



# ***Giffnock Tennis, Squash & Hockey Club***

## ***Safeguarding Policy, Procedures and Reporting Processes***

December 2025

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## **Section 1**

# ***Giffnock Tennis Squash & Hockey Club*** **Safeguarding Policy**

Note: The policies within this document derive from Scottish Government and all three sports governing bodies. The Club will however refer individual cases to the appropriate governing body based on membership category (i.e. the LTA, Tennis Scotland, Scottish Squash or Scottish Hockey).

## **Safeguarding Policy**

### **1. Policy statement**

The Giffnock Tennis Squash & Hockey (GTS&H) Club is fully committed to safeguarding the wellbeing and protection of all children, young people and adults that participate in the activities, programmes and events associated with our club. We recognise that it is everyone's responsibility at our club to promote well-being and safe practice and to ensure that the children and adults that attend our club are protected from harm, abuse and exploitation.

All activities, events and competitions arranged by the club run in accordance with the LTA's Safeguarding at Events, Activities and Competitions guidance and are compliant with all Scottish Squash and Scottish Hockey Union policies. This policy document outlines key safeguarding principles and provides guidance to help individuals understand their responsibilities, assess risks, and support those who may be vulnerable. By working together, we can uphold the highest standards of care and ensure that we deliver positive tennis/squash/hockey experiences for everyone and that participation in all three sports remains a safe and enjoyable experience for all.

## **What is safeguarding?**

Safeguarding refers to the actions an organisation takes to protect children and vulnerable adults from harm, abuse, and neglect, while promoting their welfare.

### Concerns may arise when:

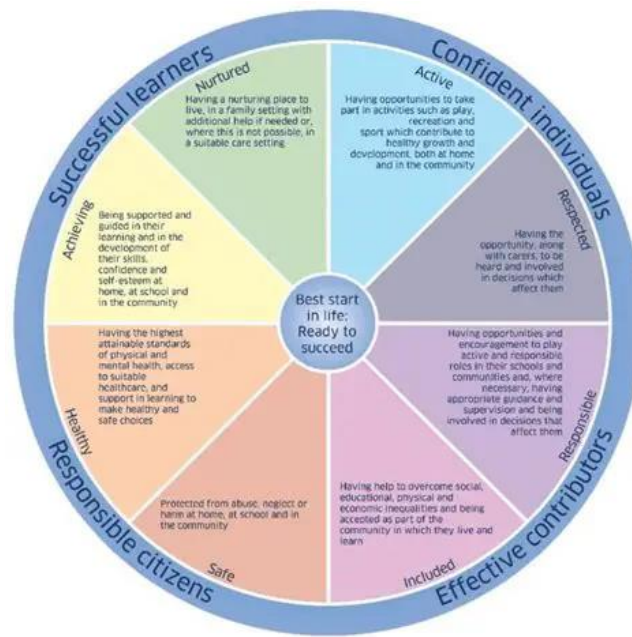
- A child or young person makes a direct disclosure
- Someone may observe bad practice, neglect, or abuse
- There may be concerns about a child's behaviour, appearance, or relationships
- A third party (sometimes another young person) may disclose information about another child
- An adult discloses abuse that happened during their childhood
- There may be concerns about a volunteer within your club

## **In an emergency**

In an emergency, or if you are concerned about the immediate safety of a child or young person, a concern should be reported to the police (999) (if it is a criminal matter) and to any member of staff who is trusted by the person raising the concern.

**Our revised safeguarding policy comes at a pivotal time with the incorporation of the United Nations Convention on the Rights of the Child in Scots law.** Our ambition at GTS&H Club is to be a place where children's rights are embedded at every level, where decision making takes account of children's rights and all children have a voice and are empowered as rights holders. Prioritising Children's Rights and adopting a rights-based approach will allow us to strengthen the culture of safety and respect within GTS&H Club. Our culture will define how we do this as well as provide us with an understanding of success.

The Children and Young People (Scotland) Act 2014 <https://www.legislation.gov.uk/asp/2014/8/contents> aims to improve the wellbeing of all children and young people in Scotland. It supports the national approach known as Getting It Right For Every Child (GIRFEC), <https://www.gov.scot/policies/girfec/> which places the child's wellbeing at the centre of all services and support. GIRFEC is designed to ensure that children, young people, and their families receive the right help, at the right time, from the right people. The GIRFEC approach supports children and young people so that they can grow up feeling loved, safe and respected, and can realise their full potential. Children and young people should be: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included. These are the eight wellbeing factors and are commonly known as SHANARRI Indicators.



It promotes a shared understanding of wellbeing and encourages collaboration across all sectors, including sport. In the context of the GTS&H Club, this means creating environments where children and young people feel safe, supported, and empowered to thrive—both on and off the pitch.

A child or young person's wellbeing is influenced, both positively and negatively, by everything around them and the different experiences and needs they have at different times in their lives.

### Wellbeing Concern

A wellbeing concern is if a child's wellbeing (measured using the 8 SHANARRI indicators, above) is, or is at risk of being, adversely affected.

A range of experiences can have a negative impact on children and young people. These can range from harmful or abusive behaviour to a family bereavement or social economic factors, such as poverty. The nature of a wellbeing concern will influence how to support the child or young person.

*"The success of sport, in terms of helping people achieve their potential, making the most of existing talent, and attracting new people to sport relies on putting people – their safety, wellbeing and welfare – at the centre of what sport does".*

Duty of Care in Sport Independent Report to Government Baroness Tanni Grey Thompson DBE, DL.

The concept of 'well-being' is threaded throughout UK legislation and is part of the Law about how health and social care is provided. Our well-being includes our mental and physical health, our relationships, our connection with our communities and our contribution to society. Being able to live free from abuse and neglect is a key element of well-being.

### Rights Based Approach

GTS&H Club values a rights-based approach and our safeguarding policy takes into account the National Guidance for Child Protection in Scotland 2021 <https://www.gov.scot/publications/national-guidance-child-protection-scotland-2021-updated-2023/> and we recognise the general principles of the UN convention on the Rights of the Child (UNCRC).

The Children and Young People (Scotland) Act 2014 defines a child in Scotland as someone who has not yet reached 18 years of age. The legislative requirements of the Act introduced a duty on public

bodies to promote children's rights. The launch of the Standards for Child Wellbeing and Protection in Sport by sportscotland fulfils this duty and introduces wellbeing and children's rights into the child protection landscape in sport. Sporting organisations now have a more prescribed role in ensuring children's wellbeing is improved and their rights are promoted. The shift toward children as agents in their own lives not only encourages them to participate, it strengthens their confidence, develops respect and reduces opportunities for poor practice and abuse to thrive

Staff, volunteers and club officials will work together to embrace difference and diversity and respect the rights of children and young people. Our commitment to protecting children is based on the following principles:

- GTS&H Club will work in partnership together with children and young people and parents/carers to promote the wellbeing, health and development of children and young people participating in sport.

