

Answer Sheet 3: Claire

What are the risks and presenting facts?

- The categories of concern here are bullying and prohibited conduct.
- We are lacking relevant information. We don't know anything about the in-person behaviours, and we also don't have the content of all of the online messages (for example, those sent through Snapchat), which means we don't know how serious the allegations are at this stage.
- The consequences of failing to act could lead to other staff leaving, impacts on mental health and wellbeing, and/or an escalation of the behaviours.

What would you do?

- Make sure that the incident gets reported to your designated Safeguarding Officer, who will report to the Member Body Safeguarding Lead.
- Carry out comprehensive information-gathering. Depending on the evidence gathered, make any necessary referrals (for example, if the content of the messages amounts to a criminal offence).
- Consider the fact that Claire is still a child. Speak to her parent(s)/guardian(s) as appropriate, gather her version of events, and have regard to what may be causing her behaviour. Ensure any of these meetings have written records that are kept securely.
- Inform Claire of any breaches of the Code of Conduct, and follow employment and safeguarding policy in terms of sanctions (e.g. a written warning). Put in place support as needed.
- Ensure the victims have appropriate support in place, and provide training to staff and members around safe use of social media, appropriate behaviour and the Code of Conduct.



Consider the risk of harm



Gather the required information (remember the voice of the child)



Address any concerning behaviours



Make the relevant referrals (inform the right people)

Recognise: What warning signs are there here? Know what to look out for.

Respond: Use active listening and open questions. Remain calm and don't share personal opinion.

Report: Consider confidentiality at all times. Pass relevant information to relevant people.

Record: Record the facts, your concerns, and any action taken in writing.