



Dealing with disclosures and concerns about a child or young person

April 2024

Allegations against a member of staff/volunteer

The school will fully support and protect anyone who, in good faith, reports their concern that a colleague is, or may be, abusing a child/young person. Where there is a complaint against a member of staff/volunteer, there may be three types of investigation: criminal investigation, child protection investigation or disciplinary/misconduct investigation. The results of the police and child protection investigation may well influence the disciplinary investigation, but this will not necessarily be the case.

Concerns about poor practice

If, following consideration, the allegation is clearly about poor practice, this will be dealt with as a misconduct issue.

Internal enquiries and suspension

The designated person will make an immediate decision about whether any individual accused of abuse should be temporarily suspended, pending further police and social services inquiries.

Irrespective of the findings of the social services or police inquiries, the school will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be handled sensitively. This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the police. In such cases, the school must reach a decision based upon the available information. This might suggest that, on a balance of probability, it is more likely than not that the allegation is true. The welfare of the child/young person must remain of paramount importance throughout.

What to do if you suspect that abuse may have occurred

1. You must report your concerns immediately to the designated person at your school.

Step-by-step guidance for staff/volunteers on dealing with their earliest concerns is provided on the card 'What to do if you are worried that a child is being abused'. This guidance is produced by the Department of Health and endorsed by the local authority. Copies of the card must be available to every member of staff and volunteer.

The designated person will:

- obtain information from staff/volunteers, children/young people or parents/carers who have child protection concerns and record this information
- assess the information quickly and carefully and ask for further information, as appropriate
- consult with a statutory child protection agency such as the local social services department or the NSPCC to clarify any doubts or worries



- ensure that the parents/carers of the child/young person are contacted as soon as possible, following advice from the social services department
- make a referral to a statutory child protection agency or to the police without delay.

If the school's designated person is the subject of the suspicion/allegation, the report must be made to the chair of the management committee, who will refer the allegation to social services.

2. Suspicions will not be discussed with anyone other than those named above.
3. It is the right of any individual to make direct referrals to the child protection agencies. If, for any reason, you believe that the designated people have not responded appropriately to your concerns, then it is up to you to contact the child protection agencies directly.
4. If a child makes a disclosure of abuse:
 - make notes as soon as possible (ideally within one hour of being told)
 - write down exactly what the child/young person has said, what you said in reply and what was happening immediately before you were told (for example, what activity was taking place) - record dates, times and when you made the record
 - keep all your handwritten notes secure
 - report your discussion to the designated person as soon as possible
 - if the designated person is implicated, you need to report to the second designated person
 - if both are implicated, report to social services
 - do not discuss your suspicions or allegations with anyone other than those nominated above
 - the designated person must consider carefully whether or not it is safe for a child/young person to return home to a potentially abusive situation, and, if necessary, they should take immediate action to contact social services in order to discuss putting safety measures into effect.

Allegations of physical injury or neglect

If a child/young person has a symptom of physical injury or neglect, the designated person will:

- contact social services for advice in cases of deliberate injury or concerns about the safety of the child/young person, but they must not inform the parents/carers
- seek emergency medical attention if necessary
- inform the child's/young person's doctor of any suspicions of abuse
- in other circumstances, speak with the parent/carer and suggest that medical help/attention is sought for the child/young person
- if appropriate, encourage the parent/carer to seek help from social services
- if the parent/carer fails to act, seek advice from the Local Safeguarding Children Board
- in the case of real concern, contact social services for advice.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the designated person will:

- contact the social services duty social worker for children and families directly, but must not speak to the parent or to anyone else
- seek advice from the Local Safeguarding Children Board
- collect and clarify the precise details of the allegation or suspicion and provide this information to social services, but should not attempt to carry out any investigation into the allegation or suspicion of sexual abuse



- while allegations or suspicions of sexual abuse should normally be reported to the designated person, their absence should not delay referral to social services.

Responding to a child making an allegation of abuse

It is important **not** to make promises that you may not be able to keep. Do **not** say that you will keep confidential what a child/young person is about to tell you, as you may have a duty to share it with others.

- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others.
- Stay calm and listen carefully to what the child/young person is saying.
- Allow the child/young person to continue at their own pace.
- Ask questions for clarification only and at all times avoid asking questions that suggest a particular answer.
- Reassure the child/young person that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information will be shared.
- As soon as possible, record in writing what was said, using the child's/young person's own words.
- Make a note of the date, time, any names mentioned and to whom the information was given, and ensure that the record is signed and dated.

Helpful statements to make

- 'I believe you' (showing acceptance of what the child/young person says).
- 'Thank you for telling me.'
- 'It's not your fault.'
- 'I will help you.'

Do not say:

- 'Why didn't you tell anyone before?'
- 'I can't believe it!'
- 'Are you sure that this is true?'
- 'Why? Who? When? Where?'

Never make promises you can't keep.

Support for dealing with the aftermath of abuse

Consideration should be given to the kind of support that children/young people, parents/carers and members of staff/volunteers may need. Use of helplines, support groups and open meetings will maintain an open culture and help the healing process. The Directory of the British Association for Counselling is available from the British Association for Counselling, 1 Regent Place, Rugby CV21 2PJ, tel: 01788 550 899, fax: 01788 562189.