



Child Protection Policy and Procedures

Including WeGame

Assisting Parents with Children Affected by Mental Health
Registered Charity Number 1186256

Version	1.0
Adopted	March 2026
Approved by	The Board of Trustees, signed on its behalf by Lauren Ridley, Chair of Trustees
Policy owner	CEO
Next review	March 2027, or sooner if legislation or guidance changes
Read alongside	APCAM Safeguarding Policy 2026 (including WeGame)

Key Safeguarding Contacts

If a child is in immediate danger, call 999 first.

Then inform the Designated Safeguarding Lead as soon as it is safe to do so.

Within APCAM

Role	Name	Contact
Designated Safeguarding Lead (DSL)	Lyndsy Doyle, Head of Clinical Service	07939 344299
Deputy Designated Safeguarding Lead	Lauren Ridley, CEO and Head of Parent Services	07766 521443
Safeguarding Lead Trustee	Rachael Duke	Via info@apcamgroup.org.uk
Chair of Trustees	Yasmin Biggs	Via info@apcamgroup.org.uk

Oxfordshire and national contacts

Service	Contact
Emergency (police, ambulance)	999
Thames Valley Police (non-emergency)	101
Oxfordshire Multi-Agency Safeguarding Hub (MASH)	0345 050 7666 (professionals should also complete the MASH online enquiry form)
Oxfordshire Emergency Duty Team (out of hours)	0800 833 408
Oxfordshire LADO (allegations against adults working with children)	01865 810603
Locality Community Support Service (no-names consultation)	Central 0345 241 2705 North 0345 241 2703 South 0345 241 2608
Kingfisher Team (child exploitation)	01865 309196
NSPCC Helpline (adults concerned about a child)	0808 800 5000
Childline (for children and young people)	0800 1111
CEOP (online sexual abuse or grooming)	www.ceop.police.uk
Prevent (concerns about radicalisation)	Via MASH, or Thames Valley Police on 101

Contact numbers were checked against the Oxfordshire Safeguarding Children Partnership website. The DSL will check them at each review and whenever they change.

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1. Policy Statement

APCAM (Assisting Parents with Children Affected by Mental Health) supports children and young people who are disengaged from education, struggling with their mental health, or who have special educational needs and disabilities (SEND), together with their parents and families. Many of the children we work with are, by the nature of their circumstances, more vulnerable to harm than their peers.

APCAM is committed to protecting every child we work with from abuse, neglect and exploitation. We believe that:

- the welfare of the child is paramount and always comes first;
- every child has an equal right to protection, regardless of age, disability, gender, race, religion or belief, sex, sexual orientation or background;
- child protection is everyone's responsibility, and no single person or organisation can protect a child alone;
- children should be listened to, taken seriously and involved in decisions that affect them;
- working in partnership with parents, carers and other agencies gives children the best protection, except where involving parents would put a child at greater risk.

This Child Protection Policy sets out the specific procedures APCAM follows when there is a concern that a child is suffering, or is likely to suffer, significant harm. It sits beneath, and should be read alongside, the APCAM Safeguarding Policy 2026, which sets out our wider commitments to safeguarding children and adults at risk.

2. Scope

This policy applies to everyone working on behalf of APCAM, including trustees, employees, therapists and counsellors, parent support and advocacy workers, youth practitioners, sessional workers, volunteers, students on placement and contractors.

It covers all APCAM services and settings, including:

- one-to-one counselling and therapeutic support;
- parent support clinics, advocacy and home visits;
- education support, including attending school meetings, EHCP reviews and needs assessment work;
- youth drop-ins, groups and community events;
- WeGame sessions, both in person and online;
- any telephone, video, email, text or social media contact with children or families.

A child is anyone who has not yet reached their 18th birthday. The policy also applies to young people aged 18 to 25 with an Education, Health and Care Plan where they continue to access APCAM services; in those cases staff should also follow the adults at risk procedures in the Safeguarding Policy.

