

BRITISH DRAGON BOAT RACING ASSOCIATION



BDA
Welfare Policy & Procedures

and

Guidelines

for

BDA MEMBERS

and

BDA Accredited Organisations

Nov 2003

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1. Introduction

1.1 These guidelines have been produced by the BDA to help your club/organisation take appropriate action to enable children and vulnerable adults to enjoy the sport of Dragon Boat Racing in all its forms, in a safe environment. They are designed to help you to decide what paperwork and systems you should adopt. **Attached, you will find a recommended Club Welfare Policy and Procedures Template for your Dragon Boat Club or Crew to adopt.**

2. Protecting Children from Inappropriate Behaviour

2.1 Recognized Teaching Establishments (RTEs) will be required to put a formal child protection policy in place by 2003. If your club is not an RTE, but provides training or activities for young people, you should put a similar policy in place. Even if you do not provide training, it is a good idea for clubs to be aware of child protection issues.

2.2 In addition, many funding bodies will require you to have a working Welfare Policy and Procedures in place. The Lottery Sports Fund required this from April 2001.

2.3 You are advised to take the following 2 steps (**see Club Policy Attached**):

- i) **A Policy Statement** – this will state your commitment to providing a safe place for children to take part and/or learn, and to preventing the abuse of children. You can use or adapt the BDA Policy Statement below, if you wish.
- ii) **A Code of Practice and Procedures** – governing how the organisation runs. This should cover:
 - a) Recruitment of staff or volunteers who will be in contact with children.
 - b) The prevention of abuse of children whilst at your site/in your care.
 - c) What to do if abuse is alleged/suspected to have occurred, either at your site or elsewhere.

3. BDA Welfare Policy Statement

3.1 This is a statement defining the BDA stance on child protection issues. It defines what the BDA is committed to in providing a safe environment for children.

3.2 **The BDA Welfare Policy Statement is as follows:**

- The child's welfare is paramount.
- All children whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity, have the right to protection from abuse.
- All suspicions and allegations of inappropriate behaviour will be taken seriously and responded to swiftly and appropriately.
- As defined in the Childrens' Act 1989, anyone under the age of 18 years should be considered as a child for the purposes of this document.

4. A Code of Practice and Procedures

Recruitment (Paid Staff and Volunteers)

4.1 All applications for work, whether paid staff or volunteers, should be subject to some form of security. If you use application forms they should be designed to elicit information about the applicant's past career or experience (requiring explanations for any gaps) and to establish any criminal record. **(See Appendix A).**

4.2 Where staff will be working unsupervised or where parents are not in attendance, references should be taken up. Normally these should include at least one regarding previous work with children. Referees should be clear about what the job entails and what information is required. **(See Appendices B and C).**

4.3 Treat all who would be paid staff and volunteers as job applicants for any position involving contact with children. Select people who have the relevant experience for the role.

4.4 Explore the applicant's experience of working with children.

4.5 Find out if the applicant has any conviction for criminal offences against children. Although positive vetting is not specifically recommended, applicants should signify their consent to checks being made with the police and social services, if appropriate. **(See Appendix D).**

4.6 **Good Recruitment Practice** If a good recruitment policy is adopted, and the issue of child protection covered in the club's or organisation's risk assessment, both children and staff should be adequately protected. Abusers have great difficulty operating in a well-run centre, with good quality management and training.

4.7 **The Criminal Records Bureau**

Good recruitment practice should be adopted to minimise the chances of any incident occurring within the centre or club environment. Whilst being able to access criminal records can be seen as a positive move for organisations in the private and voluntary sectors, it is important not to see it in isolation.

4.8 The CRB is being set up to increase access to information, in order to help provide protection for children and vulnerable people against those who might wish to harm them.

4.9 The aim is to make justifiable levels of information available to people responsible for recruitment decisions so that they can decide for themselves if someone has an unsuitable background. Checks can only be accessed at the recruitment stages and then only for the selected candidate, not to help shortlist.

4.10 The CRB will only deal with registered umbrella associations, such as the BDA, not the individual clubs or organisations. The BDA will therefore, liaise between both organisations.