Safeguarding Adults is compliant with United Nations directives on the rights of disabled people and commitments to the rights of older people. It is covered by:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018

The practices and procedures within this policy are based on Adult Support and Protection (Scotland) Act 2007

Many other pieces of UK and home nation legislation also affect adult safeguarding. These include legislation about different forms of abuse and those that govern information sharing. In Scotland the Adults with Incapacity Act 2000 covers the circumstances in which decisions can be made on behalf of an adult who is unable to make decisions for themselves:

### **UNCRC (Incorporation) Scotland Act 2024**

In July 2024 Scotland became the first country in the world to incorporate the UNCRC into domestic law through the UNCRC (Incorporation) Scotland Act 2024. Our ambition is for GTS&H Club to be a place where children's rights are embedded at every level of the game, where decision making takes account of children's rights and all children have a voice and are empowered as rights holders.

### **What does this mean in practice?**

The UNCRC (Incorporation) Scotland Act 2024 provides an exciting opportunity for GTSH Club to consider and improve how children and young people experience their rights across the breadth of the three sports at our club:

- Are there safe facilities for children to take part?
- Is the environment inclusive and non-discriminatory?
- Are children's rights considered in decision making at every level?
- Are adults informed on how to positively support and encourage children and young people to take part in a variety of ways?
- Do we create a positive learning environment for children?
- Are children's views always actively sought, listened to, taken seriously and acted upon, where appropriate?
- Do we give children and young people information they need to form a view?
- Do we explain to children the reasons why decisions have been taken?

## **2. Scope**

This Policy is applicable to all staff, volunteers, committee members, coaches and club members. It is in line with national legislation and applicable across the UK. Advice, guidance and support is available from the Scottish Squash, Scottish Hockey and LTA/Tennis Scotland Safeguarding teams, as applicable.

### 3. Duty of Care

GTS&H is dedicated to creating a safe and supportive environment for everyone involved in the sport, with a particular emphasis on safeguarding children and protecting all participants from harm. There is a collective responsibility at GTS&H Club to ensure that sport at our club continues to be a safe and inclusive environment where our players can continue to thrive. We all have our part to play in this, and this revised safeguarding policy will enable us to provide the necessary support, advice and guidance for all those involved in GTS&H Club; to respond to any concerns that are raised and to promote a safeguarding culture throughout our club. Everyone at GTS&H Club is responsible for the safety of children and young people and this must be everyone's prime consideration, with their wellbeing placed above all else.

Coaches, volunteers, and activity providers must operate within a clear code of ethics and fully understand their duty of care—the obligation to take all reasonable steps to ensure the safety and wellbeing of those in their charge. A widely accepted definition of duty of care is:

**“The duty which rests upon an individual or organisation to ensure that all reasonable steps are taken to ensure the safety of any person involved in any activity for which that individual or organisation is responsible.”**

In sports such as tennis, squash and hockey, safeguarding is closely linked to risk assessment and the proactive management of potential risks at all levels of participation. While everyone has a general duty to look out for others, those in leadership roles such as coaches, umpires and club officials carry an enhanced duty of care. This includes responsibility during training sessions, matches, travel, and any organised events or camps.

This document outlines key safeguarding principles and provides guidance to help individuals understand their responsibilities, assess risks, and support those who may be vulnerable. By working together, we can uphold the highest standards of care and ensure participation in all activities within GTS&H Club remain a safe and enjoyable experience for all.

### 4. Indications of Abuse

There are physical and behavioural signs that might raise your concern about the welfare or safety of a child or an adult. They are only indicators – not confirmation.

Some examples are:

- Where the child says that they are being abused, or another person says they believe (or actually know) that abuse is occurring
- Has an injury for which the explanation seems inconsistent
- Behaviour changes, either over time or quite suddenly, becoming aggressive, withdrawn or unhappy
- Change in confidence or behaviour when someone other than their usual pick up adult comes to collect them
- Appears not to trust adults, e.g. a parent or coach with whom they would be expected to have, or once have, a close relationship
- There are signs and/or injuries that may suggest self-harm
- A parent/carer always speaks for the person and doesn't allow them to make choices
- Shows inappropriate sexual awareness for their age and sometime behaves in a sexually explicitly way.
- Changes in presentation increasingly looking neglected, or loses/puts on weight for no apparent reason

Children can be particularly vulnerable to abuse and may have added difficulties in communicating what is happening to them.

Abuse can take place within a sporting context and the person causing harm might be any other person. For example: a member of staff, a coach, a volunteer or a teammate. Some examples of abuse within sport include:

- Harassment of a participant because of their (perceived) disability or other protected characteristics.
- Not meeting the needs of the participant e.g. training without a necessary break.
- Person no longer attending/enjoying the training session
- A coach deliberately not breaking information down
- A coach intentionally striking an athlete
- One participant controlling another teammate with threats of excluding them from team sessions, social events etc
- An official who sends unwanted sexually explicit text messages to a player
- A player threatens another player with physical harm and persistently blames them for poor performance.

Abuse or neglect outside sport could be carried out by:

- A spouse, partner or family member
- Neighbours or other residents
- Friends, acquaintances or strangers
- People who deliberately exploit adults they perceive as vulnerable
- Paid staff, professionals or volunteers providing care and support

Often the perpetrator is known to the adult and may be in a position of trust and/or power.

## 5. Use of terminology and supporting legislation

**Child:** a person under the age of eighteen years.

Note that some legislation in Scotland defines a child as a person under sixteen years old. However, where there is a safeguarding concern, anyone under the age of 18 is regarded as a child unless advised otherwise by the relevant Sports Governing bodies Safeguarding Teams.

It should be noted that whilst child protection procedures may be considered for a person up to the age of 18, the legal boundaries of childhood and adulthood are variously defined. There are overlaps across a range of legislation including.

- Part 1 of the Children Scotland Act <https://www.legislation.gov.uk/ukpga/1995/36/contents>
- Section 67 of The Children and Young People (Scotland) Act 2014  
<https://www.legislation.gov.uk/asp/2014/8/contents/enacted>
- The Children's Hearing (Scotland) Act 2011 <https://www.legislation.gov.uk/asp/2011/1/contents>
- The Human Trafficking and Exploitation (Scotland) Act 2015  
<https://www.legislation.gov.uk/asp/2015/12/contents>
- Section 42 Sexual Offences (Scotland) Act 2009  
<https://www.legislation.gov.uk/asp/2009/9/section/42>
- The Protection of Children and Prevention of Sexual Offences (Scotland) Act 2005  
<https://www.legislation.gov.uk/asp/2005/9/contents>
- Mental Health (Care and Treatment) (Scotland) Act 2003  
<https://www.legislation.gov.uk/asp/2003/13/contents>
- The Adults with Incapacity (Scotland) Act 2000  
<https://www.legislation.gov.uk/asp/2000/4/contents>

The Adult Support and Protection (Scotland) Act 2007  
<https://www.legislation.gov.uk/asp/2007/10/contents>

also applies to those aged 16 and over (when the criteria is met) as 'adult' is defined as an individual aged 16 or over.