3. Definitions

Term	Meaning
Safeguarding	Protecting children from abuse and maltreatment, preventing harm to their health or development, ensuring they grow up with safe and effective care, and taking action so all children have the best outcomes.
Child protection	The part of safeguarding that focuses on children who are suffering, or are likely to suffer, significant harm. It is the activity this policy governs.
Significant harm	The threshold, set by the Children Act 1989, that justifies compulsory intervention in family life to protect a child. There is no absolute definition; it depends on the severity, frequency and impact of ill treatment or impairment of health or development.
Disclosure	When a child, or someone else, tells a member of staff or volunteer about abuse or harm, either directly or indirectly.
Allegation	A claim that an adult working with children has behaved in a way that has harmed, or may have harmed, a child, or that suggests they may pose a risk to children.
Family help	Local authority support for children and families who need help below or at the threshold for statutory child protection, bringing together early help and child in need support (Working Together 2026).
DSL	Designated Safeguarding Lead: the person with lead responsibility for child protection at APCAM.
MASH	Oxfordshire's Multi-Agency Safeguarding Hub, the front door for child protection referrals in the county.
LADO	Local Authority Designated Officer, who manages allegations against adults who work or volunteer with children.

4. Roles and Responsibilities

4.1 Board of Trustees

The Board of Trustees holds ultimate responsibility for child protection at APCAM. The Board will:

- appoint a DSL and Deputy DSL, and a named Safeguarding Lead Trustee;
- make sure the DSL has the time, training, supervision and resources to carry out the role;
- receive an anonymised safeguarding report at every Board meeting, covering numbers and types of concerns, referrals made, training compliance and any learning;
- make sure safer recruitment, DBS and training requirements are met;
- report serious incidents to the Charity Commission as required;
- review and approve this policy at least annually.

4.2 Designated Safeguarding Lead

The DSL is Lyndsy Doyle, Head of Clinical Service. The DSL will:

- be the first point of contact for all child protection concerns;
- decide on the appropriate action for each concern, including whether to consult or refer to MASH, the police or other agencies;
- make referrals and follow them up, escalating where a response is not adequate;
- keep secure, accurate child protection records and chronologies;
- represent APCAM at child protection conferences, strategy meetings and core groups, and contribute to multi-agency plans;
- make sure all staff and volunteers know this policy, receive training and know how to report concerns;
- provide or arrange support and debriefing for staff dealing with difficult cases;
- keep up to date with local procedures published by the Oxfordshire Safeguarding Children Partnership (OSCP).

4.3 Deputy Designated Safeguarding Lead

The Deputy DSL is Lauren Ridley, CEO and Head of Parent Services. The Deputy DSL carries out all DSL responsibilities when the DSL is unavailable, and works closely with the DSL on cases arising through parent support and advocacy work.

4.4 All staff and volunteers

Everyone working for APCAM must:

- read, understand and follow this policy and the Safeguarding Policy;
- complete safeguarding training at induction and keep it up to date;
- be alert to the signs of abuse, neglect and exploitation;
- report any concern to the DSL without delay, and never assume someone else will;
- keep accurate records of concerns;
- follow the APCAM code of conduct and safe working practices at all times.

Nobody at APCAM should investigate suspected abuse. Our role is to recognise, respond, record and refer. Investigation is the responsibility of children's social care and the police.

5. Recognising Abuse and Neglect

Abuse can happen to any child, in any family and in any community. It may be carried out by adults or by other children, in person or online. Children may not recognise what is happening to them as abuse, and may not feel able to tell anyone. Staff should maintain an attitude of "it could happen here" and should always act on their concerns.

5.1 The four categories of abuse

Category	What it means	Possible signs
Physical abuse	Hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm, including fabricating or inducing illness.	Unexplained or repeated injuries; injuries in unusual places; inconsistent explanations; reluctance to change clothes; fear of going home; flinching.

