



DEALING WITH CONCERNS AND DISCLOSURES – ROLES AND RESPONSIBILITIES

When should staff and volunteers be concerned about children and young people:-

- a child may disclose something that has upset or harmed them
- someone else might report something that a child has told them, or that they believe that a child has been or is being harmed
- a child might show signs of physical injury for which there appears to be no explanation
- a child's behaviour may suggest he or she is being abused
- the behaviour or attitude of one of the workers towards a child may cause concern
- a child demonstrates worrying behaviour towards other children.

To consult with your Designated Senior Person for child protection does not mean a referral has been made. This decision is the responsibility of the Designated Senior Person for child protection who will contact the appropriate agency as and when required. Designated Child Protection Lead at Norwich Road Academy is Tracey Thurlby

If you are unhappy about the response you receive from your Designated Senior Person for child protection contact the Local Authority Childrens Services.

The school will always discuss concerns with parents/carers unless to do so would:

- place the child at risk of significant harm or further risk of significant harm.
- place a vulnerable adult at risk of harm
- compromise and enquiries that need to be undertaken by children's social care or the police

The school will endeavour to ensure that parents have an understanding of the responsibilities placed on the school and staff for safeguarding children.

UNDER NO CIRCUMSTANCES SHOULD YOU LEAVE SCHOOL WITHOUT DISCUSSING YOUR CONCERNS WITH SOMEONE.

Only a minority of children actively disclose abuse. Most child abuse is disclosed accidentally or through observation by an adult of a child's behaviour, words and physical appearance.

When a child does disclose abuse, this needs to be taken very seriously. It is important that any disclosure is dealt with appropriately, both for the wellbeing of the child and also to ensure that your actions do not jeopardise and legal action against the abuser.



PROCEDURES FOR WHEN SOMEONE IS CONCERNED ABOUT A CHILD OR YOUNG PERSON

- all concerns for children and young people should be recorded on a child concern form. These can be found in the staff room in the forms, forms, forms box.
- all concerns should be recorded as soon as possible (and within one hour)
- all concerns should be referred to Tracey Thurlby, Carolyn Ellis-Gage or Louise Wright
- all concerns of significant harm should be referred to the Local Authority Childrens Services without delay (see appendix 1)
- all concerns shared with the designated safeguarding lead should be considered for Norfolk's Safeguarding Children's Board Multi Agency thresholds (child protection, Early Help offer)
- All concerns of allegations in relation to staff and volunteers harmful behaviour should be referred to Theresa Rogers or in her absence Tracey Thurlby (if the concern is in relation to the Principal, the chair of governors should be informed without delay) See appendix 2

WHAT INFORMATION WILL YOU NEED WHEN MAKING A REFERRAL

You will be asked to provide as much information as possible; such as the child's full name, date of birth, address

REMEMBER YOU HAVE A STATUTORY DUTY UNDER THE EDUCATION ACT 2002 TO PASS ON ANY CHILD PROTECTION CONCERNS ABOUT A CHILD

Receive Reassure React Record Refer Reflect

RECEIVE

- If a child wants to talk to you, never ask them to come back later. Ask them what they want to talk to you about and, if you are concerned about their welfare, give them the time to speak to you.
- Never promise confidentiality, inform the child that you are happy to talk to them but if they tell you anything that you believe may be putting them at harm that you will have to talk to someone.
- Listen carefully to the child. Do not stop a child who is freely recalling information.
- Where a child is visibly upset or has an obvious injury, it is good practice to ask a child why they are upset or how an injury was caused, or respond to a child wanting to talk to you to help clarify vague concerns and result in the right action being taken.

REASSURE

- Ensure that the child is aware that they have done the right thing in talking to you and that they have not done anything wrong.
- If you have any concerns that the child has been, or is at risk of harm, you must tell them that you will speak to someone to get help.



REACT

- If you need to clarify information ask open-ended questions e.g. "Is there anything you'd like to tell me?", "Can you explain to me...", "Can you describe to me..."
- **Never** ask leading or suggestive questions e.g. 'Did he/she do anything that they shouldn't have done?'
- **Never** ask 'accusing' questions e.g. "Why didn't you tell someone earlier?"
- **Never** criticise the alleged perpetrator, it may be someone that they will continue to live with.
- **Never** ask the pupil to repeat their disclosure for any other member of staff, it is your responsibility to share the information
- These four factors may compromise enquiries that need to be made later by children's social care or Police.