Note: *On a matter of policy, having regard to the good record of the sport and the relatively low risk of child abuse within the sport, the BDA does not consider it appropriate to seek Disclosure Certificates from the CRB in all cases of new volunteers or staff being taken on.*

4.11 The BDA will, however, become a registered body with the CRB, which can provide details of a person's criminal record (with the individuals consent) in the form of a Disclosure Certificate, where necessary. This policy will be kept under periodic review, and in particular we ask that all relevant allegations, complaints and their outcome be notified to the BDA Child Protection Coordinator.]

4.12 Where clubs do have concerns regarding a coach, crew manager, volunteer, the person should be asked to complete an 'Application for Disclosure' (obtainable from the CRB) which should be forwarded to the BDA for countersignature. The application will be sent to the CRB and the person concerned will be sent a certificate, copied to the BDA. The BDA will then contact the appropriate person at the club concerned with the result.

4.13 Where an organisation is engaged under contact by a local authority, there will be a requirement to register with the CRB and obtain Enhanced Disclosure Certificates for persons engaged in working with children. The LEA should initiate this process.

Criminal Records Bureau
PO Box 91
Liverpool, L69 2UH

Information Line: 0870 9090811; Website: www.crb.gov.uk

Prevention of Abuse

4.14 This section offers advice to clubs, crew managers, accredited organisations, volunteers and parents to ensure they do everything they can to protect children from abuse.

4.15 *Good Practice Guide for Club Officers, Coaches and Crew Managers*

Child abuse is a very difficult situation for coaches and club officers. Having the right systems in place can help all concerned. Abusers have great difficulty operating in a well-run club/organisation with good quality management and training.

- Plan the work of the club/organisation so as to minimise situations where the abuse of children can occur.
- Appoint a member to fulfil the role of Club Welfare person, to whom all allegations or incidents are reported.
- Train members and volunteers in the prevention of child abuse (see Appendix F)
Give all concerned clear roles.
- Issue guidelines on how to deal with the discovery of abuse (see Appendix F).
- If children tell members about abuse, follow agreed procedures. Develop systems that allow children's complaints to be heard (see Appendix G).

4.16 You can reduce situations for abuse of children and help to protect members and volunteers from false allegations being made by promoting good practice. Some common sense guidelines for everyone within your club/organisation.

- Do not spend excessive amounts of time alone with children away from others.
- Do not take children alone in a car on journeys, however short.
- Do not take children to your home.
- Where any of these are unavoidable, ensure they only occur with the full knowledge and consent of someone in charge in the Club or the child's parents.
- Design training programmes that are within the ability of the individual child (see physical abuse – page 6).

You should never:

- Engage in rough, physical or sexually provocative games, including horseplay.
- Allow or engage in inappropriate touching of any form.
- Allow children to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child, even in fun.
- Let allegations a child makes go unchallenged or unrecorded, always act.
- Do things of a personal nature that children can do for themselves.

4.17 However, it may be sometimes necessary to do things of a personal nature for children, particularly if they are very young or disabled. These tasks should only be carried out with the full understanding and consent of parents. In an emergency situation, which requires this type of help, parents should be fully informed. In such situations, it is important to ensure all staff are sensitive to the child and undertake personal care tasks with the utmost discretion.

4.18 In addition, medical consent should be obtained in the event where medication treatment is required to be administered in the absence of the parent/guardian (this includes hospitalisation). Such procedures would cover the organisation from accusations of neglect. **(See Appendix E).**

What to do if Abuse is Suspected/Alleged to have Occurred

4.19 **National and Club Officers** –

Q. What should I do if there are allegations of abuse against a member or volunteer ?

A. **See Appendix F.**

4.20 Although it is a sensitive and difficult issue, child abuse can occur and does occur outside the family setting. Child abuse has occurred within institutions and may occur in other settings. If a child has been abused in a public setting, other children will be involved.

4.21 Where there is an allegation of abuse against a member or volunteer, there may be three types of investigation:

1. A criminal investigation.
2. A child protection investigation.
3. A disciplinary or misconduct investigation.

4.22 The results of the police and social services investigation may well influence the disciplinary investigation, but not necessarily.

