

SAFEGUARDING - Appendix 6

Responding to and reporting a concern

Introduction

This section of the StreetGames Policy relates to all of StreetGames work with children and young people. To ensure StreetGames maintains a child and young person centred approach where there is cause for concern the procedure for reporting will always follow the same process. This document is to be used in conjunction with **Appendix 13 Streetgames Safeguarding Structure and Issue management Chart** to ensure all management of safeguarding issues are recorded and reported in the correct manner and follow the appropriate channels within the organisation.

The reporting procedure also relates to **Appendix 7 'StreetGames Prevent Duty'** and the actions of reporting a safeguarding concern should apply when reporting information relating to Appendix 7.

Where indications arise where there are concerns over the welfare or safety of a child or young person, StreetGames staff and volunteers must respond immediately, and take the concern seriously. It is not StreetGames' responsibility to determine the cause of the concern, but to ensure any concern is raised and recorded. However there is a clear responsibility to protect the child or young person by informing the appropriate agencies to ascertain if any further action or investigation is required.

For staff working directly with young people concerns may arise through:

- Direct observation of an incident
- Direct observation of indicators which raise concerns
- Disclosure by the young person
- Report received from a third party

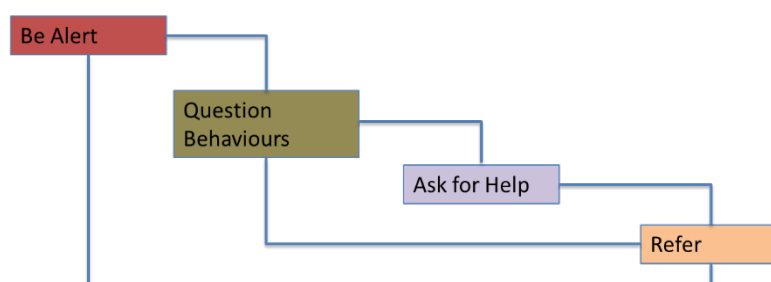
Staff and volunteers who do not have significant direct contact with, or responsibility for, young people in the course of their work, still have responsibilities in the event of receiving concerns about a young person and must ensure a consistent and appropriate response in line with the procedure set out below. All staff and volunteers of StreetGames will adhere to the following principles of ensuring the welfare and safety of all children and young people.

Principles

- The welfare and safety of children and young people is paramount
- Failing to respond to information is not an acceptable option
- It is unsafe to assume that someone else will respond or has responded, unless this has clearly been established
- Even though it may not be the responsibility of the person receiving the report or information to manage or investigate a concern, it is their responsibility, as a minimum, to pass the information on to an appropriate person
- Delays in responding can increase the risks to a child

All staff at StreetGames undergo induction training entitled 'Assuring Good Governance' in this training all staff are made aware of their responsibilities around safeguarding and child protecting. Including the reporting procedure followed by StreetGames. The diagram and information below is given too all staff at the training and is present in the staff handbook,

StreetGames uses 4 steps that all staff must be aware of and think about in relation to the welfare and safeguarding of children and young people. The 4 steps are outlined in the diagram below



Using these 4 steps we expect all staff to follow the following process when responding to a reporting a safeguarding issue or incident:

Step	Incident at our own event/training	Incident from the Network
1 Be Alert	we observe something or a young person makes a disclosure	report comes in from a member of the public, project,
2 Question	We use the Tootoot sport system for recording incidents and disclosures at our own events, courses, residential etc. Designated StreetGames staff have access to this system. The StreetGames report form should still be used to gather information relating to the incident and uploaded to Tootoot	Use a StreetGames safeguarding reporting form to record the details of the incident. Use the questions and sections on the reporting form to gather as much information as possible
3 Ask for Help	Using Tootoot automatically informs the designated officer of a new incident or disclosure being reported. If you don't have access to Tootoot contact the designated officer. If you do have access to Tootoot, you will be contacted by the designated officer once a case or incident is opened.	Contact the Designated safeguarding officer for support and share all the information gathered relating to the incident/report
4 Refer	All issues at event, courses and residential will be dealt with by the designated officer and/or the Chief Executive. This will follow StreetGames procedure but may result in referrals to the relevant authorities, safeguarding boards. We may have to deal directly with an organisation within the network if it relates to conduct or practice of that organisation at a StreetGames opportunity.	StreetGames will refer all incidents or reports relating to the network with the relevant external agencies and with the lead safeguarding staff of the local delivery organisation. We may have to share the information we collected with the relevant authorities.