An '**adult at risk**' is someone who:



- is unable to safeguard their own wellbeing, property, rights or other interests
- is at risk of **harm**
- and because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected

### ***What is meant by 'harm?'***

For the purposes of the Adult Support and Protection (Scotland) Act 2007, '**harm**' includes all harmful conduct and, in particular, includes:

- conduct which causes physical harm;
- conduct which causes psychological harm (e.g. by causing fear, alarm or distress);
- unlawful conduct which appropriates or adversely affects property, rights or interests (e.g. theft, fraud, embezzlement or extortion); and
- conduct which causes self-harm.

**Safeguarding children:** protecting children from abuse and neglect, preventing the impairment of children's health or development, ensuring that they grow up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances.

**Safeguarding adults at risk:** protecting adults from abuse and/or neglect. Enabling adults to maintain control over their lives and make informed choices without coercion. Empowering adults at risk, consulting them before taking action, unless someone lacks the capacity to make a decision, or their mental health poses a risk to their own or someone else's safety, in which case, always acting in his or her best interests.

*(See appendix A for full glossary of terms).*

## **6. Responsibility for the implementation of the Safeguarding Policy, Code of Conduct and Reporting Procedure**

**SAFEGUARDING IS EVERYONE'S RESPONSIBILITY: NOT RESPONDING TO A SAFEGUARDING CONCERN IS NOT AN OPTION.**

- Our club's committee has overall accountability for this Policy and its implementation
- Our club Wellbeing and Protection Convenor is responsible for updating this Policy in line with legislative and club developments
- All individuals involved in/present at the club are required to adhere to the Policy and Code of Conduct
- The Scottish Squash, Scottish Hockey, LTA, and Tennis Scotland Safeguarding Leads can offer support to help clubs proactively safeguard and offer support where required.

### **Where there is a safeguarding concern/disclosure:**

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Responding to a Concern Procedure shown in the **flowchart in section 2 of this policy**.
- If the person is in immediate danger, you should contact **the police on 999**
- If not, you should inform the Club Wellbeing and Protection Convenor, the relevant Sports Governing body Safeguarding Team and/ or CHILDREN FIRST (**see section 6 for contact information**).
- The club Wellbeing and Protection Convenor, is responsible for reporting safeguarding concerns to the relevant Sports Governing body Safeguarding Team

- The relevant Sports Governing body Safeguarding Team is responsible for assessing all safeguarding concern/disclosures that are reported to them and working with the club Wellbeing Convenor to follow up as appropriate on a case-by-case basis, prioritising the well-being of the child/ adult at risk at all times. Dependent on the concern/disclosure, a referral may be made to:
  - The police in an emergency (999);
  - Local Authority Children's Services (0141 577 8300);
  - Local Authority Adult Services (0141 800 7850).

## **7. Breaches of the Safeguarding Policy, Code of Conduct and Reporting Procedure**

Failure to report a child or adult wellbeing and/or safeguarding concern is a breach of this Policy may be regarded as an incident of misconduct and could result in:

- Disciplinary action leading to possible exclusion from the club, dismissal and legal action
- Termination of current and future roles within the club and roles in other clubs, the LTA, Tennis Scotland, Scottish Squash and Scottish Hockey.

Actions taken by players, parents or carers, staff, consultants, volunteers, officials, coaches inside or outside of the club that are seen to contradict this Policy may be considered a violation of this Policy.

Where an appeal is lodged in response to a safeguarding decision made by the club, the club will refer to either the relevant Sports Governing body's Appeals procedure or the CHILDREN FIRST Guide to Managing Disciplinary and Appeal Processes for Wellbeing and Protection Concerns in Sport [guide-to-managing-disciplinary-and-appeal-processes](#).

## **8. Whistleblowing**

Safeguarding children and adults at risk requires everyone to be committed to the highest possible standards of openness, integrity and accountability. As a club, we are committed to encouraging and maintaining a culture where people feel able to raise safeguarding concerns and worries and are confident that it will be taken seriously.

### **What is whistle blowing?**

In the context of safeguarding, "whistle blowing" is when someone raises a concern about the well-being of a child or an adult at risk.

A whistle blower may be:

- a player;
- a volunteer;
- a coach;
- other member of staff;
- a member of the committee
- another official;
- a parent;
- a member of the club
- a member of the public

### **How to raise a concern about a child or an adult at risk at the club**

If a child or an adult at risk is in immediate danger or risk of harm, the police should be contacted by calling 999.

Where a child or an adult at risk is not in immediate danger, any concerns about their well-being should be made without delay to the Club Wellbeing Convenor. The Club Wellbeing Convenor will pass the details of the concern on to the relevant Sports Governing Body (based on membership category)

Safeguarding Team at the earliest opportunity and the relevant local authority, and the police will be contacted.

If, however, the whistle blower does not feel comfortable raising a concern with the Club Wellbeing Convenor, the whistle blower should contact the relevant Sports Governing Body (based on membership category) Safeguarding Team directly, the Local Authority Children's Services or Children 1st.

The Club Wellbeing and Protection Convenor can be contacted by email at: [wellbeing@giffnock-ltc.co.uk](mailto:wellbeing@giffnock-ltc.co.uk) or by telephone please call them on **07471 691436**

### **Information to include when raising a concern**

The whistle blower should provide as much information as possible regarding the incident or circumstance which has given rise to concern, including:

- their name and contact details (unless they wish to remain anonymous);
- names of individuals involved;
- date, time and location of incident/circumstance;
- the concern; and
- whether any witnesses were present.

### **What happens next?**

All concerns raised by a whistle blower about the well-being of a child or an adult at risk will be taken seriously and every effort will be made to deal with each concern fairly, quickly and proportionately.

If the whistle blower does not believe that the concern has been dealt with appropriately and wishes to speak to someone outside the club they can contact the relevant sports governing body:

#### **LTA**

LTA Safeguarding Team

Email: [safeguardingconcern@lta.org.uk](mailto:safeguardingconcern@lta.org.uk)

LTA Services Team: 0208 487 7000

#### **Scottish Hockey**

Scottish Hockey Child Protection and Welfare: 0141 550 5999

Email: [safeguarding@scottish-hockey.org.uk](mailto:safeguarding@scottish-hockey.org.uk)

Phone: 07561 853471

#### **Scottish Squash**

Email: [info@scottishsquash.org](mailto:info@scottishsquash.org)

Scottish Squash Welfare & Child Protection: 0131 374 2020

or **CHILDREN FIRST** on 08000 28 22 33 or by emailing [cfs@children1st.org.uk](mailto:cfs@children1st.org.uk).

#### **Anonymous concerns**

If you decide to remain anonymous when raising a Concern, GTS&H Club will consider the concern you have raised but we may be limited in terms of any action it can take.

### **Support**

The club will not tolerate any harassment, victimisation or unfair treatment of, and will take appropriate action to protect whistle blowers when they raise concerns in good faith.