Category	What it means	Possible signs
Emotional abuse	Persistent emotional maltreatment that harms a child's emotional development, such as making them feel worthless or unloved, humiliation, exposure to domestic abuse, or serious bullying.	Low self-esteem; extreme withdrawal or aggression; self-harm; developmental delay; excessive need for approval; fear of making mistakes.
Sexual abuse	Forcing or enticing a child to take part in sexual activities, including contact and non-contact abuse, online abuse, and grooming a child in preparation for abuse.	Age-inappropriate sexual knowledge or behaviour; unexplained gifts or money; secretive phone or online use; pain or soreness; sudden changes in behaviour; older "boyfriends" or "girlfriends".
Neglect	Persistent failure to meet a child's basic physical or psychological needs, including food, clothing, shelter, supervision, medical care, education and emotional needs.	Hunger; poor hygiene; inappropriate clothing; untreated medical or dental needs; frequent absence; tiredness; being left alone or unsupervised.

5.2 Specific safeguarding issues

Staff should also be alert to the following, which are covered in more detail in the Safeguarding Policy and in OSCP procedures:

- **Child criminal and sexual exploitation (CCE and CSE)**, including county lines, where children are groomed, coerced or controlled into criminal or sexual activity, often with something offered in return.
- **Child-on-child abuse**, including bullying, cyberbullying, physical and sexual violence, sexual harassment, sharing of nude or semi-nude images, and abuse in teenage relationships. This must never be dismissed as "banter" or "part of growing up".
- **Online abuse**, including grooming, sextortion, exposure to harmful content, and exploitation through gaming platforms (see section 12).
- **Domestic abuse**, including coercive and controlling behaviour. Children who see, hear or experience the effects of domestic abuse are recognised as victims in their own right under the Domestic Abuse Act 2021.
- **Radicalisation and extremism**. Concerns should be discussed with the DSL, who will consider a Prevent referral.
- **Female genital mutilation (FGM), forced marriage and so-called honour-based abuse**. Registered health and social care professionals and teachers have a mandatory duty to report known cases of FGM in under-18s directly to the police.
- **Modern slavery and trafficking**.
- **Private fostering**, where a child under 16 (under 18 if disabled) is cared for by someone who is not a close relative for 28 days or more. This must be reported to the local authority.
- **Self-harm and suicidal thoughts**, which must always be shared with the DSL and managed through a risk assessment and safety plan.

5.3 Children who may be more vulnerable

Many of the children APCAM supports face additional barriers to being protected. Staff should be especially alert to concerns for:

- **Children with SEND.** Signs of abuse can be wrongly attributed to a child's disability or condition; children may find it harder to communicate what is happening; and they may be more dependent on adults for intimate care. Staff should never assume that a change in behaviour, mood or injury is "just part of their needs".
- **Children missing education or out of school.** Children who are not attending school, are on reduced timetables, are electively home educated or are awaiting a school place lose a key layer of daily protection and are at greater risk of exploitation. Persistent absence is itself a safeguarding indicator.
- **Children with mental health needs,** who may be more vulnerable to exploitation and may express distress through behaviour.
- **Young carers** and children whose parents have mental ill health, substance misuse problems or experience domestic abuse.
- **Children from Armed Forces families,** including families connected to RAF Brize Norton, who may experience frequent moves, parental deployment and isolation from extended family.
- **Children in rural or isolated communities,** and those in families facing housing insecurity or financial hardship.
- **Children who are, or have been, looked after,** or who are known to children's social care.

6. Responding to a Disclosure

A child may tell you directly, hint at something, or show you through their behaviour, play, artwork or messages. They may tell you during a counselling session, on a WeGame chat, in a parent's kitchen or at the end of a drop-in. However it happens, follow the five Rs.

