



Disclosures and Records of Concern Reporting Protocol

Key Elements

This document sets out the responsibilities and expectations for all families of London International Agency in relation to safeguarding and promoting the wellbeing of children and young people at London International Agency

Implementation is monitored by the Director supported by the Guardianship Organisation with responsibility for Safeguarding

Adopted on:
January 2018

Reviewed on:
July 2021

Agreed by:
London
International
Agency

Due for Review:
July 2022

The Director of London International Agency (LIA) wishes to make it clear that extremist religious views and partisan political views will not be tolerated.

All families are expected to offer a balanced presentation of views and opinion to children while they are in the care of these families, in attendance at schools and while taking part in extra-curricular activities that are provided or organised by or on behalf of the families or LIA including through the distribution of promotional materials.

Failure to observe the above could lead to procedures including instant removal of the child, cessation of contract without refund and referral to government and education authorities.

1.0 Disclosures and Records of Concern Reporting Protocol

- This protocol is used in conjunction with the “5 Steps to Handling Disclosures and Records of Concern V 1.0 Update Jan 2019” poster that is included in your pack.
- Within **1 hour or immediately (if possible)** of any Disclosure and/or Concern, email a short message about the Disclosure and/or Concern to london.int.agency@btinternet.com . An investigating officer should respond within an hour. If not, contact Krestyna Huggins, the Director London International Agency at +44(0)7795 107532.
- Within **24 (working) hours** of any Disclosure and/or Concern, those involved must complete the correct form (LIA Record of Concern Form v1.0 Jan 2018) and email it to london.int.agency@btinternet.com . An investigating officer should respond within 24 hours. If not, contact Krestyna Huggins, the Director London International Agency at +44(0)7795 107532.
- Be clear as to the persons involved. These reports must be understood by neutral external stakeholders. Therefore, you should list the full names of persons and their role of everyone at the beginning of the incident report and assign initials to them. For example, Fred Bloggs, staff (FBI), John Smith, pupil (JSm) etc. You can then use their initials in the body of the incident report. Initials allow us to impart a degree of confidentiality.
- Save a copy of the report securely for your professional records.

If any form of Restraint or Physical Intervention is used during the accident, incident or near miss then staff must clearly state the manner and duration of the restraint and the training/rationale that they had to apply the restraint.

NOTES:

- Do not use emotive language eg: stormed out of a room. It is more professional and unprejudiced to say 'left the room in a state of high anxiety'.
- Do not use any opinion – stick to the facts of the event.
- **If any First Aid is administered, details of this must be included in the form.**

2.0 Follow our Safeguarding Policy Guidelines (What to do if a child makes a disclosure)

- LIA is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. Records of Concern and Incident Reports must be used as detailed in their protocols.
- Follow the Safeguarding 5 Step Flowchart to support your response.
- Stay calm.
- Listen to what the child/young person is actually saying.
- Reassure them that they have done the right thing by telling you.
- Do not promise the child that this can be kept secret, as subsequent disclosure could then lead to the child feeling betrayed. Explain that you are obliged to inform other people.
- Reassure the child that the people who will be informed will be sensitive to their needs and will be looking to help protect them. Inform them that it is not in their interests to keep the disclosure confidential and it will have to be passed on to the appropriate agencies.
- Make a note of any conversations with the child, trying to make these as detailed as possible, including when and where the conversations took place. Draw a diagram, if appropriate, to show the position of any bruises or marks the child or young person shows you, trying to indicate the size, shape and colour.
- Record as soon as possible and use the actual words used by the child.
- Keep all records factual. Be aware of not making assumptions or interpretations of what the child/young person is telling you. Store all records securely.
- Do not interrogate the child, or push for more information. Ensure that any questions asked are open, not leading closed questions. Do not ask the child/young person to repeat what they have told you, for another person. Record accurately.
- Discuss your concerns with the LIA Designated Safeguarding Lead (Krestyna Huggins)
- who will report this information to an appropriate agency (the Designated Officer previously called the Local Authority Designated Officer - LADO).
- The person to whom the disclosure was made should ensure that the child who has disclosed the information is informed about what will happen next, so they can be reassured about what to expect.
- You may report your concerns directly to your local LADO if you are not satisfied with the response from LIA. You will find contact details for your local Children's Social Care Referral and Assessment Team online. The details will be on your Local Council website.

3.0 Monitoring the Effectiveness of the Policy

The practical application of this policy will be reviewed annually or when the need arises by Krestyna Huggins, the Director London International.

4.0 Further Information

If you require further information contact Krestyna Huggins, the Director London International Agency.

You have the right to escalate your concern if you are not satisfied with the outcome of your concern or you feel that it is in the child's best interest for this concern to be handled by an external authority then contact the Borough of Windsor and Maidenhead Referral and Assessment Team - Telephone number 01628 683150.

If you are concerned that the concern is not being handled to your expectation then call the NSPCC Whistleblowing helpline 0800 028 0285 or ChildLine on 0800 1111

If you concerned about the immediate well-being and safety of a child contact 999 IMMEDIATELY.

| Adoption Date | Review Date | Director |
|---------------|-------------|------------------|
| 01/2019 | July 2021 | Krestyna Huggins |