children's welfare, whether this resulted in a criminal conviction.

Poor Practice

Poor practice includes any behaviour that contravenes the Code of Conduct (see Information and Guidance) which is based around:

- Rights of the player, the parent, the coach, the official
- Responsibilities for the welfare of the players, the sport, the profession of coaching, and their own development
- Respect for other players, officials and their decisions, coaches, the rules

Safeguarding

The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.

Think Active

The Active Partnership for Coventry, Solihull & Warwickshire. The central team, funded by Sport England, responsible for leading the work of the partnership.

Vulnerable Adult

A person aged 18 or over who is or may be in need of community care services and is or may be unable to protect themselves from harm.

Wellbeing

The five outcomes that are key to children's and young people's wellbeing, as first set out in Every Child Matters are to: be healthy; stay safe; enjoy and achieve; make a positive contribution; and achieve economic wellbeing. The Children Act 2004 requires local agencies to co-operate with a view to improving the wellbeing of children in relation to these outcomes.

Working Together to Safeguard Children 2018

Government guidance that sets out how organisations and individuals should work together to safeguard and promote the welfare of children and how practitioners should conduct the assessment of children. The guidelines set out core legal requirements, making it easier for what individuals and organisations should do to keep children safe and promote their welfare.

Young Person

Reference to 'children' and 'young people' throughout this document apply interchangeably.

Role of the Think Active Lead Child Protection Officer

The Think Active Lead Child Protection Officer is responsible for:

1. Leading on the development and implementation of Think Active's Policy and Procedures for Safeguarding and Protecting Children in Sport
2. Ensuring that all relevant staff receive training on the Policy and Procedures
3. Ensuring that the Policy and Procedures are updated as necessary
4. Leading on the promotion of good safeguarding practice across the Partnership
5. Keeping up to date on knowledge and understanding on safeguarding matters through attendance at relevant meetings, conferences and other training
6. Be the lead contact for Think Active on all matters relating to safeguarding and protecting children in sport.

This includes contact with:

- Think Active Team and Sport Specific Officers
 - Other Key Partners and Networks
 - The wider Sport & Physical Activity Community
 - Local Communities across Coventry, Solihull and Warwickshire
 - Local Authority Social Services for Coventry, Solihull and Warwickshire
 - Police Services for West Midlands and Warwickshire
 - Other Child Protection organisations such as the [CPSU](#), [LSCBs](#) for Coventry, Solihull and Warwickshire
7. Representing Think Active on the Regional West Midlands Active Partnerships Safeguarding and Protecting Children in Sport Forum
 8. Disseminating relevant information to the Think Active Team and other Networks for Community, Education and Sport which includes:
 - Training opportunities
 - Information gained from training attended by the Lead Officer
 - Changes to legislation
 - New guidance from the CPSU
 9. Providing advice upon request to any individual/organisation, and recording the details of this advice on the Incident Record Form
 10. Receiving and acting upon any reported safeguarding and protecting children in sport concerns. This includes:
 - Deciding when to refer to Social Services or the Police Service
 - Deciding when it is appropriate to share information with other organisations
 - Seeking advice from Social Services, the CPSU or Coventry City Council's (host Local Authority) Human Resource Service as appropriate before making a decision
 - Ensuring that all of the above follows the procedures outlined in the Think Active Safeguarding and Protecting Children in Sport Policy
 - Ensuring that all incident reporting forms and record of advice forms are stored securely and are only made available to others on a need to know basis
 - Ensuring that Think Active maintains the Advanced Level of the Standards for Safeguarding and Protecting Children in Sport
 - Arranging for the Partnership's Deputy Child Protection Officer to take over the Lead role if the Lead Officer is planning to be on annual leave or absent for a substantial period of time
 - The Lead Child Protection Officer is expected to attend the following CPSU training courses as soon as possible after taking on the role:
 - Child Protection Policy and Implementation Procedures
 - Time to Listen

Code of Ethics and Conduct for Adults working with Children and Young People

Sport and physical activity helps the development of children and young people through improving their performance. This is achieved by:

- Identifying and meeting the needs of all children and young people.
- Improving the performance through a progressive programme of safe, guided practice, measured and performance and/or competition.
- Creating an environment in which children and young people are motivated to maintain participation and improve performance.