Step	What to do
Receive	Stay calm, listen and let the child talk at their own pace. Do not show shock or disbelief. Take what they say seriously.
Reassure	Tell them they have done the right thing in telling you and that it is not their fault. Never promise to keep a secret. Explain that you will need to tell someone whose job it is to help keep them safe.
Respond	Only ask open questions if you need to clarify what you have heard (for example, "Tell me more", "Explain", "Describe"). Never ask leading questions or suggest names or events. Do not investigate, examine injuries or confront anyone involved.
Record	As soon as possible, and within the same working day, write down exactly what was said in the child's own words, what you saw, the date, time and setting, and who was present. Sign and date the record. Use the Record of Concern form in Appendix A.
Refer	Report to the DSL immediately. If the DSL is not available, report to the Deputy DSL. If neither is available and a child is at risk, contact MASH or the police directly.

6.1 Important reminders

- Use the child's own language. Do not translate or interpret what they said.

- Consider the child's communication needs. Children with SEND may disclose through behaviour, signing, communication aids, drawings or in fragments over time.
- Do not speak to the alleged abuser or tell the parents or carers unless the DSL has agreed this is safe.
- Do not discuss the disclosure with anyone other than the DSL, Deputy DSL or the statutory agencies involved.
- Look after yourself. Hearing a disclosure can be distressing. Speak to the DSL about support and supervision.

7. Reporting Procedure

All child protection concerns, however small they may seem, must be reported. A single concern may be one piece of a wider picture that only becomes clear when information is put together.

Step	Action
1	Is the child in immediate danger? If yes, call 999 and then inform the DSL.
2	Report the concern to the DSL straight away, in person or by phone. Do not leave a message or rely on email alone for an urgent concern.
3	Complete the Record of Concern form (Appendix A) the same working day and give it to the DSL.
4	The DSL reviews the concern, checks existing records and decides what action to take. This may include consulting the Locality Community Support Service, making a referral to MASH, contacting the police, or monitoring and recording with a clear review date.
5	Referrals to MASH are made by phone and confirmed in writing through the MASH online enquiry form within 24 hours.
6	The DSL records the decision, the reasons for it and any actions taken. Where no referral is made, the reasons are recorded.
7	The DSL follows up within three working days if feedback has not been received from children's social care.
8	The member of staff who raised the concern is told, as far as is appropriate, what action has been taken.

7.1 If the DSL and Deputy DSL are not available

Concerns must never wait. If neither the DSL nor the Deputy DSL can be reached, contact the Safeguarding Lead Trustee or Chair. If a child may be at risk of significant harm and no-one can be reached, any member of staff or volunteer can and should contact MASH (0345 050 7666) or, out of hours, the Emergency Duty Team (0800 833 408) directly, then inform the DSL as soon as possible.

7.2 Professional challenge and escalation

If any member of staff disagrees with a decision made by the DSL, or the DSL is not satisfied with the response of another agency, they should raise this. APCAM follows the OSCP Resolving Professional Disagreements (escalation) procedure. Staff can also speak to the NSPCC Whistleblowing Advice Line (0800 028 0285). A child's safety always comes before professional relationships.

8. Working with Parents and Carers

Much of APCAM's work involves supporting and advocating for parents. We build trusting relationships with families, and we know parents often come to us at times of great stress. This trust is important, but it can never override our duty to protect children.

- From the start of our work, parents and carers are told that APCAM has a duty to share information if we are worried about a child's safety.
- We will normally discuss concerns with parents and seek their agreement before making a referral, unless doing so would place the child or anyone else at risk of harm, could lead to evidence being lost, or could prejudice a police investigation.
- The DSL decides whether, when and how parents are informed.
- Staff acting as a parent's advocate (for example in school, EHCP, housing or Early Help meetings) must not withhold child protection information to protect the advocacy relationship. Where a conflict arises, the DSL will decide whether a different worker should support the family.
- Where a parent raises a child protection concern about another adult or child, staff will listen, record and refer in the same way.

9. Confidentiality and Information Sharing

APCAM respects the confidentiality of the children and families we work with. However, confidentiality is never absolute where a child is at risk of harm.