4.23 It is important that clubs/organisations have a means to address misconduct. Disciplinary procedures should be in place.

Note: *It is important to understand that a member or volunteer reporting a case of child abuse, particularly by a colleague, may undergo a very high degree of stress, including feelings of guilt for having reported the matter. It is therefore, important to ensure that appropriate counselling and support is available for those in such a situation.]*

4.24 **Coaches/Volunteers** –

- Q. What should I do if a child tells me s/he is being abused?
A. **See Appendix F - Reporting.**

Always:

- Stay calm – ensure the child is safe and feels safe.
- Show and tell the child that you are taking what s/he says seriously.
- Reassure the child and stress that s/he is not to blame.
- Be honest; explain you will have to tell someone else to help stop the alleged abuse.
- Make a note of what the child has said as soon as possible after the event.
- Maintain confidentiality – only tell others if it will help protect the child.

Never:

- Rush into actions that may be inappropriate.
- Make promises you cannot keep.
- Ask inappropriate questions, which may jeopardise any impending police investigation.
- Take sole responsibility – consult someone else (the person in charge or someone you can trust) so you can begin to protect the child and gain support for yourself.

4.25. **If I do something, might it make things worse?** Taking appropriate action if you are worried about abuse is never easy – it takes courage, but it protects a young life.

4.26 You may be upset about what the child has said or worry about the consequences of your actions. Sometimes people worry about children being removed from their families as a result of abuse, but in reality this rarely happens. However, one thing is certain – you cannot ignore it. The effects of abuse on children can be devastating, especially if children are left unprotected or do not receive help to cope with the abuse. They can develop behavioural difficulties, problems at school, their development can be delayed and they can become depressed and withdrawn. Some of these problems, if left untreated, can persist into adulthood.

5. Recording Information

5.1 When recording information, it is important that you do not carry the process beyond gathering information about the allegation, into beginning an investigation. Unnecessary interviews with child complaints could prejudice the integrity of evidence that may eventually have to be presented in court.

5.2 There are particular problems with regard to gaining information from children with limited communication skills. Care should be taken that appropriate means are used to find out what the allegation is about without ‘leading’ the child.

5.3 The environment for recording information needs to be considered fully. Try and ensure that you are in sight of another adult, but that your conversation won’t be overheard. You also need to be careful about physical contact during an interview because it may not be what the child wants. The rule is to let the child initiate any actions and to remain positive and supportive throughout. **See Appendix H and Appendix 6 to Club Policy attached.**

6. Recognising Abuse. This section explains what child abuse is, how to recognise it and what to do.

6.1 What is Child Abuse? Child abuse is a term used to describe ways in which children are harmed, usually by adults and often by people they know and trust. It refers to the damage done to a child's physical or mental health. Children can be abused within or outside their family, at school and in a sports or community environment. Child abuse can take many forms:

1. **Physical Abuse** where adults or other children:
 - Physically hurt or injure children (e.g. hitting, shaking, squeezing, biting or burning).
 - Give children alcohol, inappropriate drugs or poison.
 - Attempt to suffocate or drown children.
 - In sport situations, physical abuse might also occur when the nature and intensity of training exceeds the capacity of the child's immature and growing body.
2. **Neglect** includes situations in which adults:
 - Fail to meet a child's basic physical needs (e.g. for food, warm clothing, essential medication).
 - Consistently leave children alone and unsupervised.
 - Fail or refuse to give children love, affection or attention.
 - Neglect in a sports situation might also occur if a teacher or coach fails to ensure children are safe or exposes them to undue cold or risk of injury.
3. **Sexual Abuse** boys and girls are sexually abused when adults (male or female) or other young people use them to meet their own sexual needs. This could include:
 - Full sexual intercourse, masturbation, oral sex, fondling.
 - Showing children pornographic books, photographs or videos, or taking pictures for pornographic purposes.
 - Situations that involve physical contact (e.g. supporting or guiding children) could potentially create situations where sexual abuse may go unnoticed. Abusive situations may also occur if adults misuse their power over young people.
5. **Emotional Abuse** can occur in a number of ways. For example, where:
 - There is persistent lack of love or affection.
 - There is constant overprotection, which prevents children from socialising.
 - Children are frequently being shouted at or taunted.
 - There is neglect, physical or sexual abuse.
 - Emotional abuse in sport might also include situations where parents or coaches subject children to constant criticism, bullying or unrealistic pressure.