All adults should comply with the principles of good ethical practice listed below:

- Respect the rights, dignity and worth of every person and treat everyone equally within the context of their sport.
- Must place the well-being and safety of the participant above the development and performance.
- Follow guidelines laid down by the sport's governing body and hold appropriate insurance cover.
- Develop an appropriate working relationship with all participants based on mutual trust and respect.
- Never exert undue influence to obtain personal benefits or reward.
- Encourage and guide participants to accept responsibility for their own behaviour and development.
- Hold up-to-date and nationally recognised sport's governing body qualifications.
- Ensure the activities they direct or advocate are appropriate for the age, maturity, experience and ability of the participant.
- Clearly set out with the participant (and where appropriate with their parents or carers) exactly what is expected of them and what the participant is entitled to expect from them.
- Co-operate fully with other specialists (e.g. other coaches, officials, doctors, physiotherapists, first aiders, welfare officers etc.) in the best interest of the participant.
- Promote the positive aspects of the sport (e.g. fair play)
- Never condone rule violations or the use of prohibited substances.
- Consistently display high standards of behaviour and appearance.

Therefore, when working with children and young people:

- Treat all children and young people with respect.
- Provide an example of good conduct you wish others to follow.
- Ensure that whenever possible there is more than one adult present during activities with children and young people or at least that within sight or hearing of others.
- Respect that children and young people have the right to personal privacy and encourage them to feel comfortable and caring enough to point out attitudes or behaviour they do not like.
- Remember that someone else may misinterpret your actions, no matter how well intentioned.
- Be aware that even physical contact with a child or young person may be misinterpreted.
- Recognise that special caution is required when you are discussing sensitive issues with children or young people.
- Challenge unacceptable behaviour and report all allegations/suspicions of abuse.

You must not:

- Have inappropriate physical or verbal contact with children or young people.
- Allow yourself to be drawn into inappropriate attention-seeking behaviour/make suggestive or derogatory remarks or gestures in front of children or young people.
- Jump to conclusions about other without checking your facts.
- Either exaggerate or trivialise child abuse issues.
- Show favouritism to any individual.
- Rely on your good name to protect you.
- Believe "It could never happen to me"

-
- Take a chance when common sense, policy or practice suggests another more prudent approach.

Breaches of this Code of Ethics and Conduct




The above Code of Ethics and Conduct has been developed for all adults working with children and young people. Failure to comply could mean that there is a breach of a position of trust.

Think Active will treat all matters of failing to comply when working in a position of trust seriously. If this is the case then the following action would take place:

- An incident report would be completed.
- The incident report would be forwarded to the Think Active designated Child Protection Officer.
- The Think Active Child Protection Officer would review the incident report and decide on how to proceed.
- This could include passing this information onto other agencies such as Children's Services, Police, Designated Officer for Sport Governing Bodies, relevant employer or Human Resource Service for host Local Authority Coventry City Council.

Once the investigation has concluded then appropriate action will be carried out which could mean disciplinary action taken.