- All children and young people receiving counselling or therapeutic support are told, in language suited to their age and understanding, about the limits of confidentiality before work begins.
- Staff must never promise a child or parent that they will keep information secret.
- Information will be shared on a need-to-know basis with the DSL and with statutory agencies to protect a child.
- The Data Protection Act 2018 and UK GDPR do not prevent information being shared to keep a child safe. Information can be shared without consent where seeking consent would place a child at risk, or where there is another lawful basis. Fears about sharing information must never stand in the way of protecting a child.
- Where a young person is judged competent to make their own decisions (Gillick competence), their views about information sharing will be taken into account, but will not prevent a referral where they are at risk of significant harm.
- Staff will follow the government's guidance, Information sharing: advice for practitioners providing safeguarding services.

10. Record Keeping

- Child protection records are kept separately from general case notes and counselling notes, in a secure, access-restricted file managed by the DSL.
- Records must be factual, accurate, legible, signed and dated, and must clearly separate fact from opinion.
- Each child with child protection concerns will have a chronology of significant events maintained by the DSL.

- Electronic records are password protected and access is limited to the DSL, Deputy DSL and those who need it.
- Records will be retained in line with APCAM's data retention schedule and statutory guidance. Child protection records are generally kept until the child's 25th birthday, and records relating to allegations against staff are kept until the person's normal retirement age or for ten years, whichever is longer.
- When a child moves to another service, relevant child protection information will be transferred securely to the receiving DSL where it is lawful and appropriate to do so.

11. Allegations Against Staff, Volunteers and Trustees

APCAM takes any allegation that a person working on its behalf may have harmed a child extremely seriously. This procedure applies where someone has:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child;
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children; or
- behaved, or may have behaved, in a way that indicates they may not be suitable to work with children (including behaviour outside work).

11.1 What to do

If the allegation is about	Report to
Any member of staff, volunteer or contractor	The DSL, or the CEO
The DSL	The CEO (Deputy DSL)
The CEO	The Chair of Trustees or Safeguarding Lead Trustee
A trustee	The Chair of Trustees, or the Vice Chair if the allegation concerns the Chair

- The person receiving the allegation must not investigate, interview the child or the adult concerned, or inform the adult concerned before agreeing this with the LADO.
- The LADO must be contacted within one working day on 01865 810603.
- APCAM will follow the advice of the LADO, police and children's social care. Suspension will be considered where there is a risk to children or where it would help an investigation. Suspension is a neutral act and not a disciplinary sanction.
- The person concerned will be treated fairly, kept informed as far as possible and offered support.
- APCAM will make a referral to the Disclosure and Barring Service where it is legally required to do so, including where someone has been dismissed or would have been dismissed had they not left.
- The Board will report the matter to the Charity Commission as a serious incident where appropriate.

11.2 Low-level concerns

Concerns about an adult's conduct that do not meet the harm threshold, but which are inconsistent with the APCAM code of conduct (for example being over-friendly with a child, having favourites, or contacting a child outside agreed channels), should still be shared with the DSL or CEO. These will be recorded so that any patterns can be identified and addressed early.

11.3 Whistleblowing

Anyone who has concerns about poor or unsafe practice at APCAM, including the way a concern has been handled, is encouraged to raise them. Staff who raise concerns in good faith will be protected under the Public Interest Disclosure Act 1998. If staff do not feel able to raise concerns internally, they can contact the NSPCC Whistleblowing Advice Line on 0800 028 0285.

12. Safe Working Practice and Code of Conduct

Clear boundaries protect both children and the adults who work with them. Everyone working for APCAM must:

12.1 One-to-one and therapeutic work

- make sure one-to-one sessions take place in rooms with a vision panel or open door where appropriate, and in buildings where other adults are present;
- make sure session times and locations are recorded in the diary and known to a colleague;
- receive regular clinical supervision for all counselling and therapeutic work.