RECORD

- Make notes as soon as possible afterwards using the words that the child has used.
- Do not record your assumptions and interpretations, just what you heard and saw.
- Do not destroy original notes even if you later write things up more neatly and fully.
- Record the date, time and place of the disclosure.
- Sign any written records and identify your position in the school setting.

Do not ask a child to write and account or sign any of your documentation as this may compromise enquiries that need to be made later by children's social care or Police.

REFER

- Immediately inform the Designated Senior Person for child protection (Tracey Thurlby) or in their absence the Deputy Designated Senior Person for child protection (Carolyn Ellis-Gage) who will be responsible for following the appropriate procedures. In the absence of anyone being available in school, contact the Local Authority

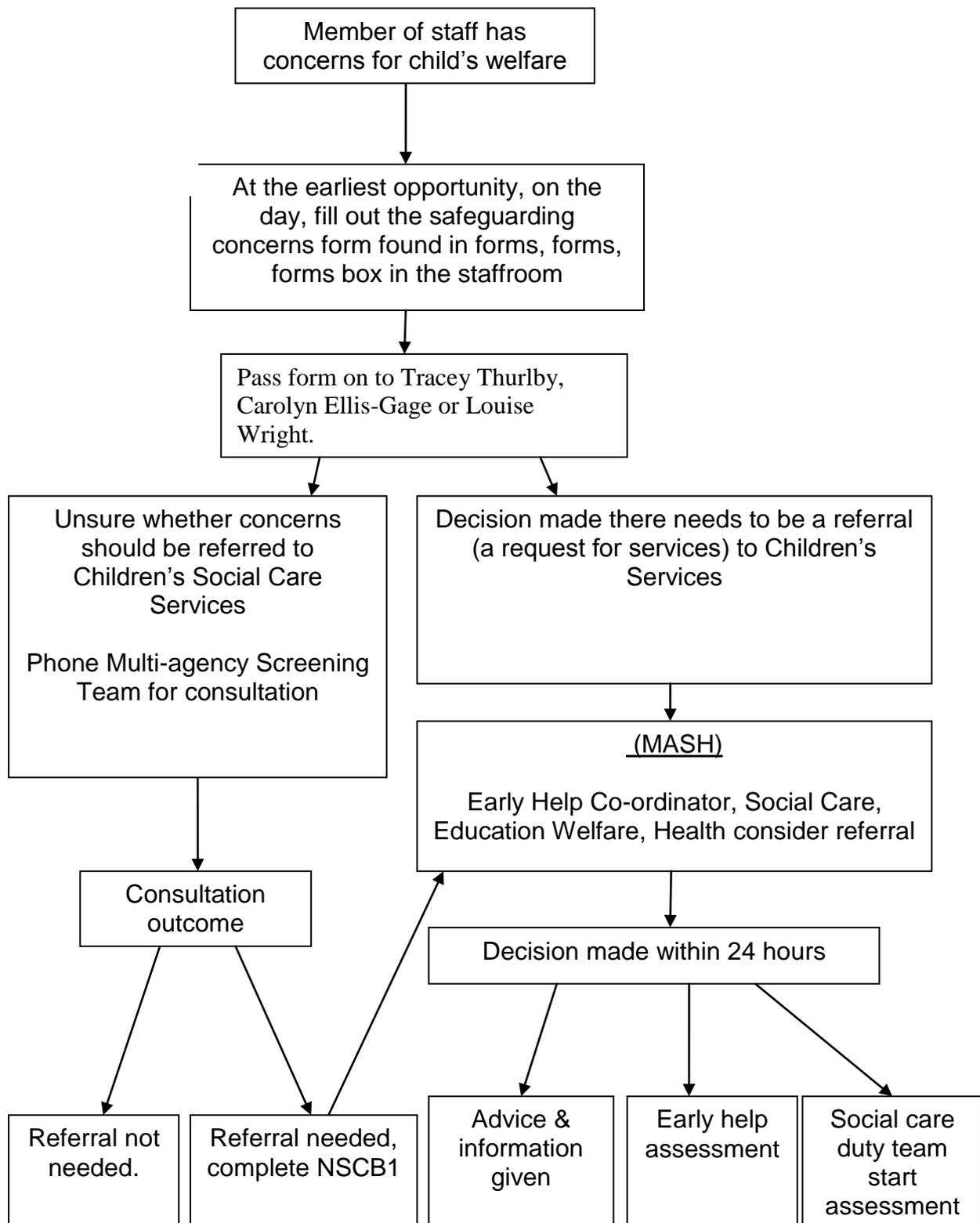
REFLECT

Ask yourself if you have done everything you can within your role.