This Policy is reviewed every **three years** (or earlier if there is a change in national legislation).

This Policy is recommended for approval by:

Club President: *Lisa McLaughlin*

Date: 19/12/25

Club Wellbeing Convenor: *Daljeet Dagon*

Date: 19/12/25

**This policy is due to be reviewed no later than 18<sup>th</sup> December 2028**

### **Appendix A: Glossary of Terms**

**Safeguarding:** protecting **children** from abuse and neglect, preventing the impairment of children's health or development, ensuring that children are growing up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances. Enabling **adults at risk** to achieve the outcomes that matter to them in their life, protecting their right to live in safety, free from abuse and neglect. Empowering and supporting them to make choices, stay safe and raise any concerns. Beginning with the assumption that an individual is best placed to make decisions about their own wellbeing, taking proportional action on their behalf only if someone lacks the capacity to make a decision, they are exposed to a life-threatening risk, someone else may be at risk of harm, or a criminal offence has been committed or is likely to be committed.

**Abuse and neglect:** Abuse and neglect are forms of maltreatment. Abuse or neglect may involve inflicting harm or failing to act to prevent harm. Children may be maltreated at home; within a family or peer network; in care placements; institutions or community settings; and in the online and digital environment. Those responsible may be previously unknown or familiar, or in positions of trust. They may be family members. Children may be harmed pre-birth, for instance by domestic abuse of a mother or through parental alcohol and drug use.

**Physical abuse:** Physical abuse is the causing of physical harm to a child or young person. Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child they are looking after. There may be some variation in family, community or cultural attitudes to parenting, for example, in relation to reasonable discipline. Cultural sensitivity must not deflect practitioners from a focus on a child's essential needs for care and protection from harm, or a focus on the need of a family for support to reduce stress and associated risk.

**Emotional abuse** Emotional abuse is persistent emotional ill treatment that has severe and persistent adverse effects on a child's emotional development. 'Persistent' means there is a continuous or intermittent pattern which has caused, or is likely to cause, significant harm. Emotional abuse is present to some extent in all types of ill treatment of a child, but it can also occur independently of other forms of abuse. It may involve: • conveying to a child that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person • exploitation or corruption of a child, or imposition of demands inappropriate for their age or stage of development • repeated silencing, ridiculing or intimidation • demands that so exceed a child's capability that they may be harmful • extreme overprotection, such that a child is harmed by prevention of learning, exploration and social development • seeing or hearing the abuse of another (in accordance with the Domestic Abuse (Scotland) Act 2018)

**Sexual abuse:** Child sexual abuse (CSA) is an act that involves a child under 16 years of age in any activity for the sexual gratification of another person, whether or not it is claimed that the child either consented or assented. Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. For those who may be victims of sexual offences aged 16-17, child protection procedures should be considered. These procedures must be applied when there is concern about the sexual exploitation or trafficking of a child. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at or in the production of indecent images, in watching sexual activities, using sexual language towards a child, or encouraging children to behave in sexually inappropriate ways.

**Child sexual exploitation (CSE):** CSE is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a person under 18 into sexual activity in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact. It can also occur through the use of technology. Children who are trafficked across borders or within the UK may be at particular risk of sexual abuse.

**Criminal exploitation:** Criminal exploitation refers to the action of an individual or group using an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity in exchange for something the victim needs or wants, or for the financial or other advantage of the perpetrator or facilitator. Violence or the threat of violence may be a feature. The victim may have been criminally exploited, even if the activity appears consensual. Child criminal exploitation may involve physical contact and may also occur through the use of technology. It may involve gangs and organised criminal networks. Sale of illegal drugs may be a feature. Children and vulnerable adults may be exploited to move and store drugs and money. Coercion, intimidation, violence (including sexual violence) and weapons may be involved.

**Child trafficking:** Child trafficking involves recruitment, transportation, transfer, harbouring or receipt, exchange or transfer of control of a child under the age of 18 years for the purposes of exploitation. Transfer or movement can be within an area and does not have to be across borders. Examples of and reasons for trafficking can include sexual, criminal and financial exploitation, forced labour, removal of organs, illegal adoption, and forced or illegal marriage. People from all cultures are subject to abuse. Abuse can have immediate and long-term impacts on someone's well-being, including anxiety, depression, substance misuse, eating disorders and offending. Those committing abuse are most often adults, both male and female. However, child-to-child abuse also takes place.

**Neglect:** Neglect consists in persistent failure to meet a child's basic physical and/or psychological needs, which is likely to result in the serious impairment of the child's health or development. There can also be single instances of neglectful behaviour that cause significant harm. Neglect can arise in the context of systemic stresses such as poverty and is an indicator of both support and protection needs. 'Persistent' means there is a pattern which may be continuous or intermittent which has caused or is likely to cause significant harm. However, single instances of neglectful behaviour by a person in a position of responsibility can be significantly harmful. Early signs of neglect indicate the need for support to prevent harm.

The GIRFEC SHANARRI indicators set out the essential wellbeing needs. Neglect of any or all of these can impact on healthy development. Once a child is born, neglect may involve a parent or carer failing

- to provide adequate food,
- to provide clothing and shelter (including exclusion from home or abandonment);
- to protect a child from physical and emotional harm or danger;
- to ensure adequate supervision (including the use of inadequate caregivers);
- to seek consistent access to appropriate medical care or treatment;
- to ensure the child receives education; or
- to respond to a child's essential emotional needs.

Faltering growth refers to an inability to reach normal weight and growth or development milestones in the absence of medically discernible physical and genetic reasons. This condition requires further assessment and may be associated with chronic neglect.

Malnutrition, lack of nurturing and lack of stimulation can lead to serious long-term effects such as greater susceptibility to serious childhood illnesses and reduction in potential stature. For very young children the impact could quickly become life-threatening. ***Chronic physical and emotional neglect may also have a significant impact on teenagers.***

**Disabled children:** A term used to reflect a social model of disability in which the barriers created by society are recognised as a cause of disadvantage and exclusion, rather than the impairment itself. (p7. A Fairer Scotland for Disabled People.) It is the right of individuals, families and groups to use terms which feel acceptable to them, such as 'children with disabilities'.

**Domestic abuse:** Domestic abuse is a form of violence, committed predominantly by men, predominantly towards women. It is any form of physical, verbal, sexual, psychological or financial abuse which might amount to criminal conduct and takes place within the context of a relationship between partners (married, cohabiting, civil partnership or otherwise), or ex-partners. Abuse may include controlling, isolating, degrading, threatening and humiliating behaviour. It may be committed in

the home or elsewhere; and may include online activity. The offence of abusive behaviour towards a partner or ex-partner is defined in section 1 of the Domestic Abuse (Scotland) Act 2018.

**Harm (Child):** Impairment of the health or development of the child, including, for example, impairment suffered as a result of seeing or hearing the ill treatment of another. Risk in this context refers to the probability of harm given the presence of adverse factors in a child's life. There is no statutory definition or uniform defining criterion for significant harm, which refers to serious interruption, change or damage to a child's physical, emotional, intellectual or behavioural health and development.

