

HOW TO RECORD INCIDENTS, CONCERNS AND REFERRALS AND STORE THE INFORMATION SECURELY, INCORPORATING GUIDANCE ON CONFIDENTIALITY AND INFORMATION SHARING

REQUIREMENTS

As part of your safeguarding responsibilities, you are required to keep records about any safeguarding concerns.

You may decide to keep paper records or use electronic storage. Whatever method you choose, make sure it's secure, and no-one else has access to it.

Accurate and up-to-date records of safeguarding concerns are essential for a number of reasons:

- (a) They can help you identify safeguarding concerns at an early stage.
- (b) They can help you identify patterns of concern.
- (c) They can enable you to record what might appear to be minor issues to build a more complete picture of what a person may be experiencing.
- (d) They help you monitor and manage safeguarding practices, including decision making, actions taken and agreed strategies with other agencies.
- (e) They can provide you with evidence to support actions both within your organisation and when working with external agencies.
- (f) They can support you to demonstrate action taken to reduce impact of harm.
- (g) They can provide continuity when staff or volunteers change or are unavailable.

In relation to the above it is also important that you follow the guidelines outlined in the Sportsmethod Ltd Privacy Policy and/or the Licensee's Privacy Policy for their respective Territory.

SAFEGUARDING RECORDS

SAFEGUARDING REPORTING FORM

The Safeguarding Incident Reporting Form doesn't have to be overly complicated and the Reporting Form on www.coerver.eu/safeguarding covers all of the key points.

All incidents and concerns should be reported on this form and receipt of the form is usually the starting point in relation to safeguarding cases.

SAFEGUARDING CASE FILES

Safeguarding case files form your record of any correspondence in relation to a particular case, including all information related to the case and any decisions made. The file can be either paper-based or electronic.

SAFEGUARDING CONCERNS LOG

A safeguarding concerns log is a tool to keep a track of the safeguarding concerns reported to you. It can be a paper-based or electronic e.g. a spreadsheet.

The concerns log should give you a quick guide to outstanding cases and actions. It should not include any personal details, as this information should be kept in the safeguarding case file.

The concerns log also helps you to report both internally and externally on the number and types of safeguarding concerns you are receiving.

KEEPING AND STORING RECORDS

There is no single way to set up safeguarding records.

There are however a few golden rules that will make your life easier:

- a) They should be started as soon as you become aware of a concern.
- b) Use clear and simple language.
- c) Be concise and accurate, so they can be easily understood by anyone.
- d) Try to differentiate between facts, opinions and judgements.
- e) Make sure they're up to date and preferably in chronological order.

In terms of storage:

- f) Keep them secure and separate from any general records.
- g) Create separate files for each case.
- h) Only keep them for as long as necessary.
- i) Make sure they're only accessible to relevant staff and volunteers.

CONFIDENTIALITY AND INFORMATION SHARING

To keep children safe, information needs to be shared appropriately, so that decisions can be made to protect them.

However, clear boundaries around information sharing are important to maintain confidentiality, where appropriate, and to ensure that only those who need the information are made aware of it.

DECIDING WHAT INFORMATION TO SHARE

Whenever a sports organisation receives information that raises concerns about a child or children, decisions need to be made about information sharing.

This could include:

- (a) Concerns about a child received within or outside of Coerver Coaching
- (b) Concerns about a person in a position of trust, such as a coach - this could include information on a criminal records check
- (c) concerns about a member of a sports organisation
- (d) concerns about a sports environment, such as an event location or hosting arrangements

KEY PRINCIPLES FOR DECIDING WHAT INFORMATION TO SHARE

In the UK, Government guidance (Licensees should check their Territory's respective guidance) describes the '7 Golden Rules' of information sharing:

1. **Remember that legislation such as the Data Protection Act 2018 and human rights law are not barriers to justified information sharing¹**, but provide a framework to ensure that personal information about living individuals is shared appropriately.
2. **Be open and honest with the individual** (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. **Seek advice from other practitioners** if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.
4. **Share with informed consent where appropriate** and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk.
5. **Consider safety and well-being**: Base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.
6. **Necessary, proportionate, relevant, adequate, accurate, timely and secure**: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
7. **Keep a record of your decision and the reasons for it** – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

WHO TO SHARE INFORMATION WITH

Part of the decision-making process will include consideration about who to share information with. This should include the **Lead Safeguarding Officer** and could also include;

- **Statutory organisations** – the Police and/or Children's Social Care must be informed about child protection concerns
- **Disclosure & Barring Service (or equivalent)** – must be informed of any concerns about someone in regulated activity who is suspended or expelled from the organisation.
- **Other clubs and other sports organisations** – informing other organisations needs to be considered according to the principles below in order that they can safeguard children in their care who may be at risk of harm.

¹ Licensees will also need to check the legislation in their respective territories.

- **Individuals within the organisation** – this will be decided on the basis of who needs to know what information in order to keep children safe.

The above guidelines are also aligned to the Sportsmethod Ltd Privacy Policy.

SHARING INFORMATION: TOP TIPS

1. Use the Coerver Coaching Incident Reporting Form.
2. Use clear and simple language to describe the situation concentrating on the factual detail.
3. If you are storing or sending personal or sensitive information, keep it secure. This may include storing paper files in a locked filing cabinet and if you don't have an encrypted e-mail, password protecting documents or other methods of keeping information safe.
4. Record all of the information you have shared - any information shared, whether verbally or in writing must be recorded.
5. Follow the guidelines in the Sportsmethod Ltd Privacy Policy or your Privacy Policy for your respective Territory.