Toooot Sport

StreetGames uses the online case management system 'Toooot' sport. This is a system used widely across the education system to manage the reporting and recording of safeguarding incidences. The principles outlined in this document and across StreetGames 'Safeguarding and Child Protection policy and Adults at Risk policy' are to be applied when using the Toooot system.

It is the role of the Designated Officer (see Appendix 2) in relation to Toooot:

- Manage the usage of Toooot;
- Train all relevant staff in using the system
- Identify which staff have access to the system
- Perform the role of the 'Super User' who can allocate cases to staff and can report and escalate any incidences
- Utilise the information collated by Toooot to produce reports to StreetGames board as well as inform future staff training and development in safeguarding.

The principles of what to report and when still apply when using Toooot. The system adopted provides a secure and responsive system to reporting to aid the role of all Streetgames staff in Safeguarding.

Reporting a safeguarding concern/issue

- All concerns and allegations, whatever their origin, must be taken seriously and considered with an open mind which does not pre-judge the situation.
- In circumstances where information is disclosed about abuse, colleagues must listen to the child without questioning.
- The information must immediately be passed to the Designated Safeguarding Officer (DSO) or the member of staff with deputising responsibilities at the earliest opportunity. At a minimum within 24 hours. If the young person is deemed at immediate harm or risk this must be reported immediately after the incident occurs.
- Incidents may occur where the alleged perpetrator may be a young person. This must be referred to the Designated Safeguarding Officer (see appendix 2) who will contact the appropriate agency to ensure support for both the victim and alleged perpetrator.
- A safeguarding report must be completed as soon as possible.. This can be done in one of the following two ways:
 - A new incident is created on the Toooot reporting system which automatically alerts the DSO; **OR**
 - If there is no access to Toooot then the Safeguarding Reporting Form (appendix 9) can be completed and sent to the DSO;
 - By using the Toooot system, this will automatically alert the DSO of a new incident being recorded on they system
- It is the DSO's responsibility to decide what further action is required, and to ensure this is carried out.
- All further information and actions relating to a safeguarding case **MUST** be recorded on the Toooot system to ensure all relevant information to the case is stored on the system. Any updates to Toooot must be recorded within 24 hours (as a minimum). By following the principles outlined earlier in this policy, updates that are more urgent or serious must be recorded on Toooot immediately to ensure accurate information is recorded.

- If neither the DSO nor a deputy is available, advice should be sought from CPSU, Children's Social Care (formerly Social Services) or Police, about an appropriate response. In this instance, the DSO should be subsequently fully informed at the earliest opportunity, and the completed Tootoot report/Safeguarding Report Form passed on. In the case of an incident being reported to the StreetGames office in Manchester, the Manchester City council MASH may be contacted.
- If required the DSO is to make referrals to Children's Social Care (formerly social services). The DSO would follow the referral process set out by the local Children's Safeguarding Partnership. If a referral/allegation related to a position of trust the DSO must refer this to the Local Authority Designated Officer (LADO) Reporting the matter to Children's Social Care or the Police department should not be delayed by attempts to obtain more information.
- Wherever possible, referrals telephoned to the social services department should be confirmed in writing within 24 hours (usually by the Designated Safeguarding Officer). A record should also be made of the name and designation of the social services member of staff or police officer to whom the concerns were passed, together with the time and date of the call, in case any follow-up is needed.