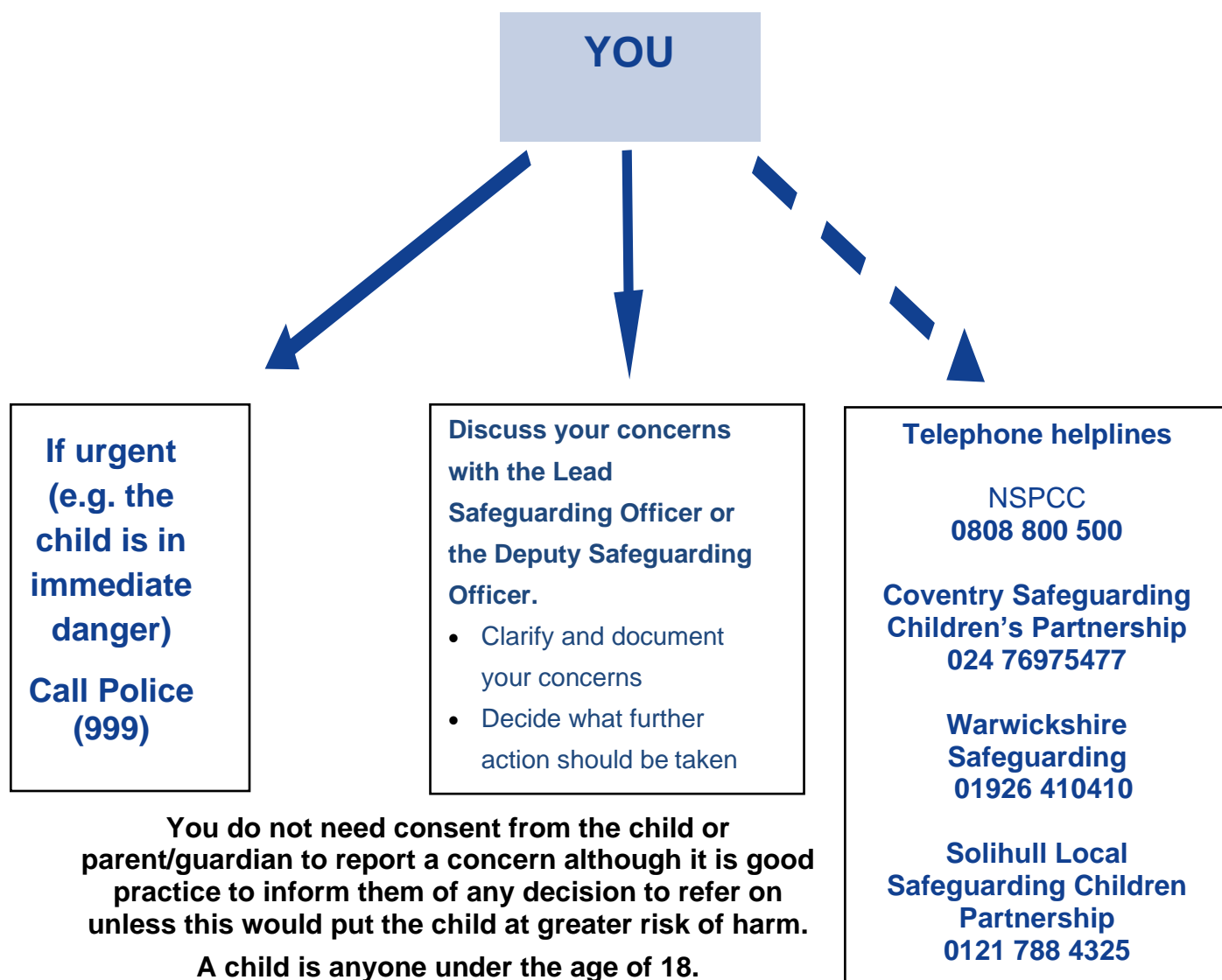
NAME	PURPOSE	WEBSITE	ADDRESS	CONTACT
<p>The NSPCC</p> <hr/>  <hr/>	<p>Most of their work is with children, young people and their families. They also seek to achieve cultural, social and political change - influencing legislation, policy, practice, attitudes and behaviours and delivering services for the benefit of young people.</p>	<p>www.nspcc.org.uk</p>	<p>3rd Floor CIBA Building 146 Hagley Road Edgbaston Birmingham B16 9NP</p> <p>Tel: 01452 313360</p>	<p>Helpline: 0808 800 5000</p> <p>18 or under? 0800 1111</p> <p>Email: help@nspcc.org.uk</p> <p>Post: NSPCC Child Protection Helpline 42 Curtain Road London EC2A 3NH</p>
<p>ChildLine UK</p> 	<p>ChildLine is the free helpline for children and young people in the UK.</p> <p>Children and young people can call on 0800 1111 to talk about any problem – counsellors are always here to help you sort it</p>	<p>www.childline.org.uk</p>	<p>3rd Floor CIBA Building 146 Hagley Road Edgbaston Birmingham B16 9NX</p> <p>Tel: 0870 336 2915</p>	<p>Tel: 0800 1111</p> <p>Email: Sign up to get in touch</p> <p>Post: NSPCC Child Protection Helpline 42 Curtain Road London EC2A 3NH</p>
<p>Disclosure & Barring Service</p>		<p>https://www.gov.uk/disclosure-barring-service-check/overview</p>	<p>DBS customer services customerservices@dbs.gov.uk</p>	<p>Tel: 0300 0200190</p>