**Notification of Concern:** Where concerns about possible harm to a child arise, these should always be shared with the appropriate agency (normally police or social work) so that staff responsible for investigating the circumstances can determine whether that harm is significant. Where a practitioner has a concern about a child's wellbeing, this can be shared with a named person (or equivalent) where this has been discussed with the family.

**Parents and carers:** A 'parent' is someone who is the legal mother or father of the child, whether genetic or not. This is subject to the Human Fertilisation and Embryology Act 2008, which sets out which persons are to be treated as the parents of a child conceived through assisted reproduction. A 'carer' is someone other than a parent who is looking after a child.

**Resilience:** This refers to positive adaptation despite serious adversities and threats to a child's development. Within the GIRFEC National Practice Model, the resilience matrix is a tool which promotes consideration of the dynamic interaction of stresses and protective factors in the child's world.

**Wellbeing Indicators:** A holistic and rights informed framework, within the GIRFEC National Practice Model, which outlines a child's wellbeing needs under eight headings: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## **Additional examples of abuse and neglect of adults at risk**

**Financial abuse:** Financial harm is caused by the illegal or improper use of an individual's money or property by another person without their consent or through undue pressure. This can include having money or property stolen; being defrauded as well as being scammed by rogue traders, online scams, by email, telephone or by post.; being put under pressure in relation to money, possessions or other property; and having money or other property misused.

**Discriminatory abuse:** treating someone in a less favourable way and causing them harm, because of their age, gender, sexuality, gender identity, disability, socio-economic status, ethnic origin, religion and any other visible or non-visible difference.

**Domestic abuse:** Domestic abuse is a form of violence, committed predominantly by men, predominantly towards women. It is any form of physical, verbal, sexual, psychological or financial abuse which might amount to criminal conduct and takes place within the context of a relationship between partners (married, cohabiting, civil partnership or otherwise), or ex-partners. Abuse may include controlling, isolating, degrading, threatening and humiliating behaviour. It may be committed in the home or elsewhere; and may include online activity. The offence of abusive behaviour towards a partner or ex-partner is defined in section 1 of the Domestic Abuse (Scotland) Act 2018.

**Harm (Adult):** Harm includes all harmful conduct and, in particular, includes:

- conduct which causes physical harm.
- conduct which causes psychological harm (e.g. by causing fear, alarm or distress);
- unlawful conduct which appropriates or adversely affects property, rights or interests (e.g. theft, fraud, embezzlement or extortion); and
- conduct which causes self-harm.

**Human trafficking and Exploitation:** Human Trafficking and exploitation is the commodification and abuse of people for gain. It is a gross abuse of human rights, happens globally and harms individuals and communities across the world, including in Scotland. Not all cases of human trafficking or exploitation are easy to understand or detect and often the crime may look like something else, such

as people smuggling or working illegally. Examples of and reasons for trafficking can include sexual, criminal and financial exploitation, forced labour, removal of organs, illegal adoption, and forced or illegal marriage. People from all cultures are subject to abuse. Abuse can have immediate and long-term impacts on someone's well-being, including anxiety, depression, substance misuse, eating disorders and offending. Those committing abuse are most often adults, both male and female. However, child-to-child abuse also takes place.

**Psychological abuse:** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

**Organisational abuse:** where the needs of an individual are not met by an organisation due to a culture of poor practice or abusive behaviour within the organisation.

**Self-neglect:** behaviour which threatens an adult's personal health or safety (but not that of others). Includes an adult's decision to not provide themselves with adequate food, clothing, shelter, personal hygiene, or medication (when indicated), or take appropriate safety precautions

**Female genital mutilation:** This extreme form of physical, sexual and emotional assault upon girls and women involves partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. Such procedures are usually conducted on children and are a criminal offence in Scotland. FGM can be fatal and is associated with long-term physical and emotional harm.

**Forced marriage:** A forced marriage is a marriage conducted without the full and free consent of both parties and where duress is a factor. Duress can include physical, psychological, financial, sexual, and emotional abuse. Forced marriage is both a child protection and adult protection matter. Child protection processes will be considered up to the age of 18. Forced marriage may be a risk alongside other forms of so called 'honour-based' abuse (HBA). HBA includes practices used to control behaviour within families, communities, or other social groups, to protect perceived cultural and religious beliefs and/or 'honour'.

**Appendix B: If a child or an adult indicates that they are being harmed or abused or information is received which gives rise to concern, the person receiving the information should:**

- Take it seriously.
- Stay calm.



- Listen carefully to what is said, allowing the child/adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum; only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Do not promise secrecy
- Explain what will happen next
  - Explain that you will have to share the information with the Club Wellbeing Convenor
  - Share that they will then need to share the information with the relevant sports governing body Safeguarding Lead.
- If an adult,
  - Ask for their consent for the information to be shared outside the organisation.
  - Make an arrangement as to how you/the Safeguarding Lead can contact them
    - safely.
  - Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support etc).
- Act swiftly to report and carry out any relevant actions.
  - In an emergency, call the police (999), otherwise talk to the Club Wellbeing Convenor/appropriate sports governing safeguarding team as soon as possible.
  - Do not let doubt/personal bias prevent you from reporting the allegation.
- Record in writing what was said using the child/adult's own words as soon as possible.

It is important not to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

## Section 2

# *Giffnock Tennis Squash & Hockey Club* **Reporting Concerns**

### Responding to Concerns Procedure



In all cases where there are concerns about a child or young person and/or the conduct of an adult which affects, or may affect, a child or young person, the best interests and wellbeing of the child or young person will be the paramount consideration.

The purpose of this Procedure is to safeguard and protect children and young people involved in the sports at GTS&H Club and to respond appropriately to any concerns ensuring they are dealt with in a timely, appropriate, and proportionate manner. The following set of published procedures when dealing with concerns helps:

- To avoid those receiving information from engaging in subjective judgments
- Reassure those who report concerns that an appropriate course of action will ensue
- Support those charged with managing concerns by providing them with a step-by-step process to follow
- Safeguard the rights of those against whom complaints or allegations have been made

No one connected with GTS&H Club and in receipt of information that causes concern about a child or young person, or the conduct of an adult, shall keep that information to themselves or attempt to deal with the matter on their own. Instead, in all cases the following procedure **must** be followed regardless of whether the concerns arise through the adult or child or young person's involvement in hockey/squash/tennis or from outside of these three sports.

### **REMEMBER:**

**If you are concerned about the *immediate* safety of the child or young person:**

- 1. Take whatever action is required to ensure the child's immediate safety.**
- 2. Pass the information immediately to the police and seek their advice.**
- 3. Report the concern to the Child Wellbeing and Protection Convenor, advising that the matter has been reported to the police**

At any time if you have a concern about the wellbeing of a child or young person, or think you may have a concern, you can contact the GTS&H Club Child Wellbeing and Protection Convenor for advice and support on **07471 691436** or by completing the concern report form [Concern Report Form](#) and emailing to on [wellbeing@giffnock-ltc.co.uk](mailto:wellbeing@giffnock-ltc.co.uk).