6.2 **Bullying.** Bullying may be seen as deliberately hurtful behavior, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. The bully may often be another young person.

6.4 Although anyone can be a target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons – being overweight, physically small, having a disability or belonging to a different race, faith or culture.

7. How Would I Recognise if a Child is Being Abused?

7.1 It is not always easy to spot when children have been abused. However, some of the more typical symptoms, which should trigger your suspicions would include:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries.
- Sexually explicit language or actions.
- A sudden change in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper).
- The child describes what appears to be an abusive act involving him or her.
- A change observed over a long period of time (e.g. the child losing weight or becoming increasingly dirty or unkempt).
- A general distrust and avoidance of adults, especially with whom a close relationship would be expected.
- An unreasonable reaction to normal physical contact.
- Difficulty in making friends or abnormal restrictions on socialising with others.

7.2 However, it is important to note that a child could be displaying some or all of these signs, or behaving in such a way which is worrying – this does not necessarily mean the child is being abused. Similarly, there may not be any signs; you may just feel something is wrong.

Note: *If you are worried, it is NOT your responsibility to decide if it is abuse, BUT it is your responsibility to act on your concerns and do something about it.*

8. What Should I do in General if I have Concerns?

8.1 If you have noticed a change in the child's behaviour, first talk to the parents or carers. It may be that something has happened, like a bereavement, which has caused the child to be unhappy. However, if your concerns are about sexual abuse or violence, talking to the parents or carers might put the child at greater risk.

8.2 If your concerns remain or you cannot talk to the parents/carers, consult your club's designated Child Protection Coordinator or person in charge. It is the responsibility of this person to make the decision to contact the police. **See Appendices G & H.**

9. Where Can I Get Further Help?

9.1 If you want to talk things through to gain some advice you can phone the following 24-hour free telephone numbers. You do not have to give your name, but it is helpful if you can.

a. **NSPCC Helpline**
Tel: 0808 800 5000
www.nspcc.org.uk

b. **Childline**
Tel: 0800 1111
www.childline.org.uk

9.2 If you are a crew manager or coach and have had an allegation made against you, advice and support can be gained from the following sources:

a. **Local Citizens Advice Bureau**
Refer to Yellow Pages for contact details

b. **BDA Legal Advisor**

10. Bibliography

Protecting Children – A Guide for Sportspeople
The National Coaching Foundation and NSPCC (1995)

Our Duty of Care
Child Care Northern Ireland (1995)

A Code of Ethics and Conduct for Sports Coaches
The National Coaching Foundation (1995)

Safe from Harm
Home Office Publications Unit (1993)

**Child Protection – Policy & Implementation Procedures
(Guidelines for Governing Bodies of Sport and Local Authorities)**
The National Coaching Foundation (2000)

British Olympic Association – Child Protection Policy & Good Practice Guidance
Home Office Publications Unit (1993)

Appendix A – Application Form

Confidential

Position Applied For:

PERSONAL DETAILS		
Title:	Surname:	Other Names in Full:
Other name previously known by, including maiden name where appropriate:		
Age:	Date of birth:	Place of birth:

ADDRESS	
Current Address:	
Former Address (if moved within the previous 3 years):	
Telephone, Fax & Email	
Home Tel: Fax: Email:	Work Tel: Fax: Email:

OCCUPATION
Current Occupation: Name of Organisation: Address: Start Date: Finish Date:
Previous Occupation: Name of Organisation: Address: Start Date: Finish Date:
Previous experience of working with children, either in a voluntary or professional capacity:

EDUCATION AND TRAINING

OTHER RELEVANT INFORMATION
Recreational interests, hobbies, voluntary or community work

REASONS FOR APPLYING		
<table border="1"> <tr> <td>If appointed, when could you start work?</td> <td>How did you hear of this vacancy?</td> </tr> </table>	If appointed, when could you start work?	How did you hear of this vacancy?
If appointed, when could you start work?	How did you hear of this vacancy?	