12.2 Home visits and lone working

- follow APCAM's lone working procedure, including telling a named colleague where they are going and when they expect to finish;
- carry out home visits to see parents, and avoid being alone with a child in the home unless this has been agreed as part of a planned piece of work;
- leave any situation that feels unsafe and report it to the DSL.

12.3 Contact and communication

- only contact children and young people through APCAM-approved accounts, devices and platforms, and never through personal phones, email or social media;
- not accept "friend" or "follow" requests from children or young people on personal social media;
- copy in a parent or carer, or a colleague, to messages with under-16s wherever possible;
- not give children lifts in personal vehicles unless agreed in advance, insured for business use, with parental consent and recorded.

12.4 Physical contact, gifts and favouritism

- keep physical contact to what is appropriate, child-initiated or necessary for safety, and never in a way that could be misinterpreted;
- not give or accept gifts other than small tokens agreed with a manager;
- not show favouritism or develop relationships with a child or family outside of APCAM's work.

13. Online Safety and WeGame

WeGame supports young people who are isolated or out of education through supervised gaming and social connection. Gaming environments can bring additional risks, including grooming, sextortion, exposure to harmful content, gambling-style mechanics and inappropriate contact from other players. Section 8 of the APCAM Safeguarding Policy sets out the WeGame safeguarding framework. In addition:

- all WeGame sessions are led by staff or volunteers who hold an enhanced DBS check and have completed online safety training;
- only games and platforms that have been risk assessed and are appropriate to the age ratings of the young people present are used;
- in-game chat, voice and private messaging are restricted to approved, monitored channels, and young people are not permitted to share personal details or contact details;
- staff do not play with, or contact, WeGame participants on personal accounts or outside of structured sessions;
- young people are taught how to block, report and tell a trusted adult about anything that worries them online;
- any concern about online contact, grooming or the sharing of images is reported to the DSL immediately. Staff must not view, copy, forward or delete nude or semi-nude images of a child. The device should be secured and the DSL will follow the UKCIS guidance on sharing nudes and semi-nudes and, where appropriate, refer to the police or CEOP;
- parents and carers are given information about online safety and how WeGame is run.

Online counselling and video support sessions follow the same principles: staff use APCAM accounts, confirm the young person's location and a safe contact at the start of each session, and never record sessions without consent.

14. Safer Recruitment

APCAM follows safer recruitment practice for every role that involves contact with children, as set out in section 9 of the Safeguarding Policy. This includes enhanced DBS checks (with barred list checks for regulated activity), at least two references, identity checks, an interview that explores attitudes to safeguarding, and a probationary period. DBS certificates are renewed every three years, or staff and volunteers are required to subscribe to the DBS Update Service.

15. Training and Supervision

Who	Training	Frequency
All staff, volunteers and students	APCAM safeguarding induction, including this policy, and OSCP-approved basic safeguarding training	At induction, refreshed every 2 years, with annual updates
Staff delivering one-to-one, therapeutic or advocacy work	OSCP or equivalent multi-agency safeguarding training	Every 2 years
WeGame staff and volunteers	Online safety and gaming safeguarding training	At induction and annually

Who	Training	Frequency
DSL and Deputy DSL	OSCP Designated Safeguarding Lead training (Level 3)	Every 2 years, with annual updates
Trustees	Safeguarding training for trustees	At appointment and every 3 years

The DSL keeps a training record for every member of staff and volunteer. Staff involved in child protection cases will be offered supervision and debriefing, and the DSL will receive external supervision.

16. Monitoring and Review

The Board of Trustees will monitor how this policy is working through the safeguarding report at each Board meeting, an annual safeguarding self-assessment, and learning from any cases, complaints or reviews. The policy will be reviewed annually, or sooner if legislation, statutory guidance or local procedures change, or after any serious incident.