 <p>Disclosure & Barring Service</p>	<p>The DBSs aim is to help organisations in the public, private and voluntary sectors by identifying candidates who may be unsuitable to work with children or other vulnerable members of society.</p>		<p>i.gov.uk</p> <p>DBS customer services PO Box 3961 Wootton Bassett SN4 4HF</p>	<p>Monday to Friday, 8am to 6pm Saturday, 10am to 5pm</p>
<p>The Child Protection Unit</p> 	<p>The Child protection in Sport Unit (CPSU) is a partnership between the National Society for the Prevention of Cruelty to Children (NSPCC), Sport England, Sport Scotland, Sports Council for Northern Ireland and The Sports Council for Wales. The CPSU's mission is to safeguard the welfare of children and young people U18 in sport and to promote their well-being.</p>	<p>Child Protection Unit https://thecpsu.org.uk</p>	<p>NSPCC National Training Centre 3 Gilmour Close Beaumont Leys Leicester LE4 1EZ</p>	<p>Tel: 0116 366 5626</p> <p>Email: cpsu@nspcc.org.uk</p>
	<p>The Active Partnership for Coventry, Solihull & Warwickshire</p>	<p>www.thinkactive.org</p>	<p>Think Active 1 Mill Street Leamington Spa Warwickshire CV31 1ES</p>	<p>Tel: 01926 888500</p> <p>Email: info@thinkactive.org</p>

Coventry Children's Social Care	www.coventry.gov.uk	024 7678 8555 Office Hours 024 7683 2222 Out of Hours
Solihull Education & Children's Services	www.solihull.gov.uk/staysafe	0121 788 4333 Office Hours 0121 605 6060 Out of hours
Warwickshire Children's Team	www.warwickdc.gov.uk/info/20131/ child_protection	01926 414801 Office Hours 01926 886922 Out of Hours
West Midlands Police	www.west-midlands.police.uk	Telephone: 0121 626 5000
Warwickshire Police	www.warwickshire.police.uk	Telephone: 01926 415000
Coventry City Council	www.coventry.gov.uk	Telephone: 0808 583 4333
Solihull MBC	www.solihull.gov.uk	Telephone: 0121 704 8001
Warwickshire County Council	www.warwickshire.gov.uk	Telephone: 0845 090 7000 or 01926 410410
North Warwickshire BC	www.northwarks.gov.uk	Telephone: 01827 715341
Nuneaton and Bedworth BC	www.nuneatonandbedworth.gov.uk	Telephone: 024 7637 6376
Stratford upon Avon DC	www.stratford.gov.uk	Telephone: 01789 267575
Rugby BC	www.rugby.gov.uk	Telephone: 01788 533533
Warwick DC	www.warwickdc.gov.uk	Telephone: 01926 450 000

PROCEDURE FOR REPORTING A CONCERN ABOUT A CHILD

Recognise → Record → Report



Do	Do not
Stay Calm	Make promises you can't keep
Ensure child is safe	Keep it to yourself
Listen to the child	Re-act in an inappropriate manner
Reassure the child	
Be honest	
Make accurate notes	
Maintain confidentiality	
Tell the designated officer	
Follow the guidelines	