REFERENCES												
Please give names and addresses of three people to whom application for references may be made. References from relatives will not be accepted. At least one should be from a previous employer and one should have first-hand experience of you working with children.												
<table border="1"> <thead> <tr> <th align="center">NAME</th> <th align="center">ADDRESS</th> <th align="center">CAPACITY IN WHICH KNOWN TO YOU</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	NAME	ADDRESS	CAPACITY IN WHICH KNOWN TO YOU									
NAME	ADDRESS	CAPACITY IN WHICH KNOWN TO YOU										

DECLARATION		
<u>Data Protection Act</u> : In order to recruit to this post the (insert organisations name) will (within the terms of the Data Protection Act 1998) process, using a computer system, personal information given in connection with this application. Information relating to the successful applicant will form part of personnel records. No other use will be made of information about applicants.		
Consent: I consent to the processing of personal information in the way described.		
Declaration: I declare that to the best of my knowledge the information given on this form is correct and understand that misleading statements or deliberate omission may be sufficient grounds for cancelling any appointment arising from this application.		
<table border="1"> <tr> <td>Signed</td> <td>Date</td> </tr> </table>	Signed	Date
Signed	Date	

Appendix B – Standard Reference Letter

Private & Confidential

(Insert Name and Address)

(Insert Date)

Dear

(Insert Name) has applied for the position of (insert job title/role) with *(insert Club Name)* and has give your name as a referee. A copy of the relevant job description is enclosed for your information.

I should be grateful if you would confirm how long you have known (insert name) and in what capacity. It would also be helpful if you could give your opinion of the applicant's ability, personality, health record and the suitability for the post of which s/he has applied, together with any other general information that you feel is relevant to this application. A form is enclosed to make this request easier.

The post may involve access to children and as an organisation committed to the welfare and protection of children, I should be grateful if you would also complete the reverse of the attached document relating to child protection issues.

Your comments will, of course, be treated in the strictest of confidence and an early reply would be greatly appreciated. A pre-paid envelope is enclosed for your convenience.

I am grateful for your assistance in this matter and look forward to hearing from you.

Yours sincerely

(Insert Name and Title)

Appendix C – Standard Reference Form

(Insert Club's Name)

Applicant's Name: _____

Job title/role: _____

1. How long have you known the above named person?

2. In what capacity do you know the above named applicant?

3. It would be helpful if you would indicate your opinion of the suitability of the post for which the applicant has applied.

4. It would also be helpful if you could indicate your opinion of the applicant's ability, personality and health record in relation to the post.

This post may involve substantial access to children. As an organisation committed to the welfare and protection of children, we would be grateful if you would indicate below whether or not you have any reason at all to be concerned about the applicant being in contact with children or young people.

Please place a X in the appropriate box Yes No

Signed:
Name:
Address:

Appendix D – Self-declaration Form

Full Name (including title):

Date of Birth:

Gender:

1. Have you ever been convicted of any criminal offence? **Yes/No**
(If yes, please supply details of any criminal convictions)

(Note: you are advised that under the provision of the Rehabilitation of Offenders Act 1974 [exceptions] order 1975 as amended by the Rehabilitation of Offenders Act 1974 [exceptions] [amendment] Order 1986 that you should declare all convictions including 'spent' convictions).

2. Are you a person known to any Social Services department as being an actual or potential risk to children? **Yes/No**
(If **yes**, please supply details)

-
3. Have you had any disciplinary sanction relating to child abuse? **Yes/No**
(If **yes**, please supply details)
-

Important: I hereby consent to the BDA undertaking police and/or social services checks against me. I understand that the information contained within this form or supplied by third parties, along with the results of any police or social services checks, will be included on the BDA Child Protection List. I further understand that this may involve, where strictly necessary, disclosing my details to other regulatory bodies and/or third parties who have an interest in child protection issues.

Signed by the above named person:

Date:

/ References:

References:

Please contact the following two people for a reference:

Name:

Job Title:

Contact Address:

Telephone:

Email:

Name:

Job Title:

Contact Address:

Telephone:

Email:

Appendix E – Medical Consent Form

Club Contact

Club Address

I, the parent/guardian* of:

give permission to the coaches participating in activities during the period of:

to administer any relevant treatment or medication to the named participant, when/if necessary. I shall inform the BDA of any known conditions and medication requirements.