17. Related Policies and Legal Framework

17.1 Related APCAM policies

- Safeguarding Policy 2026 (including WeGame)
- Safer Recruitment Policy 2026
- Social Media Policy 2026
- Code of Conduct 2026
- Professional Boundaries Policy 2026
- Therapeutic Disclosures Policy 2026
- Confidentiality Policy 2026
- Data Protection Policy 2026
- Whistleblowing Policy 2026
- Sexual Harassment Policy 2026
- Lone Working Policy 2026
- Trauma Informed Working Policy 2026
- Artificial Intelligence (AI) Policy 2026
- Complaints Policy 2026
- Health and Safety Policy 2026
- Equality, Diversity and Inclusion Policy 2026

17.2 Legislation and guidance

- APCAM Constitution (Foundation model CIO constitution, last amended 20 September 2019)
- Children Act 1989 and Children Act 2004
- Working Together to Safeguard Children 2026
- Keeping Children Safe in Education (current edition), which applies to the schools APCAM works with

- Oxfordshire Safeguarding Children Partnership procedures
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014 and SEND Code of Practice: 0 to 25 years
- Sexual Offences Act 2003
- Serious Crime Act 2015 (FGM mandatory reporting)
- Modern Slavery Act 2015
- Counter-Terrorism and Security Act 2015 (Prevent duty)
- Domestic Abuse Act 2021
- Online Safety Act 2023
- Data Protection Act 2018 and UK GDPR
- Information sharing: advice for practitioners providing safeguarding services
- Equality Act 2010
- Human Rights Act 1998
- Public Interest Disclosure Act 1998
- Charity Commission guidance: Safeguarding and protecting people for charities and trustees
- UN Convention on the Rights of the Child

Approval

Approved by	The Board of Trustees, by resolution in line with clause 13 of the APCAM Constitution
Signed on behalf of the Board	Lauren Ridley, Chair of Trustees
Signature	
Date adopted	March 2026
Next review	March 2027

APCAM | Registered Charity Number 1186256 | 1 The Green, Alvescot, Oxfordshire OX18 2QD

Appendix A: Record of Concern

Complete this form the same working day and hand it to the DSL. Do not delay reporting a concern while you complete it. This form is confidential.

Child's name	
Date of birth / age	
Address	
Parent / carer name(s)	
School or education setting	
Known SEND / EHCP	
APCAM service involved	
Your name and role	
Date and time of concern	
Date and time of this record	

What happened, or what did the child say?

Use the child's exact words. Record what you saw and heard, where it happened and who was present. Separate fact from opinion.

Any injuries or physical signs observed?

Describe size, shape, colour and location. Do not examine the child or take photographs.

What did you do or say in response?

Include any questions you asked and how the child responded.

Reported to (name)	
Date and time reported	
Your signature	

For DSL use only

Action taken (consultation, MASH referral, police, monitor, other) and reasons:

Referral reference (if applicable):

Parents informed? Yes / No If no, reason:

Follow-up / review date:

DSL signature and date:

Appendix B: Quick Guide for Staff and Volunteers

Print and keep this page somewhere you can find it. If in doubt, always speak to the DSL.

DO	DO NOT
- Stay calm and listen - Take what the child says seriously - Tell them they were right to tell you - Explain what will happen next - Write down their exact words straight away - Report to the DSL immediately - Call 999 if a child is in immediate danger	- Promise to keep a secret - Ask leading questions - Investigate or look for evidence - Examine injuries or take photographs - Confront the person alleged to be responsible - Tell parents without agreeing it with the DSL - Discuss it with anyone else

Who to call

DSL: Lyndsy Doyle	07939 344299
Deputy DSL: Lauren Ridley	07766 521443
Oxfordshire MASH	0345 050 7666
Emergency Duty Team (out of hours)	0800 833 408
LADO (concerns about an adult)	01865 810603
Emergency	999

Remember: Receive, Reassure, Respond, Record, Refer. It is not your job to decide whether abuse has happened. It is your job to pass on your concern.