### Everyone's Responsibility

A concern may range from mild verbal bullying to physical or sexual abuse and occur either through participation in hockey/squash/tennis or outside of these three sports, for example in the child's home. All concerns will be investigated by the GTS&H Club Wellbeing and Protection Convenor. If a club

member, volunteer or staff member has a concern it is **NOT** their responsibility to investigate **BUT** it is their responsibility to:

- Reassure the person making the report that they have done the right thing in raising the concern with them
- Listen openly without judgement
- Record anything that is said
- Report the concern to GTS&H Club Child Wellbeing and Protection Convenor
- If there is a concern about the immediate safety of the child or young person, take the necessary steps to ensure their safety and contact the police

Everyone has a responsibility to **recognise** a concern, to **record** the concern either on the [Concern Report Form](#) or in email format and **report** the concern to the GTS&H Club Wellbeing and Protection Convenor.

### Recognise

Staff, members and volunteers may become aware of a concern in different ways. For example:

- Direct disclosure by the child or young person.
- Observation of the concern, such as a change in the behaviour, appearance or nature of the child or young person or the conduct of an adult.
- Information that is shared from another individual or organisation e.g. an incident observed by another child or young person or adult and reported to them

All concerns must be reported to the GTS&H Club Wellbeing and Protection Officer on the day the concern arises or as soon as practically possible thereafter.

### What to do if a child or young person discloses abuse

| DO:                                                                        |                                                                                  |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| • Stay calm – ensure that the child or young person is safe and feels safe | • Be aware of interpreting what a child or young person says, especially if they |

|                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Listen to the child or young person and take what they say seriously. Do not show disbelief. Show and tell them that you are taking what they say seriously</li> <li>• Reassure the child or young person that they are not to blame and were right to tell someone</li> <li>• Avoid projecting your own reactions onto the child or young person</li> </ul>                                    | <p>have learning or physical disabilities which affects their ability to communicate, or English is not their first language</p> <ul style="list-style-type: none"> <li>• Avoid asking any questions. If necessary, only ask enough questions to gain basic information to establish the <i>possibility</i> that abuse may have occurred. Only use open-ended, non-leading questions e.g. What? When? Where? Who?</li> </ul>           |
| <b>DON'T:</b>                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <ul style="list-style-type: none"> <li>• Panic</li> <li>• Show shock or distaste</li> <li>• Probe for more information than is offered</li> <li>• Speculate or make assumptions</li> <li>• Rush into actions that may be inappropriate</li> <li>• Make negative comments about the person against whom the allegation has been made</li> <li>• Make promises or agree to keep secrets and give a guarantee of confidentiality</li> </ul> | <ul style="list-style-type: none"> <li>• Approach the individual against whom the allegation has been made</li> <li>• Assume that the experience was bad or painful - it may have been neutral or even pleasurable e.g. the child or young person may think that they are in a consenting relationship with the adult</li> <li>• Introduce personal information from either your own experiences or those of other children</li> </ul> |

### Record

Record keeping is of critical importance, and all information should be recorded in line with the following:

|                                                                                                                  |                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>DO:</b>                                                                                                       | <b>DON'T:</b>                                                                                                                                                      |
| <ul style="list-style-type: none"> <li>• Make a written record of the information as soon as possible</li> </ul> | <ul style="list-style-type: none"> <li>• Give your personal opinion, unless it is backed up by substantial evidence</li> <li>• Use judgemental language</li> </ul> |

|                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Make the record factual, accurate and legible</li> <li>• If the concern arises from a disclosure from a child or young person using the child or young person's exact words, where possible</li> <li>• Include dates, times, locations and contexts, if available, in which the concern occurred together with any other relevant information</li> </ul> | <ul style="list-style-type: none"> <li>• Write the record in a way that protects the reputation of GTS&amp;H Club or the individual who the concern relates to – remain unbiased</li> </ul> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Where the child or young person has made a direct disclosure, and when appropriate, it is important that the child or young person understands why we are recording their details. If a child/young person recognises that people can help and support, and that this is the purpose of their details being shared, they will be more included and informed of the processes.

## Report

The GTS&H Club Wellbeing and Protection Convenor can be contacted in a number of ways:

- By Telephone on **07471691436**
- By Text on **07471691436**
- By Email on [wellbeing@giffnock-ltc.co.uk](mailto:wellbeing@giffnock-ltc.co.uk)



### ***How to report the concern:***

- Report the concern as soon as possible. It is recommended that initial contact is made with the GTS&H Club Wellbeing and Protection Convenor by telephone.
- Email the completed [Concern Report Form](#) to [wellbeing@giffnock-ltc.co.uk](mailto:wellbeing@giffnock-ltc.co.uk), if you are able to do this via secure email.

### ***Do not delay in reporting the concern:***

- By attempting to obtain information to complete all sections of the Concern Recording Form
- By waiting until you return to the office to complete the Concern Recording Form, if you are working remotely,
- If you have been unable to contact the Child Wellbeing and Protection Convenor by telephone

If you are unable to access a Concern Recording Form, please contact the GTS&H Club Wellbeing and Protection Convenor by telephone or email the information to the above address, if you are able to do so securely, in order to report the concern.

**If you are unsure whether the information you have should be a cause for concern, advice and support can be sought at any time from the GTS&H Club Wellbeing and Protection Convenor by contacting them for advice and support.**

**This can be done in a confidential manner anonymising the details of the parties involved.**

If the Child Wellbeing and Protection Convenor is not available and an immediate response is required, the police and social work services must be contacted. They have a statutory responsibility for the protection of children, and they may already hold other information about the child or young people. If the information is shared with the police or other agencies record what information is shared and any advice given and actions taken. At the earliest opportunity thereafter the GTS&H Club Wellbeing and Protection Convenor should be informed.

### ***Confidentiality***

To maintain confidentiality do not keep any electronic, printed or written versions of the information you have provided. The Concern Recording Form should be deleted or destroyed (by means of shredding) as soon as

the information has been passed on. The GTS&H Club Wellbeing and Protection Convenor will maintain a copy of the information in a secure and confidential manner.

## ***Support***

GTS&H Club recognises that voicing concerns, suspicions or allegations of poor practice, misconduct or abuse can cause great concern and stress – particularly if it relates to a colleague, another member, volunteer or child/parent who is known to you. However, sharing information about the wellbeing of a child or young person is paramount in order to prevent the child or young person from suffering harm or further harm. Any member of staff or volunteer whom, in good faith, discloses information related to a concern will receive full support from GTS&H Club

## ***Concern about the conduct of the GTS&H Club Wellbeing and Protection Convenor***

Where the concern is about the GTS&H Club Wellbeing and Protection Convenor it must be reported to the GTS&H Club President directly. In this situation, the GTS&H Club President will take on the role and responsibilities as listed below of the GTS&H Club Wellbeing and Protection Officer.