In addition, if the case arises, I authorise the members of staff to take my son/daughter to hospital and give full permission for any treatment required to be carried out in accordance with the hospital's diagnosis. I understand that I shall be notified, as soon as possible, of the hospital visit and any treatment given by the hospital.

Parent/Guardian's* consent

Signature:

Name:

Relationship to participant:

**delete as appropriate*

Appendix F – Handout for all Crew Managers, Coaches and Members

GOOD PRACTICE GUIDE

- Do not spend excessive amounts of time alone with children away from others.
- Do not take children along in a car or on journeys, however short.
- Do not take children to your home.
- Where any of these are unavoidable, ensure they only occur with the full knowledge and consent of someone in charge in the organisation or the child's parents.
- Design training programmes that are within the ability of the individual child. (See physical abuse – page 8).

You should never:

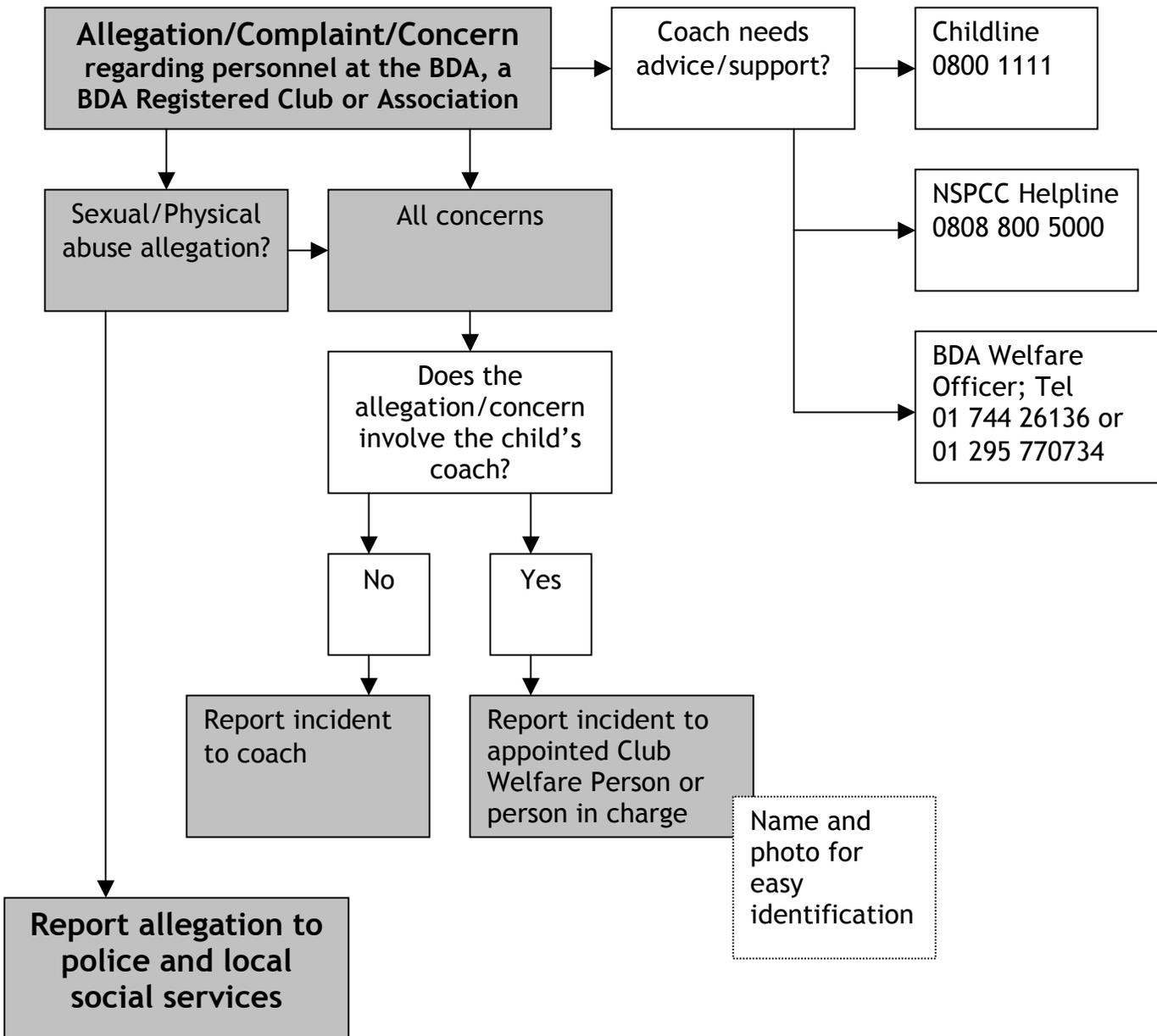
- Engage in rough, physical or sexually provocative games, including horseplay.
- Allow or engage in inappropriate touching of any form.
- Allow children to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child, even in fun.
- Let allegations a child makes go unchallenged or unrecorded – always act.
- Do things of a personal nature that children can do for themselves.

