

Responding to, Recording, and Reporting Concerns

If you have a safeguarding concern, remember the three R's:

-  **Respond** to the concern or allegation
-  **Record** the relevant information
-  **Report** the relevant information

If you notice abuse or it is reported to you, either first-hand or by someone else, it is your responsibility to Respond, Record and Report. Do not assume someone else will take care of the situation.

Respond

- Stay calm. Do not show signs of shock or disbelief
- Reassure the person reporting the concern that they are safe
- Once you have listened, be honest and explain you will have to tell someone else to help in this situation, but you will maintain confidentiality to protect the person telling you their concern
- Stay calm, particularly if the concern is coming directly from a child
- Control your facial expressions; appear neutral and do not show strong emotions such as shock or disbelief
- Listen and clarify detail using open questions – but do not cross examine
- The child's welfare is paramount, your priority is to ensure that they are safe
- Share the concern with the appropriate people as early as possible – do not wait until you are certain
- Take advice from your County Safeguarding Officer before talking to anyone else in the club regarding the concern, including the person that the concern is about
- If you are concerned regarding the immediate safety of an individual contact the police or local authority children or adult services
- If a crime has been committed, then this should be reported to the police and an incident number obtained and recorded
- If a child asks you to keep something "secret," be honest and explain that you will have to tell someone but assure them this is to keep people safe or to help the situation
- Make sure that whoever has shared the concern has support.

Record

Write down what has happened as soon as possible.

Use the [ECB Referral Form](#) so the information you record can be passed on to the County Safeguarding Officer and if necessary to the ECB Safeguarding Team.

The form will guide you regarding the information that you need to collect. If you do not have all the information discuss this with your County Safeguarding Officer who will be able to advise you. It is important not to delay sharing the information.

You will need:

- Name, date of birth, gender and contact details of the person alleged to have caused the concern
- Full name, club role and contact details of the person reporting the concern
- The details of any child involved in the concern or incident and their parent/carer's contact details
- Confirmation regarding whether the parent/carer has been informed
- Note if there are any visible signs of injury or harm
- Details of any witnesses to the incident(s)
- If you have reported to a statutory agency such as the police or children's social care, the details of that report including any incident number or the details of the person that took your report.

Be as accurate as you can about the details of the concern, what you have been told, or what you have witnessed.

If you are unsure regarding a particular detail, say so, do not guess.

Do not include subjective opinions or feelings.

Report

Report concerns to your Club or County Safeguarding Officer using the [ECB Referral Form](#) within 1 working day.

If the concern relates to someone who is working with children, then it is particularly important to report this information as quickly as possible so that it can be passed to the relevant statutory agencies within the timeframes identified in statutory guidance.

Help is always available from your County Safeguarding Officer. If your County Safeguarding Officer is not available, you can contact the ECB Safeguarding Team by calling 020 7432 1200 and asking for a member of the Safeguarding Team or by emailing safeguarding@ecb.co.uk.

If you have immediate concerns about the safety or wellbeing of any individual, and cannot contact your Club/ County Safeguarding Officer, please contact the Emergency Services, your local Social Services, or the NSPCC child protection helpline on **0808 800 5000**.