## **Respond**

The following sets out the steps which will be taken by the GTS&H Child Wellbeing and Protection Convenor after the concern has been reported.

### ***The Process on Receipt of a Concern***

Once the concern has been reported the GTS&H Club Wellbeing and Protection Convenor will:

- Establish the basic facts and conduct an initial assessment of the facts in order to determine the appropriate course of action. The appropriate course of action may differ depending on whether the concern is about the wellbeing of a child/young person or about the conduct of an adult.
- Decide who should be informed of the concern, this may include the child or young person, their parent/carer, or external agencies.
- Consult external agencies such as the police and social work services for advice at any time, if required. This is important because they may hold other important information which, when considered alongside the current concern, builds a significant picture of concern.

All subsequent actions taken by the GTS&H Club Wellbeing and Protection Convenor shall be recorded, in the order in which they happen, and the records should be signed and dated.



## Reporting Concerns About Yourself

**If you are experiencing harm within GTS&H Club, contact the  
Club Child Wellbeing and Protection Convenor**

Daljeet Dagon  
t. **07471691436**  
e. [wellbeing@giffnock-ltc.co.uk](mailto:wellbeing@giffnock-ltc.co.uk)

If you are in immediate danger or need immediate medical assistance, **contact the emergency services 999**.  
If you would prefer, please contact:

- a coach,
- one of the sports convenors,
- a member of the bar team or
- a member of the club management committee

who will help you raise the issue with the Club Child Wellbeing and Protection Convenor.

If the Club Child Wellbeing and Protection Convenor is implicated or you think they have a conflict of interest, then report directly to the Club President at GTS&H Club. The Club President can be contacted on [president@giffnock-ltc.co.uk](mailto:president@giffnock-ltc.co.uk)

You can also contact the Police, Social Work Services, your teacher, your doctor or other organisations that can provide information and give help and support (see section 6 - Sources of support).

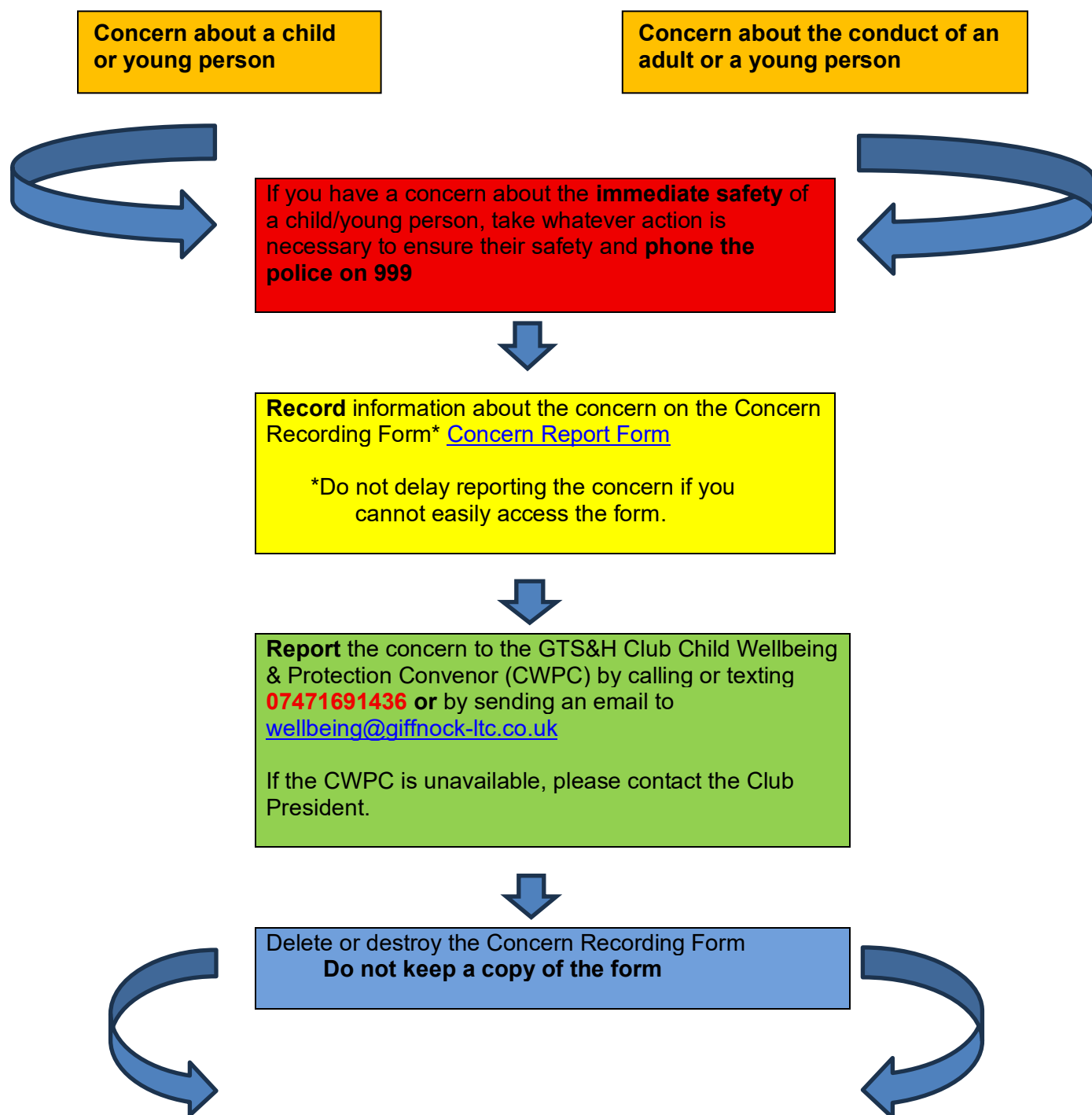
GTS&H Club will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be, please contact the Club President or another member of the Club Management Committee.

At all stages you are welcome to have someone who you trust to support you and help you to explain what happened and what you want to happen.

**It is of utmost importance to GTS&H Club that you can take part in our activities safely, and we will take every step to support you, to do that.**

## Responding to Concerns Procedure – Flowchart

Guide for all members, staff, volunteers and committee members



Continue to offer support to the child or young person as is needed in consultation with the CWPC

Keep the information confidential.

Do not share the information with anyone other than the CWPC or statutory agencies e.g. the police or social work

## Responding to Concerns Procedure – Concerns about a Child Flowchart

Role of the GTS&H Club Child Wellbeing Convenor

Concern about a child is reported to the GTS&H Club Child Wellbeing and Protection Convenor (CWPC) on **07471691436** or [wellbeing@giffnock-ltc.co.uk](mailto:wellbeing@giffnock-ltc.co.uk)

Take whatever action is required if you are concerned about the **immediate safety** of the child/young person and contact **police on 999**

CWPC conducts an initial assessment to establish the basic facts.  
(If the child or adult of concern is affiliated to LTA/Tennis Scotland or Scottish Squash or Scottish Hockey, concerns must be reported to them to co-ordinate who leads on the concern).

