

Support for all involved

It is important to acknowledge that, in matters relating to any Child Protection incidents, it can be distressing for all involved. It is therefore important to be aware of sources of support and help that may be available in this situation.

You may also feel the need to be reassured that the issues are being dealt with in the best possible way with the interests of the child or young person being paramount.

Maintaining confidentiality is essential and therefore, when seeking support from a recommended source, you will be expected to keep the personal details (names of individuals concerned, location and so on) confidential.

Information for those who have reported concerns or an incident

- ✓ Your report will be treated in a fair and transparent way at all times.
- ✓ If the person against whom you have reported concerns is suspended from their role it is important to remember this is a neutral act; it protects all parties involved.
- ✓ You will be assigned a designated contact from your Member Body. This person will be your point of contact for the duration of the complaint. If you have any queries or concerns you should contact them initially.
- ✓ Your designated contact will support you. The person against whom you have complained will have a different designated contact. Neither of these designated contacts will be a member of the Case Management Group who will be dealing with your case.
- ✓ You will receive regular communication regarding your report from your designated contact and be kept up to date with the progress of your concern.

The following organisations may be able to help:-

Child Protection in Sport Unit (CPSU)

Tel: 0116 234 7278

www.thecpsu.org.uk

NSPCC Helpline

24-hour free and confidential telephone helpline that provides counselling, information and advice to anyone concerned about a child at risk of ill treatment or abuse: **0808 800 5000**

Textphone / Webcam (for deaf or hard-of-hearing) 18001 0808 800 5000 / SignVideo ; email help@nspcc.org.uk or report concerns online through www.nspcc.org.uk/reportconcern

Child Line

24-hour free and confidential telephone helpline for children: **0800 1111**

The Samaritans

Nationwide, non-religious, non-political 24-hour confidential support line: **08457 90 90 90**

www.samaritans.org.uk

Victim Support

Local Victim Support services provide emotional support, information and practical help for victims and witnesses: **0845 3030 900**

Support for all Involved

Self Help

The UK's free, online, specialised child protection resources with a general list of 1,000 self-help organisations in the UK: www.self-help.org.uk

Children First – Scotland 0131 446 2300 www.children1st.org.uk

GP or practice nurse – can refer to local agencies who can help and support

Other Lead Safeguarding Officers

British Association of Counselling

Local Social Care Services

Kidscape – www.kidscape.org.uk Advice about bullying and cyber bullying

Young Minds Parents' line – **0808 802 5544** Advice and help with any mental health issues relating to young people

Family Lives – **0808 800 2222** for parents who need help or someone to talk to

NHS Direct – **111** will give guidance as to how to access help

Barnardos and Sexual Assault Referral Centre's (SARCs) – offer support and counselling to victims of sexual abuse. Full list available at www.rapecrisis.org.uk/Referralcentres2.php

Rape Crisis England and Wales – www.rapecrisis.org.uk/index.php 0808 802 9999, 12– 2.30pm, 7–9.30pm

Child Exploitation On – line Protection Centre (CEOP) – Advice, guidance, counselling, support and referral if necessary and appropriate with regard to bullying or inappropriate behaviour on line. Child Exploitation and Online Protection Centre, 33 Vauxhall Bridge Road, London SW1V 2WG Telephone 0870 000 3344 <http://ceop.police.uk/>

BHS Safeguarding Team

02476 840746

safeguarding@bhs.org.uk