Local Children's Safeguarding Partnerships

StreetGames works across multiple locations in the UK and hence could be in contact with multiple safeguarding partnerships. It is likely that referrals and allegations will be made to one of StreetGames main office base and therefore StreetGames will follow the referral processes outlined by these Safeguarding Partnerships:

- Manchester - <https://www.manchestersafeguardingpartnership.co.uk/>
- London - <https://www.londonscb.gov.uk/>
- Cardiff - <https://www.cardiffandvalersb.co.uk/>

In the case of events, off site delivery, training course and apprenticeship delivery the appropriate Safeguarding Partnership process will be followed. StreetGames will make sure staff are aware of the relevant safeguarding partnership for the delivery of this activity.

Above all, the reporting process above will be followed and if required, the DSO will refer to the relevant Children's Social Care team within the local authority.

Whistleblowing

If a concern is raised about a StreetGames member of staff from another employee of the organisation, then the StreetGames Whistleblowing policy should be referred to in the first instance. If the concern relates to safeguarding, the steps in this policy will then take effect.

Types of Concerns

The types of concerns that StreetGames staff and volunteers may come across that require reporting to the Designated Safeguarding Officer may include allegations or suspicions about:

- Concerns over the general health and welfare of a child/young person
- Welfare issues raised by a young person directly to a staff member or volunteer.
- Poor practice (either serious or lower level) from a staff member, either StreetGames or network organisation.

- Bullying, hazing and harassment (physical, verbal or emotional) by adults or young people
- Abuse (physical, sexual, emotional, or neglect - by adults or young people) occurring within a sports context or outside
- Worrying behaviour of an adult (for example someone acting suspiciously at a sports venue) Historical abuse (allegations dating back several years)
- Extremist views or risks around radicalisation

Reports relating to these concerns may:

- Relate to children and young peoples' experiences within sporting activities and programmes (e.g. behaviour of coaches or volunteers), or outside (e.g. experiences at home or school)
- Be produced as a result of a Disclosure and Barring Service check, disclosing information relating to that staff member or volunteer.
- Be very specific and contain clear details
- Be more general and less detailed
- Be from identified sources or anonymous
- Apparently not be significant in isolation - this information may constitute an important part of a much wider picture of abuse or harm

Reports or referrals may be sent to a StreetGames staff member or office in the belief that StreetGames is responsible for the activity, organisation or individual concerned, or will take the required action.

All referrals or reports require a response. StreetGames staff or volunteers receiving such information have a responsibility to ensure that the concern is either acted upon directly, or is passed on to an individual or organisation that will then take the necessary action.

Responding to Disclosure Directly from a Child or Young Person

Colleagues who receive information concerning disclosure directly from a child should:

- React calmly so as not to frighten the child or young person
- Tell the child/ young person he/she is not to blame and that it was right to tell
- Take what the child/ young person says seriously, recognising the difficulties inherent in interpreting what is said by a child who has a speech disability and/or differences in language
- Keep questions to the absolute minimum to ensure a clear and accurate understanding of what has been said
- Reassure the child/ young person 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.
- Seek immediate medical attention if required

Colleagues receiving the disclosure from a child should avoid:

- Panicking
- Allowing shock or distaste to show
- Probing for more information than is offered
- Speculating or making assumptions

- Making negative comments about the alleged abuser
 - Approaching the alleged abuser
 - Making promises or agree to keep secrets
 - Undressing a child to view injuries
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Poor Practice

Poor practice is any behaviour that contravenes the StreetGames Code of Conduct, which is constituted around:

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

In circumstances where it is difficult to determine whether an incident constitutes poor practice or abuse, information should be forwarded on to the Designated Safeguarding Officer who will make a decision. Please see the sections below to help identify if incidents are cases of poor practice or not.

