



## Child welfare referral procedures (except at Ridgeway Leisure Centre)

Tigersharks follows the ASA Child Welfare Complaints Procedures at the above pools. These procedures must be adopted when dealing with a child welfare concern (if external advice is needed at STEP 2, at RIDGEWAY LEISURE CENTRE ONLY, we are required to follow SWCPP procedures).

These procedures set out the method for dealing with a child welfare concern when a complaint is received from a parent or a child. These procedures should be a last resort for matters that have been incapable of resolution.

### The Procedure:

#### **STEP 1: INFORMAL RESOLUTION LOCALLY (intervention immediate)**

- If an adult ASA member feels he/she can address the concern or complaint made to him/her because it is minor in nature, then do so. If possible, consult the club Welfare Officer ([ruth.eburne@talktalk.net](mailto:ruth.eburne@talktalk.net) / telephone number: 01793 840565) or the Chair of the club ([gnpearce@aol.com](mailto:gnpearce@aol.com)) before embarking on any course of action.
- Confidentiality must be maintained on a 'need to know basis'. Keep the information restricted to as small a circle as possible.
- Any member of staff or volunteer receiving a complaint, or noticing possible abuse, must make an accurate record as soon as possible noting what was said or seen, putting the event into context, and giving the date, time and location. All records must be dated and signed.

#### **STEP 2: RESOLUTION THROUGH CLUB WELFARE OFFICER/CHAIR OF THE CLUB (intervention 7 days)**

- The primary role of the Welfare Officer/Chair of the Club is to resolve to the satisfaction of the child, parent or anyone else the welfare issues complained of, if at all possible
- The club Welfare Officer/Chair of the club may have matters referred to them through STEP 1 or brought directly to their attention.
- The club Welfare Officer /Chair will consider the nature of the complaint and if they are able to address the concern. The Welfare Officer /Chair will be able to address issues such as minor club rule infringements, poor practice and bullying through the club's own complaints process. Guidance and support can be obtained at any time from :
  - 1 The ASA Independent Child Protection Officer ( ICPO) or the Legal Affairs Department - **telephone number:** 01509 640270
  - 2 The County Welfare Officer – **telephone number:** 01666 822267 – **email:** [maurice@71bristol.freeserve.co.uk](mailto:maurice@71bristol.freeserve.co.uk)

- The Welfare Officer /Chair needs to ensure an ASA Referral form has been filled in by the referrer. This must :
  1. Record the details of the complaint – what was the problem?
  2. How it was resolved? – the actions taken and by whom
  3. Observe confidentiality and secure storage of referral documentation
- If the assistance of the ASA ICPO is not sought before the issues are resolved, the concerns and outcomes should be reported to the ASA ICPO afterwards.

**Remember if the complaint is or may be a child protection matter a referral to the ASA ICPO and an appropriate statutory agency must be made by the Welfare Officer/Chair immediately:**

- Swindon Children Services Referral Team by telephone (incorporating Local Authority Services Children Social Care Team and Police Child Abuse Investigation Team/Unit). **Telephone number:** 01793 466903 **Out of hours telephone number:** 01793 436699

### **STEP 3: ASA INDEPENDENT CHILD PROTECTION OFFICER (intervention 3 days)**

- The ASA ICPO has a right to be involved in any child welfare matter which the ICPO and Director of Regulatory and Legal Affairs decides needs ASA intervention. For example:
  1. Where one party remains unhappy that the problem has not been resolved at steps one or two
  2. Where a matter is brought to the ASA ICPO's attention by an ASA welfare officer at steps one or two
  3. At any stage by direct referral to the ICPO by an ASA member (child or adult)
- The ASA ICPO will liaise with the Welfare Officer/Chair to ensure that the club is handling the child welfare issue correctly. The Welfare Officer/Chair will be responsible for ensuring that the club follows the ASA ICPO's guidance. It is entirely a matter for the ASA ICPO as to the level of involvement and the guidance given
- Within 3 days of being informed of a child welfare issue, the ASA ICPO will decide the level of his/her involvement and will inform all parties accordingly. As a guide the ASA ICPO will try to achieve a successful resolution or to decide other appropriate action or to have concluded and closed the file within 3 months of the original referral.
- The ASA ICPO's final report as to the steps taken, closing the file and/or recommendation as to alternative action is final
- In the case of a decision being taken under ASA Child Protection Regulations 241 et al there shall be a right of appeal to the Independent Disciplinary and Dispute Resolution Appeals Panel against a decision of the Chief Executive

*Failure to comply with this procedure may result in a recommendation from the ASA ICPO that a club is not meeting its obligations under child safeguarding. The ASA ICPO may recommend:*

- *that formal judicial complaint is filed against the club under ASA Judicial Regulation*
- *to the National Swim 21 Panel that Swim 21 accredited status be removed from the club, the basis of the recommendation being that the club has not met its requirements under ASA child safeguarding*

## Child welfare referral procedures at Ridgeway Leisure Centre only

Tigersharks follows the South West Child Protection Procedures (SWCPP) at the above pool. These procedures must be adopted when dealing with a child welfare concern at the Ridgeway Leisure Centre only.

- 2.1 All action is taken in line with the following legislation/guidance:
  - *South West Safeguarding and Child Protection Shared Procedures*, [www.swcpp.org.uk](http://www.swcpp.org.uk)
  - *Safeguarding Children in Education* September 2004
  - *Working Together to Safeguard Children* 2006
  - *What to do if you're worried a child is being abused* 2006.
- 2.2 Any member of staff or volunteer who receives a disclosure of abuse or suspects that abuse may have occurred **must** report it immediately to Tigershark's Child Welfare Officer Ruth Eburne ([ruth.eburne@talktalk.net](mailto:ruth.eburne@talktalk.net) / telephone number: 01793 840565) or to the Chair of the club Geoff Pearce ([gnpearce@aol.com](mailto:gnpearce@aol.com)). In the absence of either of the above, the matter should be brought to the attention of a member of the Executive Committee.
- 2.3 The designated person will immediately inform Children Services Referral Team by telephone.
- **Telephone number:** 01793 466903 **Out of hours telephone number:** 01793 436699
- 2.4 The telephone referral to the Children Services Referral Team will be confirmed in writing using the form marked RF (available for download from the Swindon LSCB website at [www.swindonlscb.org.uk/lscb-index/lscb-workers-home/lscb-workers-forms.htm](http://www.swindonlscb.org.uk/lscb-index/lscb-workers-home/lscb-workers-forms.htm) or by telephoning the Children Services Referral Team), within a maximum of 48 hours, ideally 24 hours, with a copy to the designated person for child protection *Ruth Eburne*. Essential information will include child's name, address, date of birth, family composition, reason for referral, name of person receiving the referral and any advice given. This written confirmation must be signed and dated by the referrer.
- 2.5 Confidentiality must be maintained and information relating to individual children and young people/families shared with staff on a strictly need to know basis.

### Alleged Abuse by Staff and Volunteers

- 3.1 When an allegation is made against a member of staff or volunteer, then the allegation must be passed to your designated person for child protection Ruth Eburne or their Chair of the club Geoff Pearce, or, if the allegation concerns them both, direct to the Local Authority Designated Officer (see below).
- 3.2 Your designated person for child protection should contact one of the Local Authority designated officers for consultation
  - Local Authority Designated Officer, on 01793 466849
  - Head of Safeguarding on 01793 464366.
  - The designated officer contacted will record a note of the consultation and will advise on the appropriate action that needs to be taken.