Concern successfully addressed by the child/young person, parents/carers and/or club staff/volunteers – no further action

Information shared with statutory agencies (e.g. police, social work) due to gravity of concern

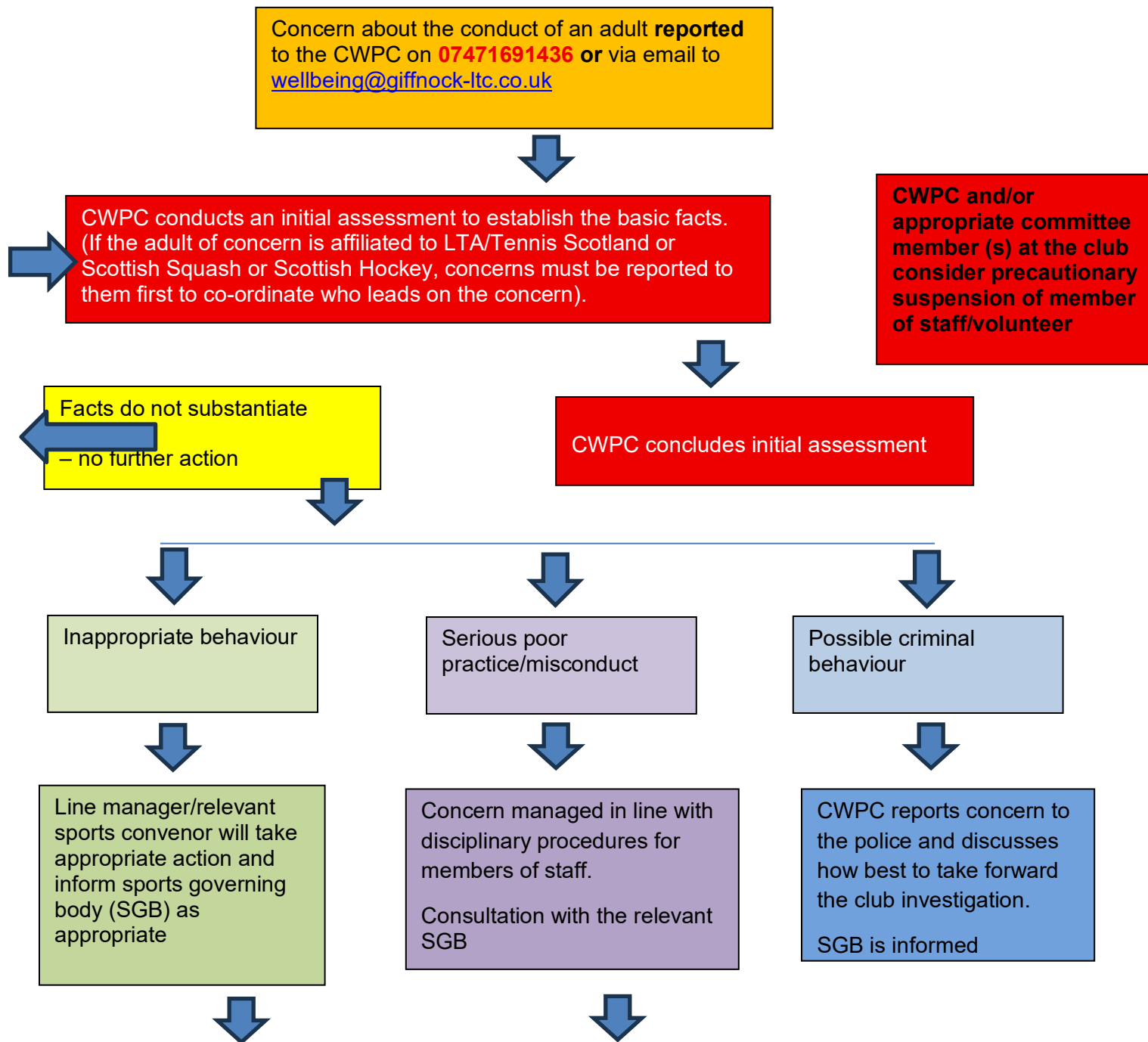
CWPC considers and regularly reviews any necessary support the child/young person may need

CWPC records advice given and action taken.

If necessary, concern is monitored and further action taken if identified as appropriate

## Responding to Concerns Procedure – Concerns about the Conduct of an Adult Flowchart

Role of the GTS&H Club Child Wellbeing Convenor



### Possible Outcomes:

- No case to answer
- Informal discussion
- Formal discussion
- Further training and support agreed

### Possible Outcomes:

- No case to answer
- Disciplinary Hearing
- Dismissal
- Referral to Disclosure Scotland

### Possible Outcomes:

- Police Investigation
- Criminal Proceedings
- Civil proceedings
- Investigation by CWPC

## Reporting a Safeguarding Concern outside the Tennis/Squash/Hockey Environment

What to do if you are worried that a child is being abused outside the tennis/squash/hockey environment (e.g. at home, school or in the community) but the concern is identified through the child's involvement in tennis/squash/hockey.

### Useful Contacts

LTA Services Team: 0208 487 7000  
[safeguardingconcern@lta.org.uk](mailto:safeguardingconcern@lta.org.uk)

Scottish Squash Welfare & Child Protection: 0131 374 2020  
[info@scottishsquash.org](mailto:info@scottishsquash.org)

Scottish Hockey Child Protection and Welfare: 0141 550 5999/07561 853471  
[safeguarding@scottish-hockey.org.uk](mailto:safeguarding@scottish-hockey.org.uk)

CHILDREN FIRST: 08000 28 22 33  
Emergency Services: 999  
ERC Social Work Services

- 0141 577 8300 (Children)
- 0141 800 7850 (Adults)

Member of staff, coach or volunteer made aware of concerns about child/young person's welfare or safety (e.g. suspicions of bullying at school, allegations of abuse within the family etc.) Make a note of anything the young person/witness has said, and what you have seen with dates and times.

**Note: You should inform the parent/carer of the concern, unless you believe it would put the child/adult at risk, yourself or others at risk**

**GTS&H Online Concern Form:**  
[Concern Report Form](#)

Does the young person require immediate attention?

YES

Call an Ambulance and inform them you have a child protection concern

NO

Is the Club Wellbeing and Protection Convenor(CWPC) available?

YES

Club CWPC reports to local police/Social Work without delay. The Safeguarding team can be contacted for advice during office hours.

NO

If the Club CWPC is unavailable, please contact the Children 1st or /police/social work services without delay.  
You should also contact the Club President

Complete the Club online concern form within 24 hours.



Continue to offer support to the child or young person as is needed in consultation with the CWPC

Keep the information confidential. Do not share the information with anyone other than the CWPC or statutory agencies e.g. the police or social work