If it is decided that it is a case of poor practice on the behalf of the StreetGames staff member or volunteer, the Designated Safeguarding Officer will take action which may include:

- Via a one to one meeting – highlight the example of poor practice;
- Provide training opportunities for the individual;
- Highlight examples of good practice
- Place this incident on the individuals record to guard against this re-occurring

Abuse

Abuse can happen wherever there are young people. The effects of abuse can be damaging long term. Young people can be abused by adults (both male and female) or other young people – usually (but not always) by people they know well and trust. It is **not** the responsibility of those working for StreetGames to decide that child abuse is occurring but it is their responsibility to act on any concerns.

Bullying

In some cases of abuse, it may not 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 seen as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. This is defined as *repeated (systematic) aggressive verbal, psychological or physical conduct by an individual or group against another person or persons* (Nancy Duin, Bullying, a survival guide, produced by the BBC Education). It is **not** the responsibility of those working for StreetGames to decide that child abuse is occurring but it is their responsibility to act on any concerns.

Action if Bullying is Suspected

StreetGames staff or volunteers receiving a disclosure relating to bullying should take the following action:

- Take all signs of bullying very seriously
- Inform their line manager of their concern about a bullying incident
- If this relates to bullying of a child/young person, then refer this to the Designated Safeguarding officer
- Encourage all children/Young people to speak and share their concerns.
- Help the victim to speak out and tell the 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 no one else
- Keep records of what is said (what happened, by whom, when)
- Report any concerns to the person in charge at the club, coaching session or school (wherever the bullying is occurring)

Action towards the bully: *if it is another child:*

In the event that the bully is another child, StreetGames staff or volunteers should take the following action:

- Talk with the bully, explain the situation, try to get the bully to understand the consequences of their behaviour. Seek an apology to the victim.
- Inform the bully's parents.
- Insist on the return of 'borrowed' items and that the bully(ies) compensate the victim
- Provide support for the coach and significant others of the victim
- Impose sanctions as necessary
- 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 action taken

In cases where incidents are serious (e.g. physical injury) or persist despite attempts to deal with it, the same protocols should be followed as set out in section 5.

Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a "*need to know basis*" only and always in the best interests of the child or young person. This includes the following people:

- The DSO
- Social/Children's Services/Police
- The person reporting the concerns (or their carers where the reporter is a young person)
- Designated officers within other relevant organisations e.g. NGB, LA
- The alleged abuser (and parents if the abuser is a child/young person)*

* Where there is any possibility that a criminal act may have been committed care should be taken not to take any action that may jeopardise any subsequent criminal investigation. This includes contacting the alleged perpetrator. Advice should FIRST be sought from the police and / or Social Services.

All documentation relating to disclosures must be passed to the DSO to be stored in a secure place with limited access to designated people, in line with Data Protection Laws (e.g. that information is accurate (and is regularly updated), relevant and secure. The DSO is responsible for developing and maintaining a suitable system for holding these records.

Support

Feelings generated by the discovery that a colleague is, or may be, abusing a child, may raise concerns among other staff or volunteers. This includes the difficulties inherent in reporting such matters. StreetGames will fully support and protect staff and volunteers who, in good faith (without malicious intent), report their concern about a colleague's practice or the possibility that a child may be being abused.

StreetGames will give consideration to the support that may be appropriate for children, parents or carers and staff and volunteers. All StreetGames staff and volunteers are eligible to use the free, confidential service provided by the NSPCC on 0800 800 5000 which provides information and advice or counselling, 24 hours a day, 365 days a year.

StreetGames will also give consideration to the support that may be appropriate to the alleged perpetrator of the abuse.

Types of Investigation

Where there is a complaint of abuse made, there may be three types of investigation:

- A criminal investigation (undertaken by the police)
- A child or adult protection investigation (undertaken by social services/police)
- A disciplinary or misconduct investigation (undertaken by StreetGames)

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

Any disciplinary investigations will be conducted in accordance with StreetGames' disciplinary policy and will take into account all available information including details from the police and social services.