However, it may be sometimes necessary for your staff or volunteers to do things of a personal nature for children, particularly if they are very young or disabled. These tasks should only be carried out with the full understanding and consent of parents.

In an emergency situation, which requires this type of help, parents should be fully informed. In such situations, it is important to ensure all staff are sensitive to the child and undertake personal care tasks with the utmost discretion.

Important Note: All crew managers, coaches and members should read the BDA's comprehensive Child Protection Policy & Procedures and have access to it at all times.

Reporting Procedure



For information only:

Chart shows how an incident might be reported to coaches/members/volunteers and how you then deal with the incident.

This chart could be made into a poster for the club notice board in a child friendly style.

Appendix G - Recording Information

1. In cases of child abuse the main aim is to keep calm and provide a positive, friendly attitude to encourage the child to talk.

- DO listen.
- Do take notes.
- Do tell the BDA and make sure that all information is passed onto the police.
- DON'T ask direct questions.
- Don't try to stop the child telling you about their problem.
- Don't make promises.
- Don't allow anyone else outside the police or social services to interview or ask questions of the child.
- Don't assume!

2. The complexity of child protection issues means that there can never be a set of prescriptive questions. Don't try to get too much information, rather, let the child give you as much as they feel prepared to give. The adult listening should try to act as natural as possible throughout. Make notes during the interview, but only those necessary; it might be possible to gain certain contact information from existing administrative records.

3. ***Common questions that could be used in some situations***

a. The DO's – open questions/statements:-

- Would you like to tell me what happened?
- Can you tell me where/when this happened?
- Would you like to tell me who was involved?
- Can you tell me what happened next?
- Is there anything else you would like to tell me?
- Thank you for telling me this, but you do realise I will have to do something about it.

b. The DON'T's – leading/closed questions/comments:-

- Was it your father/mother/coach/friend that did this to you?
- Are you sure that's what happened?
- Why did you let them do that to you?
- Why do you think this happened?
- I expect you must be very upset about this.
- This can be our little secret.

Appendix H - Welfare Incident Report Form - SUMMARY SHEET

To be submitted to the BDA Welfare Officer, when completed.

Try and keep the process friendly rather than formal – you want the child to feel as comfortable as possible during this stressful process.

Interviewer's Details

Name:

Position:

Child's Details

Name:

Address:

Date of Birth:

Parents/Guardians' names:

Address (if different to above):

A copy of the Welfare Incident Report Form on which to record what was said and reported is shown at Appendix 6 of the Club Welfare Policy Template.

Use this space to note the agencies involved, as recorded on the Report Form.

Date:

Summary of Action taken:

Police:

Reported to which police station? _____

Officer reported to: _____

Date/time incident reported: _____

Details of advice received: _____

BDA:

Reported to BDA Welfare Officer? _____

Yes/No

Date/time incident reported: _____

Details of advice received: _____

Other:

Contacted other organisations for advice? _____

Yes/No

Date/time of call: _____

Which organisation/s: _____

Person advice received from: _____

Details of advice received: _____

Signed by interviewer, as above: _____

Date: _____