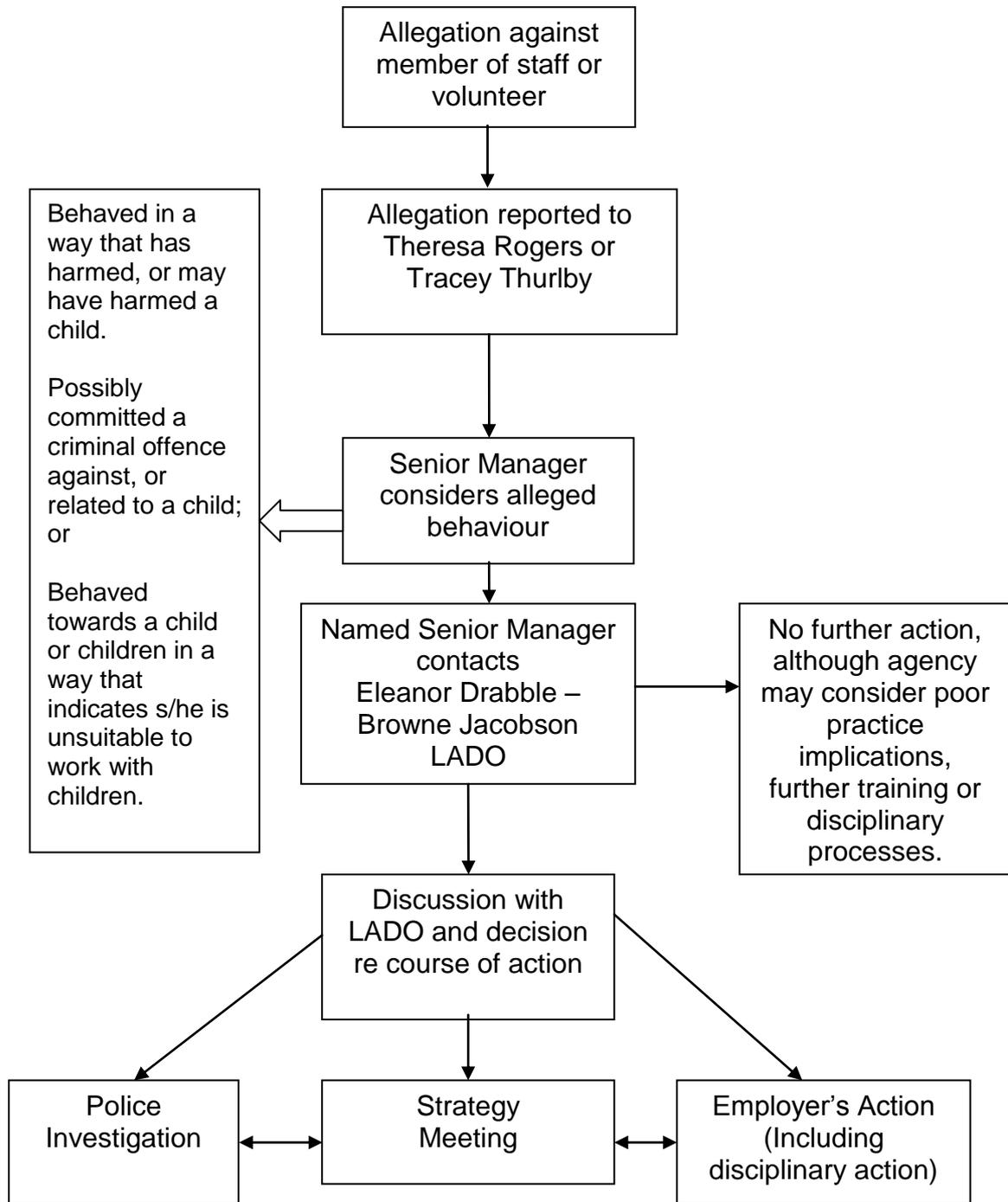
Refer any remaining concerns to the designated teacher, e.g. any knowledge of siblings in the school, or previous contact with parents.

Dealing with disclosures can be difficult and disturbing; you should seek support for yourself via the support within your school or an alternative source but be aware of principles of confidentiality

Appendix 1: Flow Chart



Appendix 2: Managing Allegations Against Staff and Volunteers



Assessment by Children’s Services e.g. s47 Child Protection Enquiry

LADO tracks progress, monitors outcomes and reports